



## Twin Oaks Village Community Association Frequently Asked Questions on Pool Access (FAQ)

- If you have a pool access card from prior years and there is no balance due on your HOA account, you will be able to use your current pool access card. If for some reason your card is not working, simply contact C.I.A. Services and provide the numbers on your card so it can be reprogrammed (est. 2-3 business days).
- If you have a current pool access card, there is no need for you to fill out the Pool Card Application form again. However, if you have not already, please complete the pool card registration form so your card can be added to the new access device system that is implemented for the 2025 pool season.
- Cost of access card is \$20 for one card, \$30 for two cards **PLUS** a processing fee of \$10 per card.
- Replacement for lost/stolen cards will be issued at a cost of \$25 **PLUS** a processing fee of \$10 per card.
- You have two options to obtain a new pool access card if you do not have one. Complete the application and waiver and either mail or bring them to the C.I.A. Services office located at 18333 Timber Forest DR, Humble, TX 77346 along with your payment. Distribution hours are 8am to 5pm Monday through Friday. Forms can also be submitted electronically by emailing them to [customercare@ciaservices.com](mailto:customercare@ciaservices.com).
- All homeowners/families/guests that intend to use the pool are required to fill out the Pool Waiver form each year.
- Pool hours and days are subject to change based on weather and other conditions/events.
- All homeowners/families/guests must understand and abide by the pool rules posted on the wall above the water fountains, as well as other postings within the pool facility.
- For any questions regarding the pool, please contact C.I.A. Services at 713-981-9000 or email at [customercare@ciaservices.com](mailto:customercare@ciaservices.com)