

## Pool Tag Process

### When to Exchange/Pick-Up Pool Tags

If you have paid all your maintenance fees, you may **exchange your last year's pool tags for current year tags** at the pool on either the Wednesday before pool opens from 6:00 p.m. to 8:00 p.m. or the Saturday the pool opens between 11:00 a.m. and 2:00 p.m. You must be at least eighteen (18) years of age to pick-up tags. Bring your old pool tags and a completed *Pool Registration Form* with you. Or you can complete the form at the time that you pick up your pool tags.

### How to Obtain A Pool Registration Form

Print the Pool Registration Form from the [www.hbtm.org](http://www.hbtm.org) web site, print and complete the form, scan it and e-mail to [HBTMHOA@yahoo.com](mailto:HBTMHOA@yahoo.com). Or, you can complete the form at the pool at the time of pool tag exchange.

### FAQ's about pool tags

**Q: Before the pool opens, I want to exchange tags but I no longer have all of my last years' pool tags.**

**How do I do the exchange?**

A: For each lost pool tag, you will need to pay \$2.00 for the replacement tag if you do the exchange before the pool opens or on the day the pool opens. You must pay the \$2.00 per lost tag at the time that you pick-up your new pool tags.

**Q: The pool has opened and I want pool tags, but I've lost my last years' pool tag(s). How do I get a replacement pool tags?**

A: Download a *Pool Tag Registration Form* from the website [www.hbtm.org](http://www.hbtm.org), complete it, scan it, and e-mail to [HBTMHOA@yahoo.com](mailto:HBTMHOA@yahoo.com). After your request is processed (confirmation that your maintenance fees are paid and that you had pool tags last year), the board will assign your numbered pool tags and call you to make arrangements for you to pick-up your pool tags. **Please bring \$5.00 in cash for each tag requested (whether lost or exchanged).** It may take up to 10 business days to process your request.

**Q: The pool has opened, how do I now get my pool tags?**

A: Download a *Pool Tag Registration Form* from the website [www.hbtm.org](http://www.hbtm.org), complete it, scan it, and e-mail to [HBTMHOA@yahoo.com](mailto:HBTMHOA@yahoo.com). After your request is processed (confirmation that your maintenance fees are paid), the board will assign your numbered pool tags and call you to make arrangements for you to pick-up your pool tags. **Please bring \$5.00 in cash for each pool tag requested.** It may take up to 10 business days to process your request.

**Q: I've just moved to HBTM, how do I get pool tags?**

A: New Homeowners -- Download a *Pool Tag Registration Form* from the website [www.hbtm.org](http://www.hbtm.org), and send the completed form and objective evidence that you are the new homeowner of the property to Ransom Daly, ACMP, 16650 Pine Forest Lane, Houston, TX 77084-4034, for processing. You can also e-mail all the information to [Ransom@acmpinc.com](mailto:Ransom@acmpinc.com). After it is confirmed that the maintenance fees have been paid, you will receive a call from a board member to make arrangements for you to pick-up your pool tags at the pool. It may take up to 15 days to process your request.

A: New tenant (renter) -- Download a *Pool Tag Registration Form* from the website [www.hbtm.org](http://www.hbtm.org), and send the completed form and objective evidence (copy of your lease agreement) that you are the new tenant of the property in HBTM to Ransom Daly, ACMP, 16650 Pine Forest Lane, Houston, TX 77084-4034, for processing. You can also e-mail all the information to [Ransom@acmpinc.com](mailto:Ransom@acmpinc.com). After it is confirmed that the maintenance fees have been paid, you will receive a call from a board member to make arrangements for you to pick-up your pool tags at the pool. It may take up to 15 days to process your request.