



## **Hillside Swim Club FAQ**

### **1. Is Hillside open during the social distancing efforts to curb the Coronavirus?**

A – While the clubhouse remains closed per the direction of local & federal government, the Hillside grounds are open to members year-round. Flowers are blooming and our 8.5 acres is a beautiful place to take a walk with enough space to ensure ample distance

### **2. Has Hillside been financially impacted by the crisis?**

A – Unfortunately yes, Hillside has been impacted. While we remain financially stable due to strong fiscal accountability and a 3+ year waiting list, we have already lost significant revenue from Clubhouse rental and Picnics from our busy season; March through June

### **3. Is the Hillside pool going to open on time this summer?**

A – While we certainly don't know how long the current situation will last, preparation to open the club must begin in late April to be prepared for a regular season opening, if the current situation allows. We may need to consider some new club safety rules for 2020, but we are optimistic that we will enjoy our club this summer

### **4. Is it possible that the Hillside pool won't open this season?**

A – It's safe to say that a lot has happened over the past 4 weeks that we would have thought impossible before, so yes, it's possible. We are encouraged that COVID-19 cannot survive in chlorine but ultimately, we will need to follow city health guidelines

### **5. Why should I pay if it's possible the pool might not open?**

A – Hillside is an equity club. When you became a member of Hillside you received a bond which made you an equal share owner with all other full members. If Hillside were to be sold tomorrow at a profit, you would share equally in that profit. When Hillside has financial responsibilities that must be met, you also share equally in those obligations. As members, Hillside is our not for profit club, and our annual dues allow us to operate

**6. What operating costs are there if the pool isn't open?**

A – At each Winter members meeting, the Board lays out detailed annual financial statements that all are welcome to view & keep. While our largest expense is traditionally the pool, line items like property tax, insurance, & clubhouse expenses cost hundreds of thousands annually alone. In fact, we do not budget for profit, but budget to cover the costs incurred to run the Club. Our dues allow the Board to provide the best Hillside experience possible while also preparing for a well needed property revitalization

**7. When will we know about the pool?**

A – The volunteer Board is comprised of regular members, just like you. The Board pays the same dues, at the same time and has the members & club's best interest in mind. These are unprecedented times and patience is required. The only commitment we can make at this time is that we will continue to assess the situation & communicate with you as it develops. When city & state agencies alert us to any changes, we will immediately alert you...

**8. If the pool doesn't open, will I get money back?**

A – Regardless of whether the pool opens, it requires annual maintenance & there will be expenses in the preparation for opening. However, if it does remain closed for the season, an efficiency will occur and a rebate or credit will be likely. We will not know the exact amount until the end of our fiscal year when all expenses have been paid. We are hoping this will not be the case, but we will communicate the process as it is determined

**9. When do we need to pay our annual dues by?**

A – Per the letter sent to you by the Board, April 18, 2020 is the due date.

**10. What if we have a financial issue caused by the Pandemic?**

A – Hillside is, and will always be, a group of family oriented, good natured people who come together for collective enjoyment. As has been mentioned often, if you have an issue, simply reach out for a Board member & we will do our very best to try and help you. But please remember, we are volunteers that spend countless hours doing our best to make "our" club the best it can be and ask that you treat that with the respect it deserves

**11. How will we know if the pool is going to open?**

A – As stated earlier, all we can commit to at this point is consistent communication in the usual means, Hillside e-mails & our website