

Dear Quail Hollow Estates Homeowners,

A very serious lifeguard shortage in Mecklenburg County has made it difficult to secure lifeguard coverage for the lower pool this season. Just in the 5 days that the pool has been open there have been challenges securing guards for the 11-8 pool hours. Additionally, the lower pool is considered a 1 guard pool which means that there is only 1 guard on duty at all times. If that 1 guard is unable to report to work or has to leave early, there is no coverage. Good news is that both pools have been approved by the Dept of Health to be open without a guard. So, effective tomorrow, Friday, June 4, 2021, there will be no lifeguards at the lower pool for the remainder of this season. This decision has not been made lightly and was done with the guidance of our pool management company, Trident Pool Management.

We want to be very clear. The lower pool will be an unattended “swim-at-your-own-risk” pool facility—there is no lifeguard on duty. Use of the facility is at the sole risk of the individual using the facility. Parents/guardians are responsible for the safety and care of their minor children and assume all risk(s) in this regard. In the event of a serious injury or life-threatening emergency, call 911 and then call the management company at (704) 644-8808. Please locate the phones which are in gray boxes in each of the pool vicinities.

Please know that any child/youth 14 and under must be always accompanied by an adult. The restrooms are in the clubhouse outside of the upper pool.

The pool will be maintained by the Trident Pool Management company who will regularly check the chemical levels, clean the pool, and empty the trash containers.

For clarification regards the pools please find the following:

UPPER POOL – This pool is to the left of the clubhouse and is for floating and relaxation only. It is used only for persons with no incontinence needs. The pool is open 10 am to 8 pm daily through Labor Day, which is Monday, September 6th.

LOWER POOL - The lower pool is to the right of the clubhouse. Children/Youth 14 and under must be accompanied by an adult. This pool may be used for anyone using swim diapers. The pool is open 10 AM to 8 PM daily through Labor Day, which is Monday, September 6th.

We ask that you leave the area clean and tidy for those community members that will come in after you.

Thank you and enjoy your summer!

Quail Hollow Estates Board of Directors