



## A simple guide to request a new pool access card or replace a lost card.

### Pool Card Policy


- New homeowners: 1 complimentary pool card.
- Lost or damaged cards: \$50 replacement fee.
- One card per property.
- Card works at both swim centers.

### How to Submit a Request

#### Step 1: Log into the FirstService Resident Portal

- Go to [portal.connectresident.com](https://portal.connectresident.com) (Resident Portal)
- If you don't have an account, you'll need to register to set one up.

#### Step 2: Submit a Request

- Scroll to the bottom under "Important Links" and select  Submit a Request

#### Step 3: Complete the form

- Enter your email, name, and property location
- Select a Request Type related to Pool Access
- In the description, tell us whether you need:
  - New card or
  - Replacement (lost/damaged — \$50 fee applies)

#### Step 4: Attach the Pool Liability Release form

- Download this form here – [Pool Release Form](#)
- Complete and attach the release form to the bottom of the "Submit a Request" form.

### After You Submit

FirstService Residential will respond with the next steps.

### Questions?

Contact us through the portal or call the FSR help line at 877-378-2388.

Thanks, and enjoy pool season!