

# **NEW POLICY- 2016 PROOF OF FAMILY MEMBERS**

**May 31, 2016**

WSSC Members,

What an amazing weekend of weather to start out our pool season.

We wanted to address a change in requirements for Pool Pass pick up this year requiring Birth Certificates and Proof of Residency that was mentioned in several other emails and our website.

Unfortunately, over the last several years, many people have figured out how to go around the system for our membership sign-up. For example, adding non-(immediate) family members to their memberships, non-residents using other Western Springs addresses, people joining swim team without being members, sharing pool cards, etc... We have received many complaints from our members that this is unfair to those who pay their memberships and follow the rules. As a board, we agree, our job is to protect the members and make sure that all rules are being followed. In order to do this, we decided to implement this policy with our new software system going into place this season and would start requiring members to show birth certificates and/or passports for kids in the household under 18 as well as proof of residency in certain situations i.e. new residents, etc.

Again, we are doing this in response to complaints that we have had from members to clean up our membership records. WSSC has added staff to do this as we knew the first year would be time consuming. Our staff has been doing the best that they can to deal with the situations that have come up over the last several days. We ask that you stay patient, respectful and appropriate. If you have any specific questions that are not being answered by a manager, please feel free to contact any board member. We can't stress enough that this was implemented due to certain people cheating the system and it was unfair to the vast majority of our other members who are abiding by the rules.

Please note, this will be a requirement moving forward for the Pass Pick up at the beginning of every season. We appreciate your patience and support.

Have a great summer,

WSSC Board