



TRUTINA

Trutina FAQ's Clubhouse Pool Area

Question	Answer
Why does the pool feel cold when I get in? Do you change the temperature?	Because of best practices and the need to minimize humidity in the pool area (which is the worst thing for an indoor pool and quickly erodes pool and surrounding area resulting in high maintenance and replacement costs) the pool is kept at a constant 84 degrees and the pool area is kept at a constant temperature of 86 degrees. The 84 degree pool temperature is guided by the international Geriatric Temperature suggestion. The reason it may feel colder when you first get in is a factor of outside temperature. If the heater is running when you are getting into the pool the change feels more dramatic. The pool area temperature is set 2 degrees higher than the pool water in order to mitigate humidity. If the pool water was allowed to be a higher temperature than the water the resulting humidity would create increased corrosion.
Why is the pool water cloudy sometimes?	There are a few challenges to keep pool and spa water clear. The first is simply a factor of our water supply in Liberty Lake which has a very high content of calcium. You can notice the effect of calcium on the pool when you see some brown marks along the pool edge or white residue. This is similar to your home without a water softener, the residue from the calcium in the water leaves similar marks on your glasses, etc. Body oils, sweat and detergent are also challenges that cause the pool and hot tub to be cloudy. The best thing that you can do to prevent / mitigate this challenge is to ensure that you shower before entering the pool. This helps wash body oils, sweat and detergent off of you and your suit before you enter the pool, helping to keep our water clear. Additionally skimmers, which are located throughout the pool, allow the system to "skim" off the residue and remove it from the pool to help ensure clean water.
How do I know if the pool is germ free and clean?	The Trutina pool has an automated system that constantly monitors and adjusts the amount of chemical needed to keep the pool germ free. In addition to the automated system the chemicals can be augmented when needed to address specific situations. Because the pool is salt water the enclosed / automated process adds an electronic charge via a salt chlorine generator located in the pump room which separates the molecules into sodium and chloride. When the chloride is added to the water it is chlorine. We are lucky to have 3 employees through Rockwood in charge of our pool maintenance, all of which are Certified Pool Operators "CPO" which is a certification they need to renew every 5 years with the Department of Health. Other employees may test the pool and hot tub (which is done manually every day and posted on the wall in the pool area) but only a CPO can make any adjustments to the chemicals. In addition to the chemical makeup the staff also "vacuums" the pool every Saturday to remove residue that comes in from people entering the pool.
How do I know if the hot tub is clean and why does it look green occasionally?	The hot tub is not salt water but is also on an automated chlorine treatment system. These settings are also based on daily testing and adjusted as necessary by CPO-certified staff. Occasionally there can be green water observed in the hot tub. The first step if green water is noted is that the staff tests to ensure the chemicals are in balance and that there is not an algae bloom. They will "shock" the spa if needed. Occasionally if this does not work the spa is drained, cleaned and refilled. When the spa is drained it can take nearly a day for the temperature to heat back to the desired levels. The hot tub is generally set at 102 degrees. The hot tub water is required to be changed every six months per code but Trutina generally changes the water approximately quarterly.
The hot tub used to "bubble" and it hasn't for the last 1 - 2 years. How can we get the bubbles back into our hot tub?	When the facility was built there was an air-line that connected to the hot tub which caused the bubbling and that worked for many years. We have had numerous people look into this and the best guess of what is causing the problem is that in the air-line somewhere between the pump room and the spa there is likely a backup device that has failed because water is coming into the pump room through the air-line which is why we needed to cap it off since it is a safety issue but still allows the hot tub to function. The large problem is that we do not know where the failed device may be and we would have to incur the expense of cutting through all of the concrete from the spa to the pump room to find it and replace, which is cost prohibitive. The staff have not given up on this and are looking to see if there is a way to get a camera down the line to better diagnose but at this time the hot tub has the jets but not the dramatic bubble action.
The sides of the pool occasionally have a brown line and the hot tub has white deposits. Why?	As mentioned above, the high calcium content in the Liberty Lake water causes both of these. Getting a water softener for the facility would be cost prohibitive and you can't use any cleaner to remove these without draining both the pool and the hot tub. The staff is looking into the ability to use a wire brush occasionally.
We notice cement granules consistently around the pool and also inside of the pool and hot tub. How we prevent this?	The pool area is made of cement and cement is not waterproof so water - and especially salt water which breaks down the cement so it is constantly getting in the pool and hot tub. It is one of the drivers for vacuuming each Saturday to remove the particles. In addition to the maintenance for cleaning the staff is planning to apply a coating to the concrete floor in April that we are hoping cuts down on the erosion that naturally occurs with cement floors in salt water pools. The effectiveness will be evaluated and other options investigated if necessary.
I see condensation along the windows on a regular basis, why is that?	As mentioned the staff continues to mitigate humidity on a regular basis using pool and area temperature consistency as well as fans and dehumidifiers that continuously run. These initiatives help but do not resolve all humidity. The staff targets 58% humidity to mitigate the corrosion that happens naturally. Changes in outside temperatures, combined with the fact that we have so many windows, makes holding a constant humidity a challenge.
Why do we have a garage door in the pool area if we are never allowed to open it and use it?	The garage door was put in primarily for construction purposes as well as ongoing maintenance. It allows equipment and other needed items to easily be used for pool maintenance. There are also rules that say you cannot leave a door open unless the area around it has a fence for safety reasons. We are allowed to open the garage door for special occasions (the annual pool party) and could potentially expand that but need to ensure all requests are coordinated with the proper staff at Rockwood so we don't go backward on all of the progress made with maintenance.
How often are the bathrooms and locker rooms cleaned and why is there scum in the showers sometimes.	Staff from Environmental Services cleans the bathrooms once per week. Additionally they do deep cleaning once a month which is where they remove the calcium and other issues that our water supply causes.
Why does the cleaning staff always clean the bathrooms and locker rooms during water aerobics when most people want to use them?	The weekly cleaning service is scheduled for Thursday mornings. Thursday was picked so that the clubhouse is consistently being cleaned after the Wine Down Wednesday activities the night before. The cleaning company is on-site around 9 am and remains until the full clean is complete. Staff have asked the vendor to start with the bathrooms first to try and be out of the way of residents as soon as possible and before water aerobics start.
Who do I contact if I have any problems with the pool, spa or locker rooms?	If you see any issues with the pool area or the bathrooms / locker rooms please submit a work order request and choose Clubhouse under the Select Service Category and explain the issue in the space provided. Link below. https://www.trutinahoa.com/hoa-services-work-request.html