

# **The Meadows Community Recreation Centre**

## **Aquatic Centre Closure Dates Extended**

### **Q&A**

#### **Why hasn't the aquatic centre reopened?**

During the scheduled warranty shutdown, it was discovered that a portion of deck tiles had visible surface cracks and showed signs of premature deterioration.

As this poses a safety risk to the public, all the deck tiles will be replaced.

#### **Why did the tiles break?**

The tiles originally chosen were considered to be of the highest quality, so at this time it is unclear how the damage occurred. Samples are currently being tested to determine the root cause of the issue.

#### **How long will the aquatic centre remain closed?**

The duration of the closure depends on the time needed to secure new tiles, remove the current tiles and mortar beds, install the new mortar and tiles, as well as any additional work that may be required.

Once the tile work is complete, there is also a period of time needed to bring the pool systems online and treat the water for safe public use.

It is anticipated that the aquatic centre will re-open early spring, 2016, but we will take every opportunity to reduce the aquatic centre shutdown period.

#### **Why wasn't the problem on the pool deck noted earlier?**

Close examination of tiles can only be completed after water is drained from all the pools and the decks are completely dry. This kind of inspection is done as part of our scheduled warranty shut down.

#### **What is the cost to the City?**

Since the tile deficiency was found within the warranty period of the flooring installation, the repairs will be completed at no cost to the City.

**What other amenities are closed as part of the warranty shutdown? Will they re-open as scheduled?**

The arenas re-opened on October 3 as scheduled, and work continues on other areas and systems within the facility including, but not limited to, dry change rooms, HVAC and plumbing.

Ongoing work in these areas is anticipated to be completed, on schedule, by October 31.

**I'm registered in swim lessons. Will they be cancelled?**

A plan is in place to move swim lessons to the Terwillagar Community Recreation Centre.

The planned shutdowns of the Terwillagar Community Recreation Centre and the Mill Woods Recreation Centre have been re-scheduled to accommodate The Meadows customers at those facilities.

City staff will contact anyone currently registered in lessons to outline options. If for some reason the options do not work, a full refund will be provided.

**What will happen to my aquatic bookings?**

Attempts will be made to transfer bookings to another City of Edmonton operated recreation centre.

The planned shutdowns of the Terwillagar Community Recreation Centre and the Mill Woods Recreation Centre have been re-scheduled to accommodate customers at those facilities.

Within the next 10 business days you will be contacted directly by City staff who will outline your booking options. If for some reason the options do not work, you will be provided a full refund.

### **How are members being accommodated?**

All Facility Annual Membership holders who had their passes extended for two months to accommodate the original amenity warranty shutdown end date of October 31, 2015 will have an extra month added for a total of a three month extension.

A valid membership during the amenity shutdown was defined as a member who:

- a) Used their annual membership at The Meadows Community Recreation Centre a minimum of 4 times within 3 months (June 7 to Sept 7) of a shutdown; AND
- b) A valid membership during the amenity shutdown

All Facility Continuous Monthly Membership Holders who have:

- c) Used their annual membership at The Meadows Community Recreation Centre a minimum of 4 times within 3 months (June 7 to Sept 7) of a shutdown; AND
- d) A valid membership during the amenity shutdown

Will receive an additional month refund of their membership fees for a total of three months refunded

Other member options include:

- A. Accessing another City facility
- B. Putting membership on hold.
- C. Requesting a pro-rated refund for the months remaining on an annual membership.
- D. Cancelling continuous monthly membership.

### **Where can I get more information?**

For up-to-date information about aquatic centre project, please visit [edmonton.ca/meadowsrec](http://edmonton.ca/meadowsrec) or call 311.

If you would like to speak with someone at the facility, front counter staff will direct you to the supervisor.