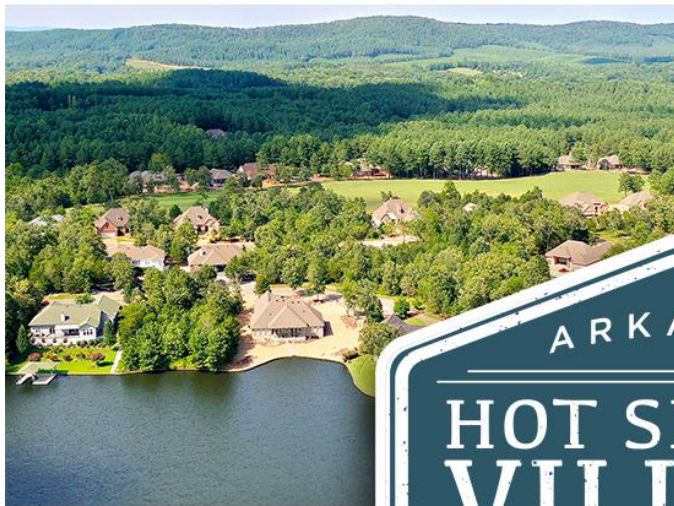


# Property Owner's Handbook



# Board of Directors Welcome

Hot Springs Village functions in many ways like a municipality. Using your assessment dollars and fees, Hot Springs Village provides water, wastewater treatment, sanitation, roads, fire, ambulance, and police protection, plus a variety of amenities like golf, lakes, trails, a performance auditorium, racquet sports, and some food and beverage establishments.

Hot Springs Village is not governed as a city council with representatives from wards. We are a not-for-profit, mutual benefit corporation governed by a board of 7 elected directors. Communications to the board can be directed to [boardmembers@hsvpoa.org](mailto:boardmembers@hsvpoa.org)

Our board meetings are held on the third Wednesday of each month at 9:00 am at Ponce De Leon Center, 1101 DeSoto Blvd.

All of you moved here, we presume, because you were attracted to the outstanding golf, the gorgeous natural setting, the variety of recreational activities, the regional offerings in Hot Springs and elsewhere, the moderate climate – all at a cost that is favorable to other places you might have considered. The POA is responsible for developing and maintaining Hot Springs Village for all the reasons you moved here. So, should you have a question or concern about any of it, your first call is to the POA office at 501-922-5556. Ultimately, our General Manager is accountable for the successful operation of our Village.

In contrast, our role as the HSV board is not operational. As an association, our legal purpose that the board must uphold is “to preserve the value of, and to promote the health, safety, and welfare of the residents and commercial owners of, the real estate described in the Declaration”. Our role is to set strategic direction for the Village, and to provide resources for pursuing that strategy and for funding operations – while making sure we remain compliant with the declaration, by-laws, and policies. We hold our General Manager, accountable for achieving strategic goals that have been set, and for operating the Village efficiently and effectively. So, unlike council members from municipal wards, we directors are not the ones to call to try to get a pothole on your street fixed or if you’re dissatisfied the class offerings at the fitness center. Please call the POA office for those types of concerns.



# Public Safety

## **OUR PUBLIC SAFETY DEPARTMENTS**

Hot Springs Village takes care of safety through the Hot Springs Village Fire Department, Hot Springs Village Police Department and LifeNet Ambulance Services. Our police officers are commissioned in both Garland and Saline Counties. The Police Department is located at 113 Calella Road. The non-emergency number for the Police Department is 501-922-0011. Of course, 911 is the number for an emergency.

Four fire stations are located throughout the Village, staffed by both full-time firefighters, and assisted by a fully trained volunteer firefighting contingent. Proudly, our Fire Department maintains a Class 4 ISO rating and Hot Springs Village is also certified as a Firewise Community.

Through a contract with LifeNet, Hot Springs Village can provide three Advanced Life Support Ambulances within the Hot Springs Village gates. A small fee added to your bi-monthly utility bill allows us to keep these ambulances located within the gates. Member fees provide for three advanced life support units in Hot Springs Village but not the cost of patient services. Ambulance service charges paid by the users through insurance or out-of-pocket directly to the ambulance service provider.

Information about our Emergency Services can be found at [explorethevillage.com/members/services/emergency-services/](https://www.explorethevillage.com/members/services/emergency-services/)

## **CITIZEN'S POLICE ACADEMY**

Our Citizen Police Academy provides Village members working knowledge of our Village Police Department, its personnel, policies, and procedures. The Academy keeps citizens informed about police activity and improves police-community relations. Two hours per week for 8 weeks. Information concerning the Citizen's Police Academy can be found at [hsvcpaaa.com](https://www.hsvcpaaa.com)

# Animal Services

Please be sure your pets are registered with the POA Administrative Office so they can make it back home safely if lost in the Village. Our pet registration form is at [explorethevillage.com/images/members/forms/Pet-Registration.pdf](https://www.explorethevillage.com/images/members/forms/Pet-Registration.pdf)

The Hot Springs Village Compliance Department manages our no-kill Animal Shelter. Animal Control officers are responsible for picking up animals, advising property owners, and providing care for animals during the time they are in their possession. Volunteers with the Hot Spring Village Animal Welfare League assist at the shelter's adoption desk and conduct public awareness activities and fundraising. [hsvawl.org](http://hsvawl.org)

Learn more about Animal Services at [explorethevillage.com/services/animal-services](http://explorethevillage.com/services/animal-services)

## POA Staff

Your Property Owners Association is funded by your monthly member fees and revenue from our amenities. We have more than 400 dedicated employees in these service areas:

### **ADMINISTRATION**

POA Leadership, Member Services Representatives, Administrative Assistants, Controller Accounting, Staff, Call Center Representatives, Asset Management Staff, Human Resources Team, Information Technology Manager and Specialists and Mail Services Staff

### **FIRE**

Fire Chief, Lieutenant, Captains and Firefighters

### **GOLF**

Golf Director, Golf Sales, Tee Time Representatives, Pro Shop Staff, Golf Course Superintendents and Assistant Superintendents, Equipment Technicians, Spray Technicians, Greenskeepers, Golf Cart Fleet Mechanic and Maintenance Workers

### **MARKETING AND DEVELOPMENT**

Business Development, Land & Public Affairs Director, Marketing Manager, and Discovery Team

### **PERMITTING AND INSPECTIONS**

Code Enforcement Manager, Building Inspectors, Compliance Officers, Coordinators and Clerk, and Beach Patrol

### **POLICE**

Police Chief, Lieutenant, Sergeant, Patrol Officers, Administrative Assistant, Dispatchers and Animal Control Staff

## **PUBLIC SERVICES**

Administrative Staff, Water and Wastewater Maintenance Operators, Line Maintenance Workers, Street and Sanitation Workers, Lakes Ecology & Fisheries Manager, Lakes Staff, Building Maintenance Workers, Fleet Management Staff and Electricians

## **PARKS AND RECREATION**

Parks and Recreation Manager, Facilities Managers, Grounds Maintenance Workers, Audio Technicians, Librarians, Fitness Instructors, Marina Attendants, Lifeguards, Outdoor Recreation Attendants, Cashiers and Coronado Fitness Center Maintenance

All our friendly staff work hard to help you live your best life in Hot Springs Village. Next time you meet a member of our POA staff, let them know how much you appreciate them!

If you're interested in joining our team as a full-time or part-time employee, visit our Careers page: [explorethevillage.com/careers](https://explorethevillage.com/careers)

## **HELPFUL HOT SPRINGS VILLAGE WEB PORTAL LINKS**

### **Member Resources**

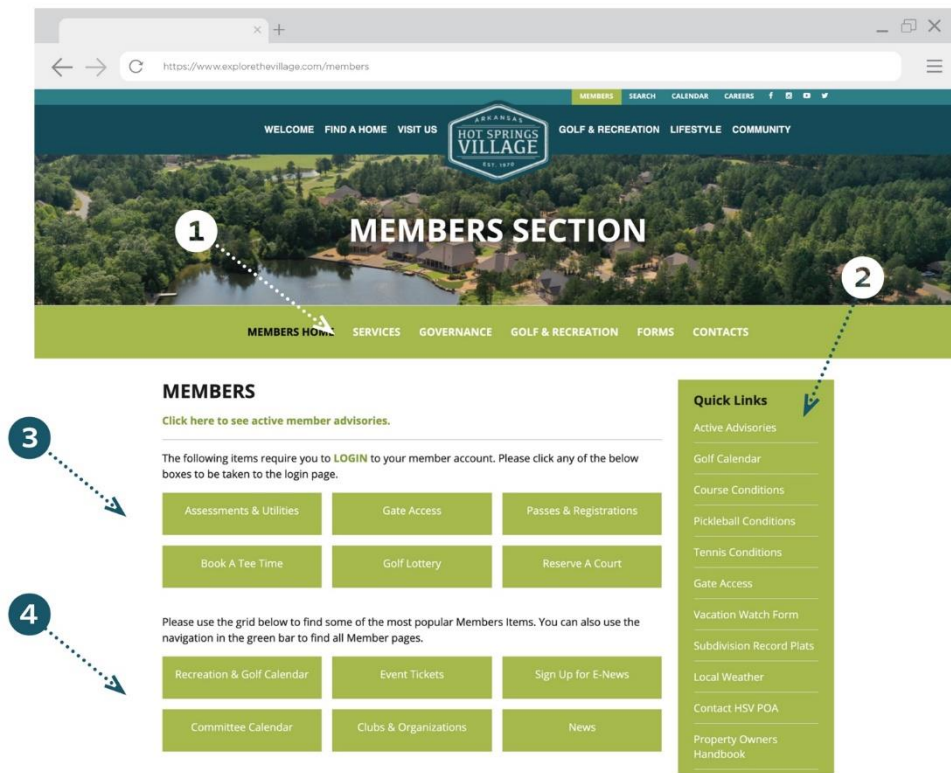
After you login, you can...

- Pay your Assessments & Utilities
- Pay Registration(s) for Pets, Boats, Vehicles, Cart and GHIN
- Pay Annual Passes for Bocce Ball, Fitness, Green Fee and/or Cart Leases, Lawn Bowling, Pickleball, Tennis and Other Amenities
- View Recreational Fees
- Find Information Regarding Local Dining Such as Hours of Operation, Menus, Etc.
- Give Someone Gate Access
- View Governing Documents
- View Information Regarding our Public Utilities such as Rates and Fees, Customer Leaks, Disconnect and Reconnect Service
- Sign up for email news from the POA
- View and Print POA Forms such as ACH Forms
- Find Information Regarding Clubs and Organizations in the Village
- View Dog Park Information
- View Information Regarding the Village Library at the Coronado Center
- View Trail Maps
- View List of Events and Purchase Tickets
- Book a Tee Time or Reserve a Tennis Court
- View Golf Course Conditions
- Find Information Regarding Nearby Schools and Healthcare Providers
- Find Job Postings in the Village
- View Schedule and Description of Classes for Coronado Fitness Center
- View Information Regarding the Lakes and Fishing
- View RV Park Information

# Members Section of explorethevillage.com

When you click on the green MEMBERS tab at the top of explorethevillage.com, you'll be taken to a section we've set aside just for current members and residents of Hot Springs Village. There are four areas of this Members home page:

1. The navigation bar that includes Services, Governance, Golf & Recreation, Forms and Contacts
2. Quick Links along the side, linking you to the pages our members visit most often
3. Links to pages that require a member login
4. Links to publicly available information that members use to stay in the know



## First Time Login Instructions

1. Type it into your browser: <http://www.explorethevillage.com>
2. Select "Member Resources" tab on the top right
3. Select "Assessments & Utilities" block in top left corner

4. Enter your Member Number as the Username and use 12345678 for the Password

Primary Member ID \_\_\_\_\_

Alternate Member ID \_\_\_\_\_

Alternate Member ID \_\_\_\_\_

\* Only the Primary Member ID can be used to pay assessments and utilities on the portal; however, any Member ID can be used to book a tee time, allow gate access, purchase amenities and event tickets.

5. Now set up your web account and set up a new secure password:
- A) Click on your name at the top of the page
  - B) Or, click on Member Tools, then click on My Profile
6. Click on the Edit Profile button
7. The first thing you must do is enter your name and email address, then click the Update button under Account Information. TIP: The email address you enter here is the one that will be used to send you a reset link if you forget your password.
8. To change your password, type in the current password (12345678), then enter a new password and retype the new password to confirm it, then click 'Change Password' button
9. Click on the update button at the bottom of the screen

*If you have any questions or require assistance, please contact Member Services 501.922.5556.*

## **1. NAVIGATION BAR**

The navigation bar is organized into topics to explore.

### SERVICES

Animal Services, a directory of Clubs, Organizations and Businesses, Emergency and Healthcare Services, Permitting and Compliance, and Public Services.



## GOVERNANCE

Documentation of Property Owners Association business. Board Members and Meeting Minutes, Committees, Financial Reports, Governing Documents, Mission, and POA Leadership.

## GOLF & RECREATION

Amenity Contacts, Coronado Library, Dog Park, Event Tickets, Golf, Golf Calendar, Recreation Calendar, Lakes, Outdoor Pool, Pickleball, Recreational Fees, RV Park, Tennis, and Trails.

## FORMS

Registrations and Applications for just about everything, including your vehicles, boats, pets, and private golf carts.

## CONTACTS

Addresses, phone numbers and operating hours for POA administration and amenities, plus a convenient online contact form for communicating with your POA.

## **2. QUICK LINKS**

This handy side bar appears on most pages of the Members Section. Quick Links is a list of pages you're likely to use often.

This includes:

### ACTIVE ADVISORIES

Provides current news on closures and operational changes such as road closures.

### COURSE CONDITIONS, PICKLEBALL CONDITIONS, COURT CONDITIONS

These sections are updated daily to provide golfers, pickleball players and tennis players current conditions and tips for using their favorite sports facilities.

### GATE ACCESS

This is the fastest way to request permission for your guests to enter our East and West Gates.

### VACATION WATCH FORM

A form to advise Hot Springs Village Police when you'll be away from home. They'll keep an eye on your home while you're gone.

## SUBDIVISION RECORD PLATS

Very detailed diagrams and data on every residential neighborhood in Hot Springs Village.

## LOCAL WEATHER

The Weather Channel® page on current conditions in Hot Springs Village.

## CONTACT HOT SPRINGS VILLAGE POA

Addresses, phone numbers and operating hours for POA administration and amenities, plus a convenient online contact form for communicating with your POA.

## PROPERTY OWNER'S HANDBOOK

This is a downloadable and printable version of this booklet you are reading now.

### **3. LINKS TO PAGES THAT REQUIRE A MEMBER LOGIN**

These six links take you to pages that can only be reached after you login to the members portal. You will need your member number and password.

## ASSESSMENTS & UTILITIES

Check your account statements, golf rounds history, edit your profile and keep current on your transactions with the POA.

## GATE ACCESS

Each POA member has access to both staffed and unstaffed gates using their personal POA membership card. It is a violation to let anyone else use your personal card (even relatives). Your Sponsored Guests (relatives and friends) and Visitors (deliveries, home health workers, lawn services, etc.) must enter through staffed gates (West or East Gate). **The fastest and best way for you to arrange their authorized entry is by using this online Member Portal.** It is quick and easy. In emergencies, you can call the gates to authorize entry (security officer's primary duty is to monitor entering vehicles, so you may have to leave a message).

It is a violation to lend your card to anyone and to use your card at unstaffed gates to allow Guests or Visitors to enter

## PASSES & REGISTRATIONS

Enables you to register your boat, private golf cart, vehicles, and pets. You can even buy an annual Dog Park pass and sign up for GHIN (Golf Handicap Information Network).

## BOOK A TEE TIME

Allows you to reserve an available time that hasn't already been reserved through the Golf Lottery. This page is for tee times less than 5 days in advance.

## GOLF LOTTERY

Where you request tee times 5 to 14 days in advance.

## RESERVE A COURT

Schedule your times at our Coronado Tennis Center.

## **4. LINKS TO PUBLICLY AVAILABLE INFORMATION**

These six links take you to pages that are accessible to everyone, without a member login.

## RECREATION & GOLF CALENDAR

Our activities calendar, where you can sort by category or see everything happening on a given day.

## EVENT TICKETS

Learn about live entertainment and purchase tickets to events in Hot Springs Village. [hsvticketsales.com](http://hsvticketsales.com)

## SIGN UP FOR E-NEWS

A form that puts you on our email list. Not only will you receive our weekly Village Digest, but you'll be alerted of other important news when it happens. This

is the most popular way for Hot Springs Village members to stay informed.

## COMMITTEE CALENDAR

A calendar dedicated to meetings of our Board of Directors and its committees.

## CLUBS & ORGANIZATIONS

A directory full of contact information for hundreds of organizations and businesses throughout Hot Springs Village.

## NEWS

Our blog of Hot Springs Village stories, past and present.

# Golf

Hot Springs Village provides unmatched variety and value for golfers of all ages and skill levels. Our POA operates eight golf courses: seven 18-hole golf courses and one 27-hole golf complex. That's 153 holes! Golfers can play a different course every day of the week!

## **ANNUAL GREEN FEE PASSES**

Annual passes are available for individuals or couples and provide unlimited green fees at all eight courses for the calendar year (January 1 - December 31). Annual passes can be purchased with or without an annual cart lease. Annual green fee passes receive one complimentary range card with the pass (two cards for a couple's pass). A range card is good for 30 range buckets of approximately 20 balls per bucket. Annual golf passes must be purchased online or at the POA Administration Building. All green fee passes will have an added golf surcharge to fund Golf Reserves for future maintenance and course rehab needs.

## **ANNUAL CART LEASE**

An annual cart lease provides you a POA-owned golf cart every time you play. This lease is available as a stand-alone, or you can combine it with an annual green fee pass.

## **PRIVATE CART REGISTRATION**

Golf carts operated on the roads and trails of Hot Springs Village must be registered and display an HOT SPRINGS VILLAGE registration decal. Golf carts must have these specific safety devices: two front mounted headlights, white in color and a pennant or colored flag of high visibility orange fastened to a pole at least (7) feet above ground. All private golf carts in the Village must pay a registration. The registration includes a decal for your cart trailer, if needed. Members with the registration only will still pay the daily private cart fee each time they play golf. The Annual Private Cart Registration covers the required registration and also includes unlimited daily cart fees for the calendar year.

## **GHIN (GOLF HANDICAP AND INFORMATION NETWORK)**

Want to play in a golf league or tournament? What's your handicap? Most require a GHIN registration, which is the USGA Handicap System. Today there are more than 14,000 golf clubs and more than 2.3 million golfers using GHIN in the US and around the world. Annual registration or renewal is \$30 per person. The GHIN registration

form is available on our Members website under Forms ([explorethevillage.com/members/forms](https://explorethevillage.com/members/forms)).

## **SUPER SENIORS**

Members 80 years of age or older may purchase amenities at a 50% discount. Super Seniors can also play the Coronado Golf Course on Tuesdays and Thursdays for a \$0 green fee. Cart fees still apply at full rate. To be eligible for Super Senior rates, members must validate their age at the POA Administration Building. Members turning 80 in the current year are eligible for Super Seniors rates.

## **ROARING 90S**

Members who substantiate they are 90 years of age or older may use recreational amenities free of charge. Cart Fees still apply at the full rate. Members must validate their age at the POA Administration Building. Members turning 90 in the current year are eligible for Super Seniors rates.

# **Parks and Recreation**

## **CORONADO TENNIS CENTER**

Tennis improves your balance, agility, coordination, and reaction time.

The Coronado Tennis Center includes 10 clay courts, 3 hard courts, ball machine, lessons, a junior tennis program and league play. Playing on clay courts reduces the impact on your joints and back and produces slower ball bounce than traditional courts. League play is organized by the Hot Springs Village Tennis Association.

## **CORONADO FITNESS CENTER**

Regular exercise is key to living a long, healthy life. The Coronado Fitness Center (CFC) offers an indoor three-lane walking track, a large weight and cardio area with new equipment arriving annually, a wide variety of land and water classes, a 25-meter indoor heated pool, whirlpool, sauna, steam room, and two large locker room facilities with showers. Massage Therapists and Personal Trainers are also on site.

You can get a workout in one of many ways. The CFC offers group classes, the opportunity to work with personal trainers, a variety of equipment that you probably don't have at home, a safe place to exercise, and support and camaraderie with like-minded fitness friends.

The CFC is a contracted center that accepts insurance reimbursement plans for fitness center use. Please see the staff at the Fitness Center for a list of the insurance



plans we accept for reimbursement. If you plan to visit the center at least 58 times in a year, the Annual pass provides the best savings.

For our members age 65 and older, your health insurance plan may enable you to belong to our Fitness Center for little or no cost. Talk to your insurance provider to find out if you qualify.

### **AUTOMATIC BANK DRAFT (ACH) OPTIONS**

You can purchase Golf, Fitness & Tennis Annual passes by monthly automatic bank draft. This service requires payment in full over 12 months without cancellation but allows you to make monthly payments instead of paying the full amount up-front. ACH forms can be found on the forms page of our member website.

### **PICKLEBALL**

The Hot Springs Village pickleball facility consists of 14 courts renovated in August 2021. Players can participate in open play, leagues, and tournaments.

Pickleball is a paddle sport that combines elements of tennis, badminton, and table tennis. Players use paddles to hit a perforated ball over a net. Pickleball can be played with two or four players.

League play is offered by the Hot Springs Village Pickleball Club. Although it's not as cardio-intensive as tennis, pickleball can still get your blood pumping. An hour or two of pickleball will get every inch of your body in motion!

### **OUTDOOR POOL**

Our zero-entry pool features areas for accessing water in the shade, in- water bench seating, a deep end of 8 1/2 feet with surface diving, swim lessons, a snack bar, pool house, deck seating in both shade and sun, loungers and cabana rentals. We have an ADA-accessible ramp and ADA-accessible lift for pool access. The pool is typically open from May to September.

### **LAWN BOWLING**

A low-impact, therapeutic exercise, lawn bowling can improve fitness, coordination, and confidence. The Hot Springs Village Lawn Bowling Green is made of artificial turf. The object of the game is to place the ball as close as possible to the target, which is called a jack.

## **BOCCE BALL**

Bocce is a simple game played by people of all ages and skill levels. To play, you pitch the pallina from a line at the end of the court and then try to get your bocce balls as close to the pallina as possible while knocking your opponent's bocce balls away from the pallina.

## **CROQUET**

Our new croquet lawn is located next to Lawn Bowling and Bocce Ball. In croquet, a player hits a wooden ball with a mallet through hoop-shaped wickets.

## **ARCHERY**

The sport of archery is thousands of years old. Modern bows and arrows make it an enjoyable activity for all ages. Our new 3-lane archery range is located at 12 Fenix Lane. Look for the directional sign on DeSoto Blvd. near Ponce de Leon Dr.

## **FREE AMENITIES**

### **TRAILS**

Get back to nature and enjoy the fresh air. We have over 30 miles of trails throughout our community. Walk your dog, take a quick run, hike, or ride your bike on one of these beautiful trails.

### **PICNIC AREAS**

All picnic areas are open to Hot Springs Village members and their guests. All areas have picnic tables, grills, and restrooms. There are picnic areas at Balboa Beach, Cortez Beach, DeSoto Beach, DeSoto Family Recreation Area, Coronado Boat Ramp, Balboa Pavilion, and Cortez Pavilion located at Cortez Boat Ramp. All picnic areas have shaded shelters and pavilion rentals.

### **DESOTO RECREATION AREA**

In addition to pickleball courts, the DeSoto Recreation Area has two half-court basketball courts, playground and small covered picnic area, and an 18-hole miniature golf course. 209 DeSoto Boulevard.

### **GROVE PARK**

Grove Park is an open park area next to the Ponce de Leon Center. It features a community stage for performances, a small pocket park with swings and a slide, as

well as picnic tables and a grill. Grove Park is home to the seasonal Green Market, the Village Fall Fest and month-long Grove Park lighting in December. 1105 DeSoto Boulevard.

## Education

The following schools and education centers are available within close proximity to Hot Springs Village

- Cedar Mountain Boys & Girls Club
- Great Futures Preschool & Child Care
- Saline County: Fountain Lake School District (Pre-K, K-12)
- Garland County: Jessieville School District (Pre-K, K-12)
- Christian Ministries
- UA Little Rock
- National Park College – Hot Springs
- Pulaski Technical College – Benton
- Pulaski Technical College – Little Rock
- University of Arkansas – Fayetteville
- Henderson State University – Arkadelphia/Hot Springs

### **Lifelong Learning Institute of Hot Springs Village**

The Lifelong Learning Institute of Hot Springs Village provides enriching educational opportunities by offering community education programs and scholarly travel venues. [hsvlli.org](http://hsvlli.org)

## Arts and Entertainment

### **PONCE DE LEON CENTER**

The Ponce de Leon Performing Arts Center in Hot Springs Village has a lot going on. Home to the Ouachita Activities Building, a rental facility for meetings, special events, and the POA's Board of Director meetings, the grounds also contain the Casa de Carta and the Woodlands Auditorium. 1101 DeSoto Boulevard | (501) 922-4423

## **WOODLANDS AUDITORIUM**

The Woodlands Auditorium is a 650-seat theater featuring state-of-the-art sound and lighting for a complete performance experience. The facility hosts approximately 75 cultural and entertainment events per year, including Broadway-style musicals, drama, dance, vocal and choral performances. Box Office: (501) 922-4231, or online at [hsvticketsales.com](http://hsvticketsales.com)

## **CASA DE CARTA**

When you need a break from the physical activities that abound in Hot Springs Village, try your hand at bridge or a host of other card games. Casa de Carta is Hot Springs Village's House of Cards hosting games of bridge, pinochle, cribbage and more played up to seven days a week. Play is organized by the Village Card Club.

## **CORONADO COMMUNITY CENTER & LIBRARY**

Available as a rental facility for meetings, special events, dances and dinners, the Coronado Community Center has a variety of rooms available for your next event.

The community center also houses the Coronado Library which boasts an extensive audio book and DVD library in addition to a wide selection of fiction and mysteries as well as nonfiction, young adult, and children. Wi-fi and computer terminals are also available. In addition, the library stocks a sizeable paperback and puzzle lending selection – just take them home, enjoy them, and bring them back on the honor system.

150 Ponderosa Lane

Community Center: (501) 922-5050

Library: (501) 922-3555

# Getting an Arkansas Driver's License

## Arkansas Proof of Legal Presence and Proof of Identification for Voluntary Enhanced Security Noncommercial (NCL)/Commercial Driver's License (CDL)/ Identification Card (ID)

All new applicants for an Arkansas Driver's license or Identification card are required to provide proof of legal presence in the United States as well as proof of identity. One (1) Primary Document and one (1) Secondary Document or two (2) Primary Documents will be required.

To prove legal presence in the United States one of the following documents must be shown:

### Primary Documents

- U.S. Passport/U.S. Passport Card **(MUST BE VALID/NON-EXPIRED)**
- U.S. Birth Certificate of Birth/Birth Abroad (US only) **(NO BIRTHCARDS ACCEPTED)** Must be original or certified copy, have a raised seal and be issued by the Bureau of Vital Statistics or State Board of Health.
- Photo Document from DHS - (Department of Homeland Security, US Citizenship and Immigration Services) (No Border Crossing Cards)- **Must Verify through Systematic Alien Verification for Entitlements (S.A.V.E)**
- U.S. Visa with Valid Foreign Passport- appropriate INS document is also required-**Must verify through S.A.V.E**
- Employment Authorization Card -**Must verify through S.A.V.E**
- Immigration and Naturalization Service (INS) Documents, as follows:-
  - Certificate of Naturalization (N-550, N-570, or N-578).
  - Certificate of Citizenship (N-560, N-561, or N-645).
  - Resident Alien Card/Permanent Resident Card (I-151, I-551, AR-3, AR-3A, or AR-103). **Must verify through S.A.V.E**

If your name is different from what is on the Birth Certificate, you will need to bring a document which changes name, Marriage License, Divorce Decree, specifically stating that you may change your name, or a court order for name change. (Name change affidavits may be accepted for missing linking documents.

For proof-of-identity to obtain Duplicate driver's license or ID card, each applicant must show either:

- Two (2) Secondary documents, or
- One (1) primary document.

### Secondary Documents (Proof of Identity)

- Out of State Driver's License (If NCL are expired more than 31 days must see Arkansas State Police for testing, CDL up to 1 year)
- Out of State ID (If ID is expired more than 31 days customer must bring in One (1) Primary Document and one (1) Secondary Document or two (2) Primary Documents.
- Photo Work/School ID
- Concealed Handgun License
- Pilot's License
- Vehicle Registration/Title
- Certified School Record/Transcript/ Home School Notice of Intent Form
- Prison Release Document/Sentencing Order
- Bureau of Indian Affairs Card/Indian Treaty Card (Tribal ID Card is NOT acceptable)
- Military ID/ Military Dependent w /photo.
- Court Order (must be sealed)
- Armed Forces Discharge Papers (DD214).
- Health Insurance Card (Issued by Insurance Company) Medicare/Medicaid are accepted & AR Kids up to age 19.
- Tax Document received from IRS
- Marriage Certificate/License
- Parent Affidavit (Parent/guardian must appear in person, prove his/her identity regarding the child's identity).



## Important Numbers

POA Main Phone Number	501-922-5556
Public Services	501-922-5524
Public Services after hours number	501-922-1323
Member Services/Accounting	501-922-5556 Opt. 1
Gates – East	501-922-5015
Gates – West	501-922-1640
Golf Department – Tee Times	501-922-2858
Lakes Management	501-922-2291
Permitting & Inspections	501-922-5562
Recreation	501-922-0322
Waypoint at DeSoto Marina	501-922-5511
DeSoto Recreation/Pickleball	501-984-0468
Coronado Fitness Center & Indoor Pool	501-922-1230
Coronado Community Center	501-922-5050
Coronado Library	501-922-3555
Coronado Tennis Center	501-922-5054
Police Department (Non-Emergency)	501-922-0011
Fire Department (Non-Emergency)	501-922-2210
Compliance Department	501-922-5562
Animal Shelter	501-922-6547

Diamante Country Club	501-922-1114
Woodlands Auditorium	501-922-4231
Fitness/Wellness Center	501-922-1230
Library	501-922-3555
Townhouse Association	501-922-1375
Hot Springs Village Chamber of Commerce	501-915-9940
Entergy (Electric – Garland County)	800-368-3749
First Electric (Electric – Saline County)	800-489-7405
Post Office	501-984-6392
KVRE Radio Station	501-922-5678
Revenue/Taxation Office (Driver's License)	501-984-5488
Suddenlink (Cable & Internet)	888-822-5151
Direct TV (AT&T)	866-972-7612
Village Voice Newspaper	501-684-6224
Garland County Assessor's Office	501-622-3730
Garland County Circuit Clerk	501-622-3630
Garland County Tax Collector	501-622-3710
Saline County Assessor's Office	501-303-5622
Saline County Circuit Clerk	501-303-5615
Saline County Tax Collector	501-303-5620
Village Self Storage	501-922-3900
USA Self Storage Balboa Drive	501-563-2933

Arvest Bank	501-321-8310
Bank OZK	501-922-0209
Regions Bank	800-734-4667
Relyance Bank	501-922-6176
US Bank	501-922-6204

# Healthcare Providers

## MEDICAL CLINICS

### **Apollo Medical Clinic**

111 Cordoba Center Dr  
HSV 501-625-3334

### **CHI St. Vincent Primary Care**

4419 HWY 7 N, Ste 201  
HSV 501-922-2217

### **CHI St. Vincent**

410 Ponce De Leon Dr  
HSV 501-922-1700

### **National Park Clinic HSV**

121 Cordoba Center Dr  
HSV 501-915-0837

## MINOR EMERGENCY CLINICS

### **CHI St. Vincent**

4419 HWY 7 N, Ste 201  
HSV 501-922-2217

### **Apollo Medical Clinic**

111 Cordoba Dr  
HSV 501-625-3334

## AUDIOLOGISTS

### **Affordable Hearing Solutions**

356 Hwy 7, Ste 6  
HSV 501-620-4499

### **Natural Hearing Centers**

101 Plaza Carmona Place, Ste C  
HSV 501-226-3233

### **Ear to Hear (Mike Gray)**

1524 Malvern Ave, Ste 1  
HSV 501-466-0466

### **Saline Audiology Associates**

110 Estes Way #2  
HSV 501-922-0053

## CARDIOLOGY

### **Dr. Jeffrey Stewart**

3 Medical Park Dr #301  
Benton 501-574-7940

### **Dr. Allan Hatch**

1000 Hwy 35 N, Ste 8  
Benton 501-315-4008

### **Dr. Lonnie Harrison**

3 Medical Park Dr, Ste 201  
Benton 501-860-7189

### **Dr. Oyidie Igbokidi**

200 Heartcenter Ln  
Hot Springs 501-625-8400

### **Dr. Srinivas Vengala**

200 Heartcenter Ln  
Hot Springs 501-625-8400

### **Dr. Yuba Acharya**

200 Heartcenter Ln  
Hot Springs 501-625-8400

### **Dr. Jason Pelton**

200 Heartcenter Ln  
Hot Springs 501-625-8400

### **Dr. T Eric Bowen**

130 Medical Park Place  
Hot Springs 501-625-3400

### **Dr. Gregory St. John**

130 Medical Park Place  
Hot Springs 501-625-3400

### **Dr. Nazneen Tata**

200 Heartcenter Ln.  
Hot Springs 501-625-8400

### **Arkansas Heart Hospital Clinic**

149 Section Line Rd, Ste A  
Hot Springs 501-767-2399

## CHIROPRACTORS

### **Carson Chiropractic Clinic**

3907 Central Av, Ste F  
Hot Springs 501-525-7171

### **Family Care Chiropractic Center**

Center 711 Albert Pike Rd  
Hot Springs 501-321-2225

### **Kaumeyer Chiropractic**

Center 100 Ridgeway St, Ste 8  
Hot Springs 501-463-9477

### **Village Chiropractic Clinic**

412 Ponce De Leon Dr, Ste B HSV  
501-915-9800

## DENTAL PROVIDERS

**Mason Family Dental,  
Dr. John Mason**

4585 N State HWY 7, #13  
HSV 501-214-8631

**Wainscott Dental,  
Dr. Michael Wainscott**

4419 N State HWY 7  
HSV 501-984-6400

**Lefler Dental,  
Dr. Thomas Lefler**

130 Cordoba Center  
HSV 501-922-3443

**Fusilier Dental Group,  
Dr. Michelle Rose**

101 Dentista Dr #3531  
HSV 501-922-6700

**Dr. Jeffery Fusilier**

101 Dentista Dr #3531  
HSV 501-922-6700

**Plaza Carmona Dental**

**Dr. Kristi Gipe Golden**  
103 Plaza Carmona Place  
HSV 501-922-2600

**Dr. J. Stephen Wilson**

103 Plaza Carmona Place  
HSV 501-922-2600

**Village Dental Group**

**Dr. Larry Powell**

1396 DeSoto Blvd  
HSV 501-922-1045

**Dr. Robert Hodous**

1396 DeSoto Blvd  
HSV 501-922-1045

**Dr. Robert Carlisle**

818 W South St  
Benton 501-776-0564

## EAR NOSE AND THROAT SPECIALTY

**Dr. JJ Miller**

1 Mercy Ln, Ste 206  
Hot Springs 501-609-2368

**Dr. Mariah O'Sullivan**

1 Mercy Ln, Ste 206  
Hot Springs, AR  
501.609.2368

**Sherry Housley APRN**

1 Mercy Ln, Ste 206  
Hot Springs 501-609-2368

**Arkansas Otolaryngology**

2305 Springhill, Ste 8  
Benton 501-227-5050

**Saline Audiology**

810 N East St  
Benton 501-778-3868

**Palmer Hearing Lab**

4501 Central Ste 174-C6  
Hot Springs 501-525-9996

## ENDOCRINOLOGY / DIABETES

**Dr. Daryl Burrows**

1662 Higdon Ferry Rd, Ste 140  
Hot Springs 501-623-9581

**UAMS Endocrinology Clinic**

4110 Outpatient Cr  
Little Rock 501-296-1220

## EYE CARE

**Eye Care Specialists,**

**Dr. Michael Semmler**  
102 Plaza Carmona Pl  
HSV 501-922-5778

**Dr. Susan Semmler**

102 Plaza Carmona Pl  
HSV 501-922-5778

**Holt Eye Clinic #1,**

**Dr. Cynthia Carnie**  
205 McCauley Court  
Hot Springs 501-624-6330

**Holt Eye Clinic #2,**

**Dr. Graham Holt**  
211 McCauley Court  
Hot Springs 501-624-0609

**Dr. Jeff Holt**

211 McCauley Court  
Hot Springs 501-624-0609

**Dr. Thomas Moseley**

211 McCauley Court  
Hot Springs 501-624-0609

**Ramer Eye Clinic,**

**Dr. Greg Ramer**  
1629 Airport Rd, Ste C  
Hot Springs 501-767-0602

**McFarland Eye Care**

3604 Central Ave  
Hot Springs 501-318-1111

**McFarland Eye Care**

319 Bryant Ave  
Bryant 501-653-2010



## **FAMILY PRACTICE**

### **Dr. Halah Al-Dadah**

1 Mercy Lane Ste 506  
Hot Springs 501-622-6500

### **Dr. Randall Hill**

1 Mercy Lane, Ste 506  
Hot Springs 501-622-6500

### **Dr. Kyle Roper**

1707 Airport Rd, #70  
Hot Springs 501-767-6200

### **Dr. Jerry Cannaday DO**

121 Cordoba Center Dr, Ste 400  
HSV 501-915-0837

### **Dr. Donald Blagdon**

100 McGowan Court  
Hot Springs, AR 501.318.6199

### **Dr. Richard Chastain**

1 Mercy Lane, Ste. 506  
Hot Springs, AR 501.622.6500

### **Dr. Laura Lester**

1707 Airport Rd.  
Hot Springs, AR 501.767.6200

### **Rebecca Shultz, PA**

1 Mercy Lane, Ste 206  
Hot Springs 501-622-6500

### **Thomas Pullig**

121 Cordoba Center Dr, Ste 400  
HSV 501-915-0837

### **Micki Reynolds APRN**

121 Cordoba Center Dr, Ste 400  
HSV 501-915-0837

### **Fountain Lake Family Medicine**

4517 Park Ave  
Hot Springs 501-623-7900

### **West Gate Clinic- Jarrod Brashears APRN**

140 Cordoba Center Dr  
HSV 501-547-2479

## **GERIATRICS**

### **Dr. Meaghan Masini**

300 Werner St.  
Hot Springs 501-922-2217

## **INTERNAL MEDICINE**

### **Dr. Amy Ashwood-Falck**

1662 Higdon Ferry Rd  
Hot Springs 501-623-2781

### **Dr. Seth Barnes**

2825 Albert Pike Rd

Hot Springs 501-767-9111

### **Dr. Terry Blackstock**

124 Sawtooth Oak St  
Hot Springs 501-623-7800

### **Dr. Diane Bodemann**

1662 Higdon Ferry Rd  
Hot Springs 501-623-2781

### **Dr. Eric Bowen**

130 Medical Park Place  
Hot Springs 501-625-3400

### **Dr. Clay Brashears**

722 N Main St  
Benton 501-778-5740

### **Dr. Jim Brewer**

722 N Main St  
Benton 501-778-5740

### **Dr. James Bridges**

1 Mercy Lane Ste 506  
Hot Springs 501-622-6500

### **Dr. Michael Cloud**

2825 Albert Pike Rd  
Hot Springs, AR  
501.767.9111

### **Dr. Andrew Grose**

1 Mercy Lane, Ste 506  
Hot Springs 501-622-6500

### **Dr. Deborah Guade**

1 Medical Park Dr  
Benton 501-778-5740

### **Dr. Edward Hill**

1 Medical Park Dr  
Benton 501-778-5740

### **Dr. Jenny Navarro**

2825 Albert Pike Rd  
Hot Springs 501-767-9111

### **Dr. Anushareddy Muddasani**

1662 Higdon Ferry Road, Ste 200  
Hot Springs 501-623-2781

### **Dr. David Slay**

1662 Higdon Ferry Road, Ste 200  
Hot Springs 501-318-6199

### **Dr. Kristi Sutton**

903 DeSoto Blvd, Ste A  
HSV 501-915-0936

### **Dr. Gregory Whorton**

1707 Airport Rd, #70  
Hot Springs 501-767-6200

## ORTHOPEDICS

### **CHI St. Vincent Orthopedics**

4419 N Hwy 7, Ste 201

HSV 501-922-3838

### **Orthopedic Center of Hot Springs**

1910 Malvern Ave

Hot Springs 501-620-2705

### **CHI St. Vincent Orthopedics**

1662 Higdon Ferry Rd, Ste 300

Hot Springs 501-321-2663

### **Arkansas Bone and Joint**

2010 Active Way

Benton 501-315-0984

### **Ortho Arkansas**

2305 Springhill Rd #4

Bryant 501-847-0158

### **Martin Orthopedics**

122 Cordoba Dr

HSV 501-975-6533

### **Bowen Hefley Orthopedics**

122 Cordoba Dr

HSV 501-771-1600

### **Neurological Surgical Associates**

122 Cordoba Dr

HSV 501-225-0880

## PEDIATRICIANS

### **Dr. Charles Reeves**

225 McAuley Ct

HSV 501-321-2546

### **Dr. Eric Z Henley**

225 McAuley Ct

HSV 501-321-2546

### **Dr. Janelle Floyd**

225 McAuley Ct

HSV 501-321-2546

### **Dr. Joseph Cenac**

225 McAuley Ct

HSV 501-321-2546

### **Dr. Zane Henley**

225 McAuley Ct

HSV 501-321-2546

### **Dr. James Hughes**

2825 Albert Pike Rd, #270W

Hot Springs 501-767-9111

### **Jamie Irwin DO**

2825 Albert Pike Rd, #270W

Hot Springs 501-767-9111

## PODIATRISTS

### **Ouachita Foot and Ankle**

106 Ridgeway St, Ste D

Hot Springs 501-627-0700

### **Dr. Aaron K Seiter**

1 Medical Park Dr, #200

Benton 501-776-6000

### **Dr. Richard Bennett**

3604 Central Ave, Ste D

Hot Springs 888-710-8220

### **Central Arkansas Foot Care**

339 Central Ave, Ste F

Hot Springs 501-321-4844

### **Benton Foot and Ankle Clinic**

610 AR-5

Benton 501-316-4255

## PRIMARY CARE

### **Randi Ferguson, APRN**

Primary Care-Hot Springs-Village-DeSoto

903 DeSoto Blvd., Ste A

Hot Springs Village 501.915.0936

### **Heather Holdiness, APRN**

Primary Care-Hot Springs-Village-DeSoto

903 DeSoto Blvd., Ste A

Hot Springs Village 501.915.0936

### **Berna Smedley, APRN**

Primary Care-Hot Springs-Village East

410 Ponce de Leon Drive

Hot Springs Village 501.922.1700

### **Morgan Stobaugh, APRN**

Primary Care-Hot Springs-Village East

410 Ponce de Leon Drive

Hot Springs Village 501.922.1700

### **Hope Twist, APRN**

Primary Care-Hot Springs-Village

4419 North Hwy 7, Ste 200

Hot Springs Village 501.922.2217

## **PULMONARY/SLEEP MEDICINE**

### **Arkansas Pulmonary Sleep Clinic**

2215 Wildwood Ave, Ste 204 Sherwood 501-753-2424

### **CHI Pulmonology and Sleep Clinic**

1 Mercy Lane, Suite 401  
Hot Springs 501-632-5202

### **Pulmonology Associates**

1900 Malvern Ave, Ste 302  
Hot Springs 501-624-4700

## **PHYSICAL THERAPY**

### **Harris and Renshaw**

4656 N, AR-7 # M  
HSV 501-984-5575

### **Village Golf & Physical Therapy**

100 Calella Rd  
HSV 501-915-8478

### **Elite**

540 Ponce De Leon Dr, Ste 226  
HSV 501-915-0518

### **Benton Physical Therapy**

1308 Military Rd  
Benton 501-778-4960

### **Good Samaritan**

903 DeSoto Blvd  
HSV 501-922-1377

### **Carson Physical Therapy**

1223 AR-35  
Benton 501-778-2326

### **Exceptional Physical Therapy**

1102 W South St  
Benton 501-778-4224

### **Baptist Health Therapy**

825 W Carpenter St  
Benton 501-315-1803

### **Tomorrow's Therapy**

24711 AR-5  
HSV 501-922-9933

## **RHEUMATOLOGY**

### **Dr. Preston R. Brandy**

300 Prospect Ave  
Hot Springs 501-622-3574

### **CHI St. Vincent Rheumatology Clinic**

1662 Higdon Ferry Rd, Ste 100  
Hot Springs 501-520-5476

## **WOMEN'S HEALTH**

### **Dr. Brock Warford**

118 Women's Center Lane Ste B  
Hot Springs 501-609-2229

### **Dr. Clint Henson**

118 Women's Center Lane Ste B  
Hot Springs 501-609-2229

### **Dr. James Cardenas**

118 Women's Center Lane Ste B  
Hot Springs 501-609-2229

### **Dr. Margaret Larrimer**

118 Women's Center Lane Ste B  
Hot Springs 501-609-2229

### **Dr. Mary Thaxton**

118 Women's Center Lane Ste B  
Hot Springs 501-609-2229

### **Dr. Nicquel Gordon**

118 Women's Center Lane Ste B  
Hot Springs 501-609-222

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