

# Swimming Pool Registration Renewal Frequently Asked Questions

**Submit everything as early as possible starting March 1st.**  
**Registrations are valid for one (1) year.**

The Swimming Pool & Spas Program values the fact that each facility needs a current registration to operate. Our office is working as quickly as possible to process renewals. To keep that process moving, please review this list of frequently asked questions before contacting our office.

## **How do I renew my registration?**

Visit our regulatory site to renew online at: <https://idph.iowa.gov/regulatory-programs/swimming-pools>

## **Why didn't I receive an invoice/bill for my registration renewal?**

Invoices and/or bills are no longer mailed to you for renewal. All renewal notices are emailed to the email address we have on file. To update this information, please email or call our office.

Email: [Kelly.barge@idph.iowa.gov](mailto:Kelly.barge@idph.iowa.gov)

Phone: (515) 724-4209 or 1-855-824-4357

## **When does my registration expire?**

Registrations expire on April 30<sup>th</sup> each year. You cannot operate your pool/facility until you have renewed your registration.

## **When will I get my registration after I have renewed online?**

Registrations will be emailed within one week of renewing. These are sent to the email address we have on file.

## **Why can't I see my facility when I log in online?**

Your A&A account has not been linked to the facility. Please call or email our office.

Email: [Kelly.barge@idph.iowa.gov](mailto:Kelly.barge@idph.iowa.gov)

Phone: (515) 724-4209 or 1-855-824-4357

## **Why am I being charged a late fee? I want it waived.**

Renewals are due by April 30<sup>th</sup> each year. Late fees start May 1, 2020 and will not be waived as renewal has been available since March 1, 2020. The late fee is \$25 per month for each pool, spa, waterslide, etc. that is required to be registered at the facility.

## **Why did you mail my check back to me?**

If your check was received without a renewal form and your facility was not renewed online, it will be returned. If your check was received without a bill or any identifying information about which facility it is for (such as the 7 digit facility # - SP00-000), it will be returned. If your check is for an incorrect amount or does not include late fees, it will be returned.

## Why does it say there are no fees to pay online?

You have not answered the SPAF Renewal info section and/or have not agreed to the Public Portal Affirmation question. Also be sure you are selecting **renew** under the action requested section (see Step 4 of the instructions). Refer to the [How to Renew a Pool & Spa Registration Instructions](#) on our regulatory site.

| Permit Number | Status                | License Number | Expiry Date | Action Requested  | If Action "Do Not Renew" provided reason |
|---------------|-----------------------|----------------|-------------|---|--|
| 101           | Active                | SP8902-101     | 04/30/2018  | <input type="text"/>  |  |
| 102           | Active                | SP8902-102E    |             | Do Not Renew<br>New Construction<br>Reconstruction<br>Registration<br><b>Renew</b><br>Request for Extension<br>Request for Inspection |  |
| 100           | Final Permit Approved | SP8902-100F    | 02/08/2021  |   |  |

Please click Save after entering each row.  
Just clean all fields if you do not need a specific row or new added row.

Add Save

## Why didn't I receive any renewal notices via email?

First, check your junk or spam folder to see if our email is there. It may be that we have an outdated email address on file for your facility. Please email or call our office to update your email and ensure we have the correct email on file so you can receive all correspondence from us.

Email: [Kelly.barge@idph.iowa.gov](mailto:Kelly.barge@idph.iowa.gov)

Phone: (515) 724-4209 or 1-855-824-4357

## I renewed my registration. Why did I get an email that my registration has expired?

You must renew each piece of equipment (pool, spa, waterslide, etc.). Please check your registration and make sure all of your equipment is listed. If it is not, chances are you only renewed one piece of equipment and not all of your equipment. Another reason you may have received this email is that your email address is being used on more than one facility and not all of the facilities have renewed their registration.

## What do I need to do if my facility name or ownership has changed?

This can be completed online during the renewal process. Or you may complete the Record Change Form and mail that in with the required fee. This form is available on our website at:

<https://www.idph.iowa.gov/swimmingpoolsandspas/registration/new>

## How can I renew with a paper renewal form?

Renewing online is the fastest way to receive your registration. If you cannot renew online you may use a paper renewal form. **If you use the wrong form, it will cause delays and it will be returned to you for the correct form. Do not use the registration form for your renewal. Please use the renewal form.**

<https://www.idph.iowa.gov/swimmingpoolsandspas/registration/new>