

## Welcome Back!

Please read through and keep this newsletter as a reference for the 2018 season. The spring newsletter is the first in a series that will keep you up to date and informed about what's going on in our campground. It will be the only one available in print and contains information that everyone will need to know about important phone numbers, office hours, and events planned by the Social Committee for the season.

All other newsletters will be posted on the bulletin board in the Rec. Shed, at the office and at the back laundry room. The newsletter is also available for viewing on our Pike Lake website at [www.pikelake.com](http://www.pikelake.com) or can be emailed directly to you on a weekly basis.

### What's New?

#### YUK YUKS IS RETURNING TO THE CLUBHOUSE

We're hosting a Yuk Yuk's night of live comedy at the Clubhouse on Saturday July 14, 2018. Tickets for this *Age of Majority* event will be available to purchase at a later date from the Lodge/Office. A limited number of tickets will be for sale.

#### 2018 WING NIGHTS AT THE CLUBHOUSE

Our weekly wings will once again be on Wednesdays nights (with a few exceptions).

All Canadian chicken wings tossed in your choice of sauce: Mild, Medium, Hot, Honey garlic, Sweet Thai, Sriracha. Dry rubs: Buffalo, Cajun, Lemon pepper, Mango habanero.

Minimum order of 5 wings per customer while available. **Wednesday Wing Night \$1.00ea**

We invite you to save our wing night schedule for reference this season:

#### May

Wed. May 2  
Wed. May 9  
Wed. May 16  
Wed. May 23  
Wed. May 30

#### June

Wed. June 6  
Wed. June 13  
Wed. June 20  
Wed. June 27

#### July

Wed. July 4  
Wed. July 11  
Thurs. July 19  
Wed. July 25

#### August

Wed. August 1  
No wing night 2nd week  
Wed. August 15  
Wed. August 22  
Wed. August 29

#### September

Wed. September 5  
Thurs. September 13  
Wed. September 19  
Wed. September 26

#### 2018 LODGE/STORE HOURS

Mon. – Thurs: 9AM to 5PM      Saturday: 10AM to 5PM  
Friday: 9AM to 7PM              Sunday: 10AM to 2PM  
*\*Separate hours will be posted on holiday weekends.*

#### 2018 OFFICE HOURS

Monday to Friday: 9AM to 5PM

#### 2018 PROSHOP HOURS

Monday to Sunday: 8:30AM to 9PM

#### 2018 CLUBHOUSE HOURS

Monday to Sunday: 8AM to 9PM

#### 2018 MOTEL HOURS

Monday to Sunday: 8:30AM to 9PM

Want weekly updates from the Pike Lake Office? We will once again be emailing the weekly newsletter to those who wish to receive it. To be on the mail list, email [ploffice@pikelake.com](mailto:ploffice@pikelake.com) with subject "Newsletter Mailing List". The newsletter is also uploaded to our website to view.

Issues or problems that have arisen should be addressed to Management at the office, please do not have confrontation with Pike Lake staff.

This resort is regularly inspected by our staff. Should you see any problem, or have any concerns regarding the safety of this facility, please notify the office.

### **ATM MACHINE**

There is an ATM machine at the Clubhouse Restaurant for your convenience. There is no cash back given from debit cards or credit cards at any location at Pike Lake.

### **STORAGE**

Travel trailers, motor homes, etc. cannot be parked for any length of time in your driveway. There will be a storage fee of \$60.00 + HST per month or a flat rate of \$350.00+ HST per year to park them in our storage lot (rates will not be pro-rated). Boat trailers in the compound must have lot# on them or we will assume the trailer doesn't belong to a Pike Lake resident and get rid of it. A storage fee charge of \$100+HST per season applies to boat trailers. Please inquire at the office for further information.

### **ACCOUNT INFORMATION**

Please make sure to contact the office and update any changes to your address, phone numbers, emergency contact information, name changes and whose names should be listed on the contract.

There will be a 2% per month interest charge on all overdue invoices. Please see that your invoices are paid by the due date (unless otherwise stated on the invoice) to avoid finance charges or the loss of charging privileges and becoming subject to pre-pay everything.

### **TRAILER AND LOT MAINTENANCE**

Pike Lake does not assume responsibility to monitor the condition of the trailers on Pike Lake property due to liability and problems that may arise. Owners of trailers must make appropriate arrangements for their trailers to be checked throughout the year if they cannot do it themselves. Therefore, calls made to the office inquiring on the condition of a trailer can no longer be answered. **Pike Lake will not be cutting grass for campers requesting it to be done.**

### **PRIVACY**

In accordance with privacy legislation, Pike Lake will not release any information about our campers or residents without written consent. This includes, but not limited to: name & lot numbers, telephone numbers, addresses and any financial or account information that Pike Lake has on file. Please make sure your guests know your lot number prior to their arrival. Please discourage surprise guests, as lot numbers will NOT be given out under any circumstances. If more than one person (i.e. spouse, relatives, etc.) will be paying bills or dealing with the office in regard to your site make sure that we have them listed as occupants of the site on your contract. Anyone not listed on the contract will not be given any information. As well, the office will not give out keys to any person without the consent of those listed on the contract.

### **FIRE & WATER BANS**

If a water ban or fire ban is issued by the Town of Minto, Pike Lake will implement our own fire ban and/or water ban. Pike Lake will issue bulletins around the campground and post up-to-date information on our website and on our Facebook page.

### **CHARGING PRIVILEGES**

The office must have current credit card information in order to maintain charging privileges to your account. It is up to you to keep your credit card current with us; if the card has expired or is declined you will NOT be contacted by the office and your charging privileges will be removed. All credit card information given to the office is kept confidential and secure.

### **PHONE LINE INSTALLATION PROCEDURE**

- 1 – A work order to have your line installed must be filled out through the office prior to calling Bell. Ask to have a cable buried as Bell will not hook up the line until this procedure is completed.
- 2- Call 1-800-668-6878 (Bell). Make sure you have the phone number of the closest neighbour with phone service, and make sure you know your lot number. Names and phone numbers are not available at the office as per privacy legislation.
- 3 – Sections A, B, C, D & E are: 9625 Pike Lake Road, Municipality of Minto
- 4 – Sections F, G, H, I, & Fairway Estates are: 6512 Lot 9, Concession 12, Municipality of Minto

### **HYDRO METERS**

Hydro meters are read 3 times for the season and invoiced. If you have moved since you filled out your contract make sure the office has your correct address. If you think there is a problem with your meter and we send it away for testing you will be charged for the cost of the tests if there is no problem. If there is a problem with the meter, it will be replaced at no charge.

A work order **MUST** be filled out, at your request, in the office for any maintenance work to be done by our park maintenance staff; include as much detail as possible when filling out the work order. Please have reasonable expectations for completion time of jobs. Before the work order can be completed we require a current credit card on file or a \$200 deposit (unless it is a warranty issue).

**Please do not phone the maintenance sheds directly or stop employees while they are driving through the park. All requests must go through the office.** The maintenance sheds and immediate area surrounding are for employees only and **ALL maintenance sheds are CLOSED to the public. All vehicles, tools and equipment owned by the park are not available to borrow or rent.**

All electrical issues EXCEPT Pike Lake related must now be sourced out, as our staff are not available for house calls. Examples of Pike Lake issues could include but are not limited to warranty issues, and Pike Lake property (hydro meters, hydro breakers, etc.).

**General Maintenance** work is \$62.00 to \$67.00 per hour + HST. A minimum charge of \$37.00 + HST will be billed to you regardless of the time spent on general maintenance work.

**Golf Cart Maintenance** work is \$97.00 per hour + HST. A minimum charge of \$52.00 + HST will be billed to you regardless of the time spent.

**All warranty work and Pike Lake property issues must go through the office.**

## LOCAL SERVICES

If you wish to find an outside source for assistance, we suggest the following local businesses. You are not obligated to use these businesses, feel free to consult your local directory and find your own tradesmen.

### PLUMBING & HEATING

J.J. McLellan & Son	519-323-2000 Mount Forest
Tom Shupe	519-323-4067 Mount Forest
Darroch Plumbing	519-323-4776 Mount Forest

### ELECTRICIAN

Yake Electric	519-323-3999 Mount Forest
Brent D Rawn Electric	519-323-3303 Mount Forest
Dingwall Electric	519-323-4778 Mount Forest

### LICENSED GAS TECH.

North Wellington Co-op

519-338-2331 Harriston

## BUCKET DELIVERIES

BUCKET	FULL	HALF
<b>Wood</b>	\$60.00 + HST	Bag \$8.50 + HST
<b>Top soil - regular</b>	\$55.00 + HST	\$42.50 + HST
<b>Top soil - screened</b>	\$70.00 + HST	\$53.75 + HST
<b>Road gravel</b>	\$60.00 + HST	\$46.25 + HST
<b>Washed stone</b>	\$70.00 + HST	\$55.00 + HST
<b>P-Stone</b>	\$80.00 + HST	\$61.25 + HST
<b>Sand</b>	\$55.00 + HST	\$42.50 + HST
<b>Stone dust</b>	\$65.00 + HST	\$50.00 + HST
<b>Bucket of fill</b>	\$40.00 + HST	\$31.25 + HST

Please note: depending on weather, some bucket products may not be available ie. top soil and sand.

Delivery is based upon availability of staff, machinery and product. NO bucket deliveries after 2PM on Thursday until Monday (except holidays).

Prices are subject to change.

**PROPANE**

As per TSSA (Technical Safety Standards Authority), Pike Lake cannot fill and deliver any 100lb propane tank, or complete propane work orders for any trailer that does not have a current propane inspection on file with the office. **If you have a trailer that requires an inspection it must be completed by a certified technician.**

Pike Lake has certified staff to perform propane inspections at a charge of \$97.00 per hour + HST (if required, extra labour or parts is at an additional charge), or you can find a certification from a service from outside of the park. Regardless of who does the inspection, we require a copy of that information to keep on file in the office. This does not affect people with 30LB tanks, unless you require a propane problem fixed on your trailer. The inspection, once completed, is good for 10 years and should not be allowed to expire.

**Propane Maintenance and Inspections** \$97.00 per hour + HST with minimum charge of \$52.00 + HST

By law, a mandatory LP check must be performed to any propane appliance prior to any repair being done, as per TSSA regulations. Due to TSSA regulations, propane issues in either Fairway Estates or Lake Estates cannot be serviced by Pike Lake staff – if you believe it to be an issue concerning the 420lb rental tanks, contact North Wellington Co-op in Harriston at (519)338-2331.

**PROPANE REFILLS**

**\* Per TSSA regulations, propane delivery staff CANNOT HOOK UP or UN-HOOK 100lb propane tanks from your trailer.** When you request the delivery of a new 100lb propane fill, you must unhook the empty tank from your unit before the new tank is delivered. Pike Lake staff will deliver and place the full tank on the patio stone in place of the empty one for you to then hook up, tighten and test for leaks. If the empty tank is not unhooked, we will not leave the full tank.

<b>100LB PROPANE FILL</b>	<b>\$85.00 + HST</b>	Propane fills can be ordered through the office by completing a work order or by phone call. <b>Payment is required prior to delivery.</b>
<b>30LB PROPANE FILL</b>	<b>\$29.50 + HST</b>	
<b>20LB PROPANE FILL</b>	<b>\$20.00 + HST</b>	

ANY PROPANE ORDERED AFTER 1:30PM WILL BE FILLED THE FOLLOWING DAY. THERE WILL BE NO PROPANE FILLS OR DELIVERY ON SUNDAYS.

A privately owned 100lb tank fill will be additionally charged \$7.50 + HST for pick up and additional \$7.50 + HST for drop off. Owned tanks of any size MUST BE clearly marked with lot #, the owner must also inform the office that it is an owned tank when requesting a fill. Pike Lake is not responsible for any lost or stolen propane tanks. 20LB and 30LB tanks must be permanently and visibly marked with lot number and dropped off at the propane filling station and picked up by the patron.

**DOG OWNER'S LIABILITY ACT OF ONTARIO**

The **Dog Owner's Liability Act of Ontario** covers all regulations within the property lines of Pike Lake Golf Centre Limited. Regardless of your dog's breed, you and all other dog owners are subject to all sections of the legislation including the following sections of the law:

- Your dog must not bite or attack a person or a domestic animal nor behave in a matter that poses a menace to the safety of persons or animals.
- You must exercise reasonable precautions to prevent the above behaviour.
- If the police are called, they may immediately seize your dog with no warrant necessary.

We at Pike Lake request all dogs be tied on your rented lot, leashed when off your lot and if restricted by legislation, muzzled. Every dog owner, or company visiting with dogs shall have in their possession current vaccination records of each animal. These must be available immediately. Complaints of aggressive dogs will not be taken lightly; attacks will be reported to police, investigated, and followed up by the Health Unit.

For a complete viewing of the Dog Owner's Liability Act of Ontario (2005) please ask at the Lodge Office. Or, visit their website: [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90d16\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90d16_e.htm)

When you are having a maintenance issue at your trailer, before you call Pike Lake, consider trying a few of these pointers – it could save you a general maintenance charge. You may not be able to solve these problems on your own, but consider these questions before calling; the more detail you can give our staff, the quicker we can resolve the issue. Please refer to “Maintenance & Facility Patrol” in the 2018 Spring Newsletter for afterhours contact information.

## WATER

### Low Water Pressure

- Have you checked all taps in your trailer?
- Did you check with your neighbour, do they have good pressure?
- Is the low pressure only from one area in the trailer? The filter in the tap might need to be cleaned.

### No Water

- Did you check with your neighbour, do they have water?
- Did you check the connection at the post outside?
- Did you check the connection at the trailer?

### Water is Brown

- Let the water run for a while – see if it eventually runs clear.

## SEPTIC

### Septic Overflowing Outside Trailer

### Septic Backing Up Inside Trailer

### Strong Septic Smell

- Report these issues to Pike Lake with as much detail as possible. If this occurs after hours, call (519)338-3010 and leave a detailed message and we will address the issue the following morning.

## HOLDING TANKS

As a result of blockage problems, we ask anyone with a holding tank to please wait until it is full before opening it, so that there is substantial pressure to flush the waste down without blockage.

## FRIDGE AND FREEZERS

To avoid food from spoiling, please keep the amount of fridge and freezer items to a minimum in case of hydro outages. We suggest making arrangements with neighbours to check your unit. **Pike Lake is not responsible for electricity outages and will not replace spoiled food.**

## ELECTRICAL

### No Power to Trailer

- How wide-spread is the outage? Check with your neighbours, do they have power? Is it just your trailer?
- Have you checked the breakers in the trailer or at the post? It may have flipped.
- Have you overloaded the breaker – too many appliances running at once could short it, and flipping your breaker (in trailer or at post) may solve the issue.

## PROPANE

### Propane Smell

- When was the last time you had your tank filled? It could be nearly empty.

### No Propane

- Do you have a backup? Switch to your reserve tank until you can order a fill from the Office.

**Remember: No sheds or decks built without written approval from the office.**

## HIDDEN ELECTRICAL HAZARDS

Electrical Safety Authority (ESA) will be inspecting campgrounds again this season.

If you have any unauthorized wiring on your site the power will be shut off until corrected. i.e. power extension cords used as permanent or underground wiring, open receptacles, no covers, inside wiring outside etc. Most fire and shock hazards are a result of non-compliance electrical installations. **Staff have been directed to report any visual hazards seen and a work order will be initiated. Costs of repair will be billed to the specific site.**



## WATER QUALITY AT PIKE LAKE

Yearly, during the period of April to October, the lake water is tested by Burnside and Associates Engineering company. These samples are from several locations, depths and test wells surrounding the lake and forwarded to SGS labs in London, ON for analysis. Samples are tested for many things including E coli. This process through the Lake Partner Program reports that there has been no adverse change in the water quality since 2004.

**PRIOR TO OUR OFFICIAL OPENING ON MAY 15<sup>th</sup>, we cannot guarantee running, potable water. Once water is turned on in the campground, we have a 2-3 week process of pressurizing wells and testing the system – in which time we will have postings that the water is non-potable until results from the lab have returned stating otherwise.**

## WELL WATER

There are 11 wells on the property at Pike Lake. These wells are inspected and tested daily by our trained staff. A contracted individual oversees the information, maintenance, reporting and sampling to the Ministry of Environment regulations. This process is the same as any town or city must maintain. The water quality at Pike Lake is excellent. The annual report for the Ministry of Environment has been submitted, and we welcome any questions or concerns. Please feel free to set up an appointment with our staff for any clarification.



A single piece  
of firewood  
can **DESTROY**  
millions of trees.

Moving firewood, even just a few kilometres away,  
can spread invasive insects and diseases to our forests.

# DON'T MOVE FIREWOOD

Buy it locally. Burn it on site. Never bring it back home.

For more information call 1-800-442-2342 or visit [www.inspection.gc.ca](http://www.inspection.gc.ca)

Do not transfer firewood (palettes included) into or out of the County of Wellington due to the threat of invasive insects. When purchasing firewood, please ask if the vendor is certified and make sure you get the vendor to give proof of where they are getting the wood from.

Please read this information from the Ministry of Natural Resources and help protect and preserve the trees in our campground and golf course!

[www.inspection.gc.ca](http://www.inspection.gc.ca)

## AGCO Liquor Laws of Ontario

### *Dear Campers, Golfers, and Residents of Pike Lake,*

The Pike Lake golf course is licensed by the LCBO; it is illegal to have alcoholic beverages on the golf course premises that were not purchased from our LCBO license.

Within the seasonal campground and year-round living sections it is unlawful to have open alcohol anywhere on the property other than on your rented lot.

An inspector of the Alcohol and Gaming Commission of Ontario (AGCO) has visited and informed us that they will be visiting again and will be prosecuting anyone found unlawful.

#### **A REVIEW OF ONTARIO LIQUOR LAWS:**

- Open alcohol is only permitted at your rented lot.
- It is illegal to have open alcohol on campground roads, travelling in golf carts or vehicles, at the beach, pool, etc.
- Only alcohol purchased from the Pike Lake Restaurant, Beverage Carts, or Halfway House is permitted on the golf course; all other alcohol is illegal!
- Golf courses may sell and serve liquor to persons to consume *only* on the playing area of the golf course.

**These are the AGCO (liquor) laws of Ontario. Everyone must abide by these laws!**



### **Trailer Cleaning - Spring Clean Up 2018!**

Your trailer may be showing a few signs of sitting outside such as mold, algae, dirt and grime that take away from its true good looks!

Sure you can plan on cleaning it yourself when you arrive to relax for the weekend

OR you can have us clean it during the week for you.

You can book a cleaning by calling Sheila @ 519 656-9920 or online @ [ssrpureclean.ca](http://ssrpureclean.ca) and we'll do the rest!

We also have our cards at the office.

(we also do decks and many other things that are on our website!)

#### **Spider Spray**

This is a Pike Lake Special! We spray the exterior of your trailer with a great product that usually controls spiders for the entire season!!!

We also guarantee results.

The only difference between us and the bigger companies is our great guarantee and price. We use the same product. Steve is fully trained, licensed and insured to provide this service.

Again no need to be around when we come just book with Sheila and we will get you done.

519 656-9920

**Visit our new website, just for spiders, for more details [purespidercontrol.ca](http://purespidercontrol.ca)**