



2015 Renewal Package

Nestled in the quiet corner of
St. Jacobs Country, Green Acre
Park offers clean, modern facilities
for your recreational vehicle.



Green Acre Park

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Renewal Information

New Office Staff Member:

Joy Chisholm joins the team of Green Acre Park staff as of August 5, 2014. Joy replaces Stephanie as the accounts receivable/payable person. Joy would be happy to meet everyone at some point before we close or you leave for the sunny south. Joy will be available every Monday, all year round, for questions or changes to your account.

Stephanie leaves to explore the West Coast of Canada in Victoria BC. We wish Stephanie all the best and have appreciated her loyal 5 years with Green Acre Park.

Self Winterizing:

Over the past few years, we have encountered an increase in problems from customers self winterizing their trailers. This procedure can be simple, but like most things, requires a little knowledge. Consider:

- Hiring park staff to demonstrate our procedure once, and then do it yourself thereafter.
- Unplug/ turn off all sources of power and propane, including heat wrap to waterline.
- Remove drain plug on water shut off after clearing lines of water incase water shut off has small leak. (Park staff will replace at no cost if water shut off is faulty)
- If not heating trailer, winterize before first frost.
- Use a minimum -40 degree Celsius grade antifreeze (non-toxic)
- Do not tamper/alter the heat wrap on the waterline (if applicable)
- Ensure there is an adequate access door/ point to inspect your water shut off (Park Models)

Note:

All units with off season water to trailer/site will require Park staff inspection, which is \$25 + HST. This inspection will ensure water valve and heat wrap are actually turned off. Over the past 3 winters, we have experienced 10 water break/problems as a result of improper self winterization. This inspection does not apply to May to October Seasonal sites or where water source from Park has been turned off (usually 1st week in November). Your site will be subject to such inspection if you self winterize.

No inspection fee for trailers winterized by Park staff.

Addition to 2015 Rules and Regulations:

Trailer Appearance:

We have appreciated seasonal customers improving old or faded look on their trailer with a fresh coat of paint. Through this time we have realized the potential for personal taste or "missed" colours to be too offensive in appearance. Therefore, we will be requiring approval for a colour change of the exterior of your trailer . We encourage anyone undertaking this type of job to consult a professional painter/

tradesman.

A complete copy of the Rules and Regulations can be viewed on our website www.greenacrepark.com or by picking up a copy at the Office.

TV Towers:

We will not permit the installation of TV towers on your site. We will offer a one time removal fee of \$75 for lowering and removing of the tower during the 2014/2015 winter. This will be a one time offer. All other towers will be required to be taken down in 3 years or at point of sale of trailer.

Online Payments:

Internet banking continues to grow in popularity and we encourage everyone who is able to make use of this convenient and efficient form of payment. Otherwise please submit post-dated cheques for your installments and balance due May 1, 2015. See enclosed invoice. Your invoice was based on site use for 2013/2014. Please update Joy with changes to your use, if different than invoice.

Payment Schedule:

For 2014/2015 all Seasonal customers, part time and full time recreational use, will utilize the same payment plan. See rate sheet for details. The balance due May 1, 2015 will differ from site to site, depending on length of stay on the site.

All seasonal customers must be paid in full by May 1, 2015. Bruce will be meeting with the 37 customers who were allowed custom payment schedules for 2013/2014. A renewal package will not be issued to those not able to demonstrate an ability to make the May 1, 2015 deadline.

Early Payment Discount:

We will not offer an early payment discount for the 2014/2015 season. We encourage customers to use online payments, which can be set up in one procedure of payments listed on your invoice.

2014/2015 Rate Adjustment:

You will notice a \$84 per year increase for the 2015 Season fees. We have worked hard to minimize the projected expenses along with reviewing every contract with a supplier to ensure the best possible value. Over the past 4 years we have spent a higher than budgeted amount on maintenance to renovate the rec hall, pool, playground, and wastewater system. We hope you have appreciated these improvements. We are committed to exceeding customers expectations on value for Park features and maintenance. Our 100% Seasonal Site occupancy speaks for itself.

Government Red Tape Costs:

We spend \$38,000 per year monitoring and testing ground water and effluent from our wastewater plant. This level of monitoring seems excessive but mandated under our license from the Ministry of Environment. We are currently appealing this level of monitoring in an effort to reduce costs.

Gate Cards:

Gate cards do not work during January to February and no vehicles are permitted in the Park during this closure period (Staff excepted).

Wi-Fi:

Waterloo Wireless continues to be the sole provider of internet for Green Acre Park into the 2015 Season.

Complaints or Emergencies:

Please direct your general concerns on Park rules to Bruce. The most efficient way is by email: bruce@greenacrepark.com. An on call supervisor is posted on the office door at all times for emergencies or items requiring immediate attention. A reminder that matters of personal safety should be directed to the local police department. For common items like mismanaged pets, speeding cars, and noise levels please discuss the issue directly with the party in question. If an understanding cannot be reached, please forward your concerns to Bruce directly. Most people want to coexist peacefully, but don't realize others sensitivity levels.

Security Deposit:

In the 2013/2014 Renewal Package, we introduced a \$500 Security Deposit due upon site renewal. This deposit will now carry an interest compounded annually at a rate of RBC's posted prime rate less 1% as of site renewal. Your security deposit balance will be updated annually at site renewal to include accumulated interest.

The old trailer review conducted on Aug 11th and 12th identified 36 trailers that are older than 20 years of age AND require either major exterior renovations or not acceptable to stay on site. The 36 identified units not maintained will require a security deposit equal to the removal costs associated with disposing of trailer and other site contents. Each customer will be given until Oct 1st 2015 to either come up with the deposit, make recommended improvements, or remove trailer/contents from site. There are many more trailers older than 20 years that do not require repair or updating. These will not have an additional deposit.

The \$500 security deposit will now include gate cards. We therefore are refunding all security card deposits \$25 per card.

History:

This past summer Green Acre Park celebrated it's 40th year in operation, starting in 1974. Ephraim stopped farming and began to expand a corner of the farm by creating a park/flower garden setting for picnics and family re-unions. In the early years, he lived in the basement of the public washrooms, using these same washrooms personally. This personal use would set a high standard for cleanliness and attention to detail in daily operations. This is a standard we still expect from our full time staff as well as from our seasonal student employment.

With this standard in mind, we recently reviewed all seasonal sites for cleanliness/ maintenance and curb appeal.

Trailer Site Reviews

A committee was formed including 3 full time staff, park owner and a seasonal customer. Sites were reviewed on Aug 11th and 12th 2014. General curb appeal of each site was the main criteria. This included the age and/or exterior condition of trailer, maintenance of landscaping, shed, deck condition, tidiness and safety.

Trailers aging more than approximately 20 years old, will now be subject to an increased security deposit equal to the cost of removal from the site. Since 2008, seven trailers have been abandoned on park property including decks, additions and sheds. This left the park to remove and clean up what was left behind. Expenses in excess of \$50,000 in removal and site fees in arrears. We cannot allow this trend to continue. The seasonal customer must be held accountable for trailer and surrounding contents. There are many examples of older trailers that have been maintained and pose no threat of being abandoned. These units will have the standard \$500 Security deposit. All reviews have been circulated in the 2014/2015 Renewal package. These reviews will be updated every 3 years, so the next review will occur in the summer of 2017. Pictures have been taken of all sites/ trailers and will be used for reference in 2017. In this review the suggestions are to be completed by 2017 or at point of sale on site.

Each category listed above will have a rating of either Good, Needs Improvement or Not Acceptable. A "good" rating is satisfactory. A "needs improvement" rating requires the seasonal customer to make changes or

2015 SEASONAL RATES

On October 1, we invite our campers in good standing to renew their site for the 2015 season—Nov 1, 2014 to October 31, 2015. This represents a twelve month commitment between the Park and you, the customer. Site fees must be paid between May 1 to October 31 and storage between January 1 and March 1 during park closure. Remaining months (Mar, Apr, Nov, Dec) are paid as per use—either storage (not used) or site fees (trailer is used).

There are two basic forms of billing:

Part Time Recreational Use (Holidays & Weekends) **OR**

Full Time Recreational Use (Continuous Use to a maximum of 10 months & a minimum of 6 months)

PART TIME RECREATIONAL USE– 12 Month Term

May 1 to October 31 Site Use (\$461 x 6) + Nov 1 to Apr 30 storage (\$59.50 x 6)

\$3117.00 + HST

Refundable security deposit as per contract

FULL TIME RECREATIONAL USE—12 Month Term

Site use by month		Storage	Total Price
(min) 6 months or	May 1 to October 31 (\$512 x 6)	Nov 1 to Apr 30 (\$59.50 x 6)	= \$3429.00 + HST
7 months site fees or	+	5 months storage	= \$3881.50 + HST
8 months site fees Or	+	4 months storage	= \$4334.00 + HST
9 months site fees or	+	3 months storage	= \$4786.50 + HST
(max)10 months	+	2 months storage	= \$5239.00 + HST
Refundable Security Deposit as per Contract			

Payment Instalments for 2015:

Due Date	Deposit amount
October 1, 2014	\$400 + Campsite Contract Signed
December 1, 2014	\$400
February 1, 2015	\$400
April 1, 2015	\$400
May 1, 2015	Balance due—see individual invoice

NO REFUND AFTER MAY 1, 2015 IF SITE IS VACATED.
 SITE FEES MAY BE TRANSFERRED IF SELLING TRAILER ON SITE.
 ALL payments EXCEPT the OCTOBER 1, 2014 are refundable up to May 1, 2015.
 Online payments available—please see Joy in the office for more details.

- Hydro will be billed separately - invoiced 3 times per year; June, September, December
 - MPAC tax (on applicable trailers) due on May 1 each year.
 - Park is closed January and February