



Brightwater Lakes Holiday Park
Llanfyllin Road, Pentrebeirdd
Powys, SY21 9DL

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www.brightwaterlakes.co.uk

Dear Owner

GENERAL INFORMATION

It's that time of year again when we look back over the previous year.

I'm sure you will agree that all staff members this year have made extra efforts to keep the park in an immaculate condition and in certain cases gone the extra mile to make your stay at Brightwater Lakes an even more pleasurable one.

We have made some improvements, especially to the toilets and showers in the games room which have undergone a major refurbishment, and an upgrade to the Games Room will hopefully be commencing in the near future. The Directors are looking at the best options available to ensure this facility accommodates everyone's needs. A plan of the type of facilities that we are looking at is available in reception. I know from your comments that the improvements have been well received.

During the last year we have made considerable modifications on the Park, for example: Upgraded the water system which has given a noticeable increase in pressure to all areas, this has been mentioned on numerous occasions. The swimming pool has had a major overhaul with regard to the filtration system which has meant we have been able to keep the facility open all season, unlike last year when we had a regular problem with algae. Other upgrades and modifications have been made to the LPG tanks and supply, also underground work to the sewage system and electrical cabling.

Also this year, we have registered our fishing lake with CEFAS (Centre for Environment, Fisheries and Aquaculture Science), which will give us the freedom to introduce new species to the lake and to trade with Natural Resources Wales to remove some of the smaller fish and receive larger fish in their place. Because of the above we were able just recently, to introduce 200 Common and Mirror Carp to the lake. Also, a massive thank you to all that have assisted in the weeding the lake on a regular basis so that all may enjoy the experience. Please ensure you read the signs in reception and by the Lake regarding Licenses.

We are now taking bookings for drain downs for the winter, please book at the office. Please note that **all drain downs** will be administered from the office so that we can keep a record and monitor keys etc. We would ask that at least three days' notice be given when you want your caravan or lodge powered back up. There have been instances this year with owners either giving one days' notice or "just turning up". These jobs need to be booked into the system and it is not always possible just to drop everything.

Also enclosed is the "Out of Hours" contact number list for all contractors and emergency agencies. This list is there to assist all, in the event of an emergency, or, loss of power or a leak etc. Please use this list as there may not be a member of staff available at the time, especially as the list implies, "out of hours".

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