



**NEW RESIDENT INFORMATION**



# Welcome to Candlewick Lake

We are happy you're here!

You have chosen a wonderfully exciting place in which to live by selecting Candlewick Lake. We are very proud of our community with access to good schools, abundant recreational facilities, and that old-fashioned neighborhood feeling. Please take some time to review this Welcome Packet and contact us with any questions you may have.

# NEW RESIDENT CHECKLIST

- Please complete the **New Resident Survey** and return it to the Admin Office.
- The **Application for Membership or Tenant Application** form must be completed and returned to the office at the time of registration. Be sure to list everyone who will be living in your home including yourself on the backside. Remember, Candlewick is a single-family residential community; if you choose to have renters or anyone outside of your immediate family living with you, you must register them at the office and there may be additional fees.
- Once your online account has been setup, you can sign up for our [eblasts](#), which are emails sent to Residents with community information, updates, announcements, etc. and is the fastest way for us to send out important information to the entire community.
- Please register your vehicle(s) at the Admin Office and purchase a C-Pass for each vehicle. (see page 6 for more information).
- If you need to register to vote in Boone County, complete an [Illinois Voter Registration Application](#) and turn it in at the Boone County Clerk & Recorder's office.
- Don't forget to set up service for trash and recycling through [Waste Management](#). Pickup is Thursday; containers may not be set out before 2:00 p.m. Wednesday, and must be removed by 6:00 a.m. the day after pickup. Containers must be stored out of public view (not visible from street or lake). Please be sure to follow these guidelines to avoid a citation.
- Log in to the Member's Only side of our [website](#) and download the app. (see page 3 for more information).
- You can find Candlewick Lake's Rules & Regulations and other [Governing Documents](#) on our website. It is *very important* that you read through these documents. Please remember that by owning property and/or living in Candlewick Lake, you are agreeing to these documents.

# MEMBER ACCESS

[CandlewickLake.org](https://CandlewickLake.org) provides residents 24/7 access to account information, including scheduling payments, updating owner profile and contact info, viewing account history, and provides access to downloadable Association Governing Documents.

Use your smartphone to scan the QR code to download the **app** ([apple](#) or [android](#))!

Benefits of the App include:

- Mobile-version of your member ID card
- Easily book a tee time at Savannah Oaks
- View upcoming events and access the community calendar
- Instant access to all association governing documents, maps, forms, etc.
- Access your account, edit your profile, make payments
- View the Candlewick Lake monthly newspaper
- Quick access and communication to the Candlewick Lake Admin Team
- and more!



## Login Instructions:

To login, please enter your Member Number as your username (found on your CWL ID card). Your member number is your lot number. Your initial password will be your last name (all lower-case letters) and can be changed at any time. All residents in the home will have their own accounts, and each Member Number is located on each Resident's CWL ID card. If you are a Renter, your Member Number begins with an R and is located on your CWL ID card. If you need help logging into your account please stop by or call the Admin office at 815 339-0500 during normal business hours.

# CONTACT INFORMATION

**email: [cwl@candlewicklake.org](mailto:cwl@candlewicklake.org)**

**phone: 815-339-0500**

By dialing the number above, you will be able to reach any department.

To dial directly, please reference the list below:



*helpful tip:  
you can also contact us directly through the app!*

General Inquiries	815-339-0500
Visitor Call-in (automated)	815-339-0311
Public Safety Dispatch	815-339-0503
Chief of Public Safety	815-339-0500 ext. 212
Maintenance Department	815-339-0500 ext. 500
Rec Center	815-339-0500 ext. 300
Savannah Oaks Clubhouse	815-339-0500 ext. 400
Administration Office	815-339-0500
Admin Office Fax	815-339-0501
Building Department	815-339-0500 ext. 202
Accounts Receivable	815-339-0500 ext. 205
Accounting Manager	815-339-0500 ext. 203

# VISITOR ENTRY / GUEST LIST

**It is important to remember you are responsible for your guests, whether you call them in or they are on your guest list.**

As a member of a gated community, you must have guests listed on your permanent guest list or you can call in your guests each time they come in. You must be with your guests while at the lake, parks, pool, or using any other amenity. Please keep in mind you will receive citations for any infractions of your guests.

The **Homeowner Information & Visitor form** (available at the Admin Office) is your permanent guest list. On the first page, you will list who is living in the home. The second page is where you will list your guests. Please remember, the people listed as your guests will be allowed in at any time when they give the gate attendant your address and present their photo ID.

Your **personal access code (PIN #)** is used when calling guests into your property. This will be issued after you have completed the application for membership or tenant application. Do NOT share this code with anyone. We recommend storing the code in your phone so you have it all times. For security purposes, we cannot give you the code over the phone.

The automated system for calling your guests in is self-explanatory (phone number listed to the right); however, you can always call the gate at 815-339-0503 / Public Safety Dispatch, if you need to speak to a real person.

Remember, you must call your guest in *before* they arrive. You may call them in at any time, up to a day in advance to when they are at the gate. For more detailed instructions on providing a date range for allowing guests, please call Public Safety for assistance.

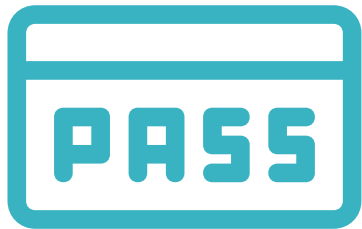
When completing your Homeowner Information & Visitor form, please be sure to list emergency contacts you would like us to keep on file, along with optional pet information. You will need to sign and the date the bottom of the page for it to be valid. When complete, please turn in your form at the Gate or the Admin Office.



**815-339-0311**

# VEHICLES & PARKING

Unless otherwise posted, the **speed limit in our community is 25mph**. You are required to **stop** at all stop signs and follow the Rules of the Road.



*The C-Pass is permanently affixed to your windshield and is non-transferable.*

All property owner and resident vehicles are required to be registered. **You must purchase a C-Pass for each vehicle** by bringing in the current registration for each vehicle to the Admin Office (along with the vehicle(s) you are registering). The fee for a C-Pass is \$30 for each vehicle. A C-Pass has a lifespan of 3-5 years provided you do not change vehicles or replace windshields, at which time you will need to purchase a new C-Pass. Renters & Associate Members must also pay \$30 for a C-Pass in addition to their annual administrative fee. If you wish to purchase a C-Pass for a Guest or Contractor, the fee is \$45.

Please take a moment to become familiar with the vehicles and parking sections of our [Rules & Regulations](#). It is important to note that all vehicles must be parked on a paved surface. Only with specific permission from Public Safety, you may *temporarily* park in your front yard or on the street overnight.

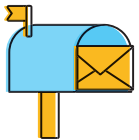


# ECC / BUILDING DEPARTMENT



Any exterior work you plan to do will most likely need to be approved by the Environmental Control Committee (ECC) which meets twice a month. Some examples of work requiring approval include cutting down a tree, painting your front door a different color, installing a new deck, etc. Most exterior changes to your house or lot will require a building permit. A completed application with detailed plans must be submitted for approval. Once approved, a permit will be issued. Interior changes to your home do not require ECC approval. If you are not sure if something needs approval, please review the [ECC Rules & Regulations](#), or call the Building Department at 815-339-0500 ext. 202. Please also remember to contact Boone County for their building requirements.

## *Please note:*



Your mailbox should be placed on the post provided, in numerical order. It is your responsibility to ensure the proper size numbering is clearly visible on the mailbox: 2" high block letters. It is important to know that USPS will not deliver mail to boxes out of numerical order.



To preserve the natural quality and aesthetic appearance of the existing geographic areas within the Development, all property lines are to be kept free and open one to another, which means fences are not permitted on any lot or lot lines. Please refer to the [ECC Rules & Regulations](#) for more information.



# ASSESSMENTS / DUES & FEES

## What do the “Association Dues” cover?

The fiscal year for Candlewick Lake Association runs from May 1st to April 30th of the following year. Our Assessment (commonly referred to as “dues”,) is the contribution to the Operating Budget, which provides for the ongoing maintenance and upkeep of the grounds and amenities, road repairs and plowing, landscaping of common areas, the safety of our community (including the 24-hour gates and the patrols on and around the lake) as well as the regular maintenance of the man-made lake.

## What is the Long-Term Capital Reserve Assessment?

This is the contribution to the Reserve (replacement) Fund which provides for a long-term plan of the future replacement costs of our equipment and amenities. A Reserve Study is performed by a professional third party company which determines the allocation of these funds based on expected deterioration, such as road replacements, department vehicle replacements, amenity enhancement, beautification projects, etc. A financially healthy and responsible Association must always plan for the future with these funds; if we do not, we will be unprepared.

## What is the process for paying these Assessments?

Candlewick Lake Association budgets annually for both the Operating and Reserve expenses, and assessments are paid annually. Invoices are mailed each year in late March and are due upon receipt. Late fees accrue as of May 1st. There is a monthly ACH plan (an electronic funds transfer system) available at the office, but please note the monthly option does incur interest. An outside drop box is also available at the Administration office for payment of dues. If your dues were prorated at closing for the purchase of your new home, please be aware that you will be directly billed for the next assessment.

## What other fees are there?

There are separate minimal fees for various things such as boat dock rentals, building rentals, administrative services, replacement ID cards, guest access to amenities for the day or for the season. Guest passes for amenities are transferrable, but you will need a pass for each guest visiting on the same day. These examples do not constitute the full list; please check the fee schedule for the current fiscal year or call the office for more information.



# AMENITIES

**Recreational Amenities at Candlewick Lake include fishing, boating, swimming, golfing, and more!**



Your member ID is your pool pass, fishing pass, golfing pass, etc. All Members of your household (age 3+) will be issued an ID card. The first card for each Member is free; replacement cards are \$5. Your CWL Membership includes free greens fees at the golf course and free use of the fitness center during regular business hours. Additional fees may apply for your guests, who you must accompany while using any of the amenities. A Member's account must be up to date and in good-standing in order to utilize Candlewick Lake amenities. Continue to the next pages for more information on all of our amenities!

# PARKS & RECREATION

The Rec Center offers a **gymnasium, fitness center, meeting rooms, an outdoor swimming pool, beach**, and more! We have scheduled programs as well as open gym times. We also offer an **afterschool program** and **summer camp**. The Recreation Center is a wonderful community gathering place where many family friendly events are held.

Please visit our [website](#) or call the Rec Center for more information.

The **pool** is open Memorial Day through Labor Day, weather permitting. Swim lessons are available in the summer as well as adult Aquacise and family swim nights. Everyone must have a Candlewick Membership ID card to enter the pool. A public beach can be found on the Rec Center Peninsula. There are no lifeguards at the beach, please remember swimming is at your own risk.

Candlewick Lake features multiple parks, playgrounds, and sport courts throughout the community. If you are looking for a **playground**, head over to Whiting Park, Friendship Park, the Outpost, and the Rec Center peninsula. Aside from the indoor basketball court in the gym, we have three outdoor **basketball courts** which you will find at the Outpost, Friendship Park, and Whiting Park. We have two **tennis courts** at the Rec Center peninsula, one of which is lined for **pickleball**! You will also find a **baseball diamond** at the Outpost. Friendship Park also features a **covered picnic shelter**, and there are picnic tables available throughout all of our parks.



We even have a **dog park** at the Outpost for the furry family members! All dogs must be registered and have a dog park tag and key to enter. The tags and keys are available for purchase at the Recreation Center. You will need to provide a completed Dog Park Registration Form, a copy of your homeowner's or renter's insurance, and a copy of your dog's rabies vaccination, including their rabies tag number.

## GOOD TO KNOW...

An Amenity Waiver must be on file at the Rec Center if you, your children, or your guests wish to use the pool, fitness center, gym, or participate in any classes or camps. All guests under the age of 18 must have the waiver form signed by their parent or legal guardian. To access the gym or fitness center, you must show your Candlewick ID Card. The Fitness Center Guidelines Form must be completed in addition to the Amenity Waiver if you would like to use the Fitness Center. Use of the Fitness Center outside of regular hours is available with an Extended Hours membership. For a complete list of rules and to complete the Amenity Waiver and Fitness Guidelines Form, please stop by the Rec Center.

# LAKE - FISHING & BOATING

Candlewick Lake, a great place to go fishing, is a 210-acre lake with an average depth of 23 feet. The lake is stocked with bass, northern, muskie, catfish, and perch. If you are interested in boating, we have four boat access points: Rec Center Peninsula, Friendship Park, Castaway Park, and Highland Valley Green Park. Rental boat docks are available at the Rec Center Peninsula and at Castaway Park for a fee. Rental kayaks are also available at the Rec Center.

Due to having horsepower and size limits on **watercraft**, please be sure to check with the Admin Office before purchasing watercraft to make sure it meets the criteria. Non-motorized watercraft that are not required to be registered with the state, do not require a Candlewick decal. However, ALL watercraft must have "CWL" and their lot numbers in 3-inch high stickers displayed on both sides of the watercraft. Candlewick requires that all boats be registered each year at the office. The maximum length permitted is 20'. There is a 90 HP limit on all motors operating on the lake. Buoys are placed around the lake designating no-wake areas during the season. When the buoys are off the lake, the entire lake is no wake. Traffic on the lake is in a counter-clockwise direction.

For **fishing**, our Association promotes "Catch and Release", and has fish size and limit restrictions. A Candlewick Lake Membership ID as well as a State of Illinois Fishing License is required to fish the lake.

**Swimming** from a boat is allowed provided that the boat is anchored in the "no wake zone" and a legal boat operator is on the boat keeping watch.



# SAVANNAH OAKS

## GOLF COURSE & CLUBHOUSE

Savannah Oaks features a community clubhouse and a spectacular **nine-hole golf course**. Golf carts are available for a rental fee (see fee schedule). Residents do not pay greens fees! Tournaments and special golf events are held throughout the season.



The **clubhouse** offers great food throughout the year including flatbreads, sandwiches, snacks, and beverages (alcoholic and non) for your enjoyment - whether you plan to stop in after a round of golf, plan on coming in to catch a football or hockey game, or just want to take advantage of having a nearby place for lunch or dinner with a friendly, neighborly atmosphere - the clubhouse has something for everyone, including Bingo, Pub Trivia Nights, Happy Hours, and more fun events!



### GOOD TO KNOW...

A Candlewick Lake Membership ID is required to golf. Non-residents may not golf without a Candlewick Lake Member Sponsor, and must pay green fees. As with all other amenities, the Member must accompany their guests for the use of the amenity.

# PUBLIC SAFETY

Candlewick Lake Association has a wonderful Public Safety department, providing peace of mind to our residents.



Our Public Safety team patrols the community 24/7, including the lake during all seasons! The Public Safety department is responsible for the gate houses at each entrance ensuring that your specified guest list is enforced, provides code enforcement of the community's Rules & Regulations, and our patrol officers are able to be dispatched quickly throughout the community wherever safety is needed for the community. You can also take advantage of the Security House Check program where a Public Safety officer will perform regular exterior checks of your home while you are away for an extended period of time.

# MAINTENANCE

The Maintenance Department at Candlewick Lake is responsible for maintaining the quality and integrity of all Association Facilities and Common Areas, as well as ensuring Association equipment is kept in good repair.



You will often see our Maintenance crew out and about throughout the Community, attending to various maintenance needs through all seasons. For example, lake harvesting in the summer, snow plowing and salting in the winter, and performing regular maintenance through the rest of the spring and fall months - including but not limited to tree care, various repair and maintenance of the parks and facilities, road repairs, mowing, exterior and interior building cleaning, etc. If you notice an issue in the Common Area of the Association, please feel free to reach out to the Maintenance Department for attention (815-339-0500 ext. 500)

# IMPORTANT INFORMATION

## Communication

The Candlewick Lake [website](#), [newspaper](#), and [eblasts](#) are the primary way property owners and residents are informed as to rule changes, monthly activities, important announcements, etc. The newspaper is mailed to your home each month. The best way to stay informed is to read the monthly newspaper and ensure you are signed up for eblasts.

## Public Safety and Code Enforcement

While Boone County Sheriff enforces laws, Candlewick Lake Public Safety Department enforces the rules of Candlewick Lake Association. The Public Safety Department performs routine patrols throughout the Community. This department can be contacted for non-emergency medical support, lost pets, and boating assistance. They will also answer questions about property issues, roads, parks, and the lake. Additionally, residents are always welcome to contact Public Safety with questions and concerns regarding rules violations.

## Meetings

The Board of Directors Meeting is held monthly on the third Tuesday of each month. Commissions also meet monthly. Scheduled meetings can be found on the [Community Calendar](#) (online and in the newspaper). As a Candlewick Lake Member, you are invited to join any of these meetings. Our Board of Directors are made up of volunteer residents. Please feel free to attend any meeting and ask to volunteer!

## Seasonal Information

Candlewick Lake Association has private roads and maintains them. In the winter, snowing and plowing procedures will be listed in the CWL newspaper. You will be responsible for keeping your mailbox area clear and in good condition. As our crew is plowing the roads when we have substantial amounts of snow, there may be times when snow could unintentionally be pushed towards or pile up in front of individual driveways; you will be responsible for clearing your own driveway for use. In the spring, there are road postings that limit the weight of vehicles entering. If you purchase something for home delivery, be sure that the company delivering has an appropriate truck that fits the weight limits of the roads. In the summer, you are responsible for maintaining your lawn/landscaping to the road; this includes mowing the right-of-way (also known as easement) and the ditch.

## Utilities

Candlewick Lake has all underground utilities. If there is a problem such as a power outage or water issue, *please call the utility company directly* - not the Admin Office or other CWL departments as we are not affiliated with the utility companies. You will need to sign up with [ComEd](#) for electricity, [Nicor](#) for gas, and [Aqua Illinois](#) for water. For garbage collection, Candlewick contracts [Waste Management](#) to set pricing and services for our residents; you can disregard any outside service soliciting for waste pickup.

## Administration Office

The hours for the Admin Office are Monday through Friday 8:30am to 4:30pm and Saturdays 9:00am to 12:00pm. There is also an outside dropbox available at the office for payments, requests for citation review, letters, and notices. The box is checked daily.

## Home & Yard Maintenance

Please remember, Candlewick Lake is a watershed lake. The land surrounding it - and how that land is treated - directly affects the lake. Please help us protect the quality of the lake by using zero phosphate and zero phosphorous fertilizer on your lawn, and remember to remove pet waste in a timely manner. As a reminder, you are responsible for maintaining your home and yard (including the ditch area). Please take a moment to make yourself familiar with Candlewick Lake's [Governing Documents](#) to ensure your property remains in compliance with our community maintenance standards.





**Savannah Oaks**  
Community Golf Course

Maintenance Building  
Club House

Savannah Ridge Dr  
Staffordshire  
Drew Ct



- Beach
- Boat Ramp
- Building
- Dock-side Facility
- Gate
- Marina
- Park
- Picnic Area
- Restaurant
- Road/Highway
- Street (25 MPH)