



*Last Revised: January 13, 2026*

## **Jensen Lakes Homeowner's Association No-Entry Policy**

The No-Entry Policy is meant to help protect both residents and their guests to feel comfortable using the park and lake, while also protecting our exclusively shared environment.

### **Non-Community Members**

#### Household Guests

Household guests\* are people who **do not** reside within the household, and must be accompanied by a resident to enter the park. Residents **must** meet their guests at the gate check-in and notify JLHOA staff of guest arrival.

*\*Guests are considered to be anyone above the age of 2 years old.*

Members may host up to 6 guests at a time. Youth ages 12 to 17 may bring a maximum of 2 guests on their own; to bring more than 2 guests, they must be accompanied by a parent or responsible adult (18+). Members who wish to bring more than 6 guests must contact the JLHOA maintenance office in advance to request approval.

#### Nannies/Babysitters/Caregivers

If not registered under the homeowners entourage, individuals will not be permitted into the park. The homeowner must email the **Core Management** to request registration and provide a government issued photo ID.

#### Outside Visitors

Outside visitors are individuals who do not reside in Jensen Lakes and do not have a connection to any resident. Outside visitors are not permitted. Residents must not allow anyone into the community or its amenities without first confirming with the JLHOA office.

**IF YOU DO NOT KNOW THE PERSON, PLEASE DO NOT LET THEM IN  
RESIDENTS ARE RESPONSIBLE FOR THE BEHAVIOR AND ETIQUETTE OF THEIR GUESTS**

### **No Card, No Access**

#### 11 and Under

Children 11 and under must be accompanied by a parent and/or guardian\*. Any child left in the park without a parent or guardian\* will result in a profile warning.

*\*Guardians are any resident or household member (nannies included) above the age of 12. Please note, nannies must have a valid profile under the family household, otherwise **no access** will be permitted.*

#### 12 and Above

Members aged 12 and older must carry their physical membership card at all times when accessing the lake, beach, park grounds, multisport court, or any JLHOA-owned amenity. Youth members ages 12 to 17 who are not accompanied by a parent or responsible adult (18+) are limited to bringing 2 guests.

## Unpaid HOA Fees

The JLHOA does not accept on-site payments. All payments must be made through your account on the JLHOA Portal ([www.jensenlakeshoa.ca](http://www.jensenlakeshoa.ca)). Residents with locked accounts must contact Core Management to resolve the issue, as they will not be granted access at the resident gate until their account is active.

### Annual HOA Fees

Residents who have not paid their annual HOA fees\*, will be denied access to the park. HOA fees **must** be paid in full and on time, no exceptions.

*\*Unpaid accounts will be transferred over to field law, May 2026.*

### Outstanding Outdoor Bookings, Rental Items, & Guest Fees

Any outstanding fees **must** be paid in full before entering the park.

**ANY QUESTIONS REGARDING OUTSTANDING FEES SHOULD BE DIRECTED TO CORE MANAGEMENT**

## Membership Suspensions

### Zero Tolerance for Verbal Abuse

While we strive to create a safe and supportive environment for all, your cooperation in maintaining respectful conduct is essential. Many of our team members are young, and are experiencing their first job at Jensen Lakes. Encouragement goes a long way.

- ❖ **Verbal Abuse Definition:** Verbal abuse includes, but is not limited to, the use of offensive language, threats, insults, harassment, or any form of behavior that may cause emotional harm or distress to staff members and other residents or guests.
- ❖ **Member Responsibility:** JLHOA members are expected to interact with staff **respectfully** and **professionally** at all times. Any form of verbal abuse towards staff will not be tolerated under any circumstances.
- ❖ **Accountability for Guests:** Members are also responsible for the behavior and etiquette of their guests. Should a guest engage in verbal abuse of staff, the member will be held accountable for that behavior and subject to the same consequences as if the member themselves had committed the offense.
- ❖ **Consequences of Abuse:** Any member found to be verbally abusive towards staff or other residents, will have their membership privileges suspended **immediately**, pending a review of the incident. In severe or repeated cases, the member's membership may be permanently revoked.
- ❖ **Reporting and Investigation:** All incidents of verbal abuse will be taken seriously and investigated thoroughly. Staff members are encouraged to report any abusive behavior, and members are required to cooperate with any inquiries regarding such matters.

### Non-Compliance with JLHOA Rules & Regulation

All JLHOA Rules & Regulations are in place to best manage the beach and to ensure the safety of **ALL** Jensen Lakes residents and staff. Violation to any of the JLHOA rules & regulations, may or may not result in temporary suspension depending on severity and may result in escalated disciplinary action.



## Jensen Lakes Homeowner's Association Contact Directory

### General Inquiries

For questions about lake access, amenities, general HOA matters, all inquiries and resident complaints.

- ❖ **Email:** [info@jensenlakeshoa.ca](mailto:info@jensenlakeshoa.ca)
- ❖ **Maintenance Office (During Operating Hours):** (780) 347-0460

### General Manager

For escalated concerns, policy clarification, and community issues.

- ❖ **Email:** [manager@jensenlakeshoa.ca](mailto:manager@jensenlakeshoa.ca)

### Office Coordinator

For membership card pick up and card replacement.

- ❖ **Email:** [office@jensenlakeshoa.ca](mailto:office@jensenlakeshoa.ca)

### Programs & Events

For workshops, seasonal events, program registration, and bookings.

- ❖ **Email:** [programs@jensenlakeshoa.ca](mailto:programs@jensenlakeshoa.ca)

### Park & Lake Maintenance

For landscaping, groundskeeping, lake upkeep, rentals, signage, and wildlife concerns.

- ❖ **Email:** [parks@jensenlakeshoa.ca](mailto:parks@jensenlakeshoa.ca)

### Core Management

For membership registration, fee payments, ownership verification, tenant access, and entourage updates.

- ❖ **Email:** [info@coremanagement.ca](mailto:info@coremanagement.ca)
- ❖ **Main Office:** 780-651-1577

### Melcor Development Administration

For governance, bylaws, development updates, and long-term planning.

- ❖ **Email:** [hoa@melcor.ca](mailto:hoa@melcor.ca)
- ❖ **Main Office:** 780-423-6931

### Additional Resources

**RCMP 24/7 Complaint Line:** 780-458-7700