



## Jensen Lakes Homeowner's Association New Member Guide

### Welcome to Jensen Lakes!

This guide outlines your membership responsibilities, facility access, guest policies, and who to contact for support. Please refer to our General Rules and Regulations Guidelines for more detailed information.

### Membership Overview

Membership is mandatory and automatically applied to each property through a title encumbrance. All membership tiers include access through the resident access gate. Fees vary based on lake access:

- ❖ **Standard Access:** Access through the resident gate located in the parking lot.
- ❖ **Direct Park Access:** Resident gate access plus entry via the shared walkway behind the multisport courts.
- ❖ **Lake Walkway Access:** Shared dock located at the end of the shared walkway, plus access through the resident access gate.
- ❖ **Lake Shore Access:** Private dock access plus access through the resident access gate.

**ALL ENTRY POINTS OTHER THAN THE RESIDENT ACCESS GATE REQUIRE RESIDENTS TO CHECK IN AT THE MAINTENANCE BUILDING AND PRESENT THEIR MEMBERSHIP CARD.**

Membership is tied to the property, not the owner. Privileges may be assigned to owners, tenants, or entourage.

- ❖ Cards are required for all residents ages 12 and above. **NO CARD, NO ACCESS.**
- ❖ Children under 12 must be accompanied by a responsible adult with a valid membership card at all times.

Refer to the Membership Information document for full details, including tenant information.

### Facility Access & Hours

- ❖ Open daily. Hours vary seasonally, check the HOA website, gate signage, or Google Maps.
- ❖ Entry/Exit: Use the resident gate buzzer and scan your membership card.
- ❖ Washrooms: Located on the east side of the maintenance building. No change rooms onsite.

### Guest Policy

- ❖ Members may host up to 6 guests at a time (age 2+). Youth ages 12–17 are limited to two guests.
  - To bring more than 2 guests, they must be accompanied by a parent or responsible member (18+).
- ❖ Members wishing to bring more than 6 guests must contact the JLHOA maintenance office in advance for approval.
- ❖ Guests must be accompanied by a resident at all times.
- ❖ Caregivers or nannies must be registered and present with the children from the household they are supervising.
- ❖ **Guest check-in:**
  - Residents must meet their guests at the gate and ring the buzzer.
  - Approved guests may ring the buzzer and provide their name and the host's last name.

## Beach & Park Rules

- ❖ **Prohibited:** Glass, alcohol, pets, smoking/vaping, open fires.
- ❖ **BBQs & Picnic Shelters:** First come, first serve. Items left unattended for over 1 hour may be removed and held in the maintenance office.
- ❖ No bikes, scooters, e-bikes, or similar wheeled devices are permitted in the park or on JLHOA walkways. Any item that may cause damage to pathways, landscaping, or park infrastructure is not allowed.

## Events, Programs, & Amenities

Seasonal highlights include:

*\*Updates are shared via email, website, and Instagram (jensenlakes\_hoa).*

- ❖ Annual Events & Contests (Easter Egg Hunt, Summer BBQ, Fishing Derby, Pumpkin Carve-Off and more!)
- ❖ Skating Surfaces (Leisure, Hockey, and Skating Loop)
- ❖ Watercraft Rentals (Paddleboard, Kayak, Pedal Boat)
- ❖ Fishing (Catch & Keep / Catch & Release)
- ❖ Outdoor Bookings (Reserve space under the gazebo for a gathering)

For outdoor bookings or program inquiries, please contact: [programs@jensenlakeshoa.ca](mailto:programs@jensenlakeshoa.ca)

## Lake Use & Rentals

### Pets

Pets are not permitted in the park or in the lake. Pets may be walked on private walkways if leashed; however, this privilege may be revoked for non-compliance. Pets are not allowed on the lake at any time of year, nor are they permitted on watercraft or sleds.

### Summer Season

- ❖ **Swimming:** Swimming is permitted only in designated swim area and is not allowed outside of JLHOA operating hours. Swimming outside the designated swim area is at your own risk, as these areas may have increased hazards due to anglers, personal watercraft, and reduced visibility.
- ❖ **Watercraft Rentals:** Available to residents ages 16 and above (weather and air quality permitting).
- ❖ **Resident Owned Watercrafts:** No motorized or battery-operated boats allowed. Residents may bring in their own watercrafts via. Designated resident boat launch.
- ❖ **Lifejackets:** Life jackets are mandatory for all JLHOA watercraft rentals and recommended for personal use. The JLHOA prioritizes its limited supply of life jackets for watercraft rentals; residents are strongly encouraged to bring their own whenever possible.
- ❖ **Fishing:** Fishing is catch-and-release only. Catch-and-keep privileges are available only to members ages 18 and older and must be requested through the JLHOA maintenance office. Each person may use one rod. No bait of any kind is permitted, and lead weights are not allowed. Fishing near docks or swimming zones is prohibited. Please refer to the full JLHOA fishing rules and seasonal restrictions for complete details.

### Winter Season

- ❖ Ice surfaces are unsupervised—use at your own risk.
- ❖ Helmets recommended for skating and hockey.
- ❖ No access during ice maintenance or when “THIN ICE” signage is posted.
- ❖ No access outside of operating hours.

# 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)

## 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, and tenant access.

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

## Legal & Collections

For late/unpaid fees, locked accounts.

- ❖ **Email:** [hoacollections@fieldlaw.com](mailto:hoacollections@fieldlaw.com)
- ❖ **Main Office:** 780-423-3003

## 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

# Directory Map

1 Resident & Guest Parking/Entrance	9 Beach	17 Sun Decks
2 Resident & Guest Access Gate	10 Picnic Tables, Covered Shelters & BBQs	F1 Future Tennis & Pickleball Courts
3 Bike Rack	11 Picnic Tables & BBQs	F2 Future Jubilation Beach Club
4 Winter Pleasure Ice Surface	12 JLHOA Watercraft Amenity Dock	F3 Future Jubilation Beach Club Deck
5 Boardwalk & Sun Decks	13 Emergency Access Boat Ramp	F4 Future Fire Pit
6 Resident Watercraft Docking Station	14 Maintenance & Staff Access Gate	F5 Sand Rinse Station
7 Pier	15 Interim Guest Services & Maintenance Building	F6 Future Playground
8 Designated Swimming Area	16 Family Washrooms	

  Boundary of Future Facility Expansion / Construction



Please visit [www.jensenlakeshoa.ca](http://www.jensenlakeshoa.ca) for further information and updates.  
Any inquiries can be emailed to [info@jensenlakeshoa.ca](mailto:info@jensenlakeshoa.ca) OR 780-347-0460.