



Last Revised: January 30, 2026

Jensen Lakes Homeowner's Association Three-Strike Conduct & Enforcement Policy

Jensen Lakes Homeowners Association (JLHOA) Policy Statement

The Jensen Lakes Homeowners Association is a non-profit organization responsible for the maintenance and upkeep of Jensen Lake and all JLHOA-owned amenities. All JLHOA policies are created to protect the exclusivity of these amenities for Resident Members while upholding the core principles of **safety, fairness, and shared responsibility**. These principles guide how the Association maintains shared spaces, communicates expectations, and ensures that residents, guests, vendors, and community partners use the amenities in a safe and respectful manner.

JLHOA policies prioritize resident access and enjoyment by setting the rules and operational requirements needed for the safe, fair, and consistent use of all amenities. Resident Members are fully responsible for the conduct and compliance of any guests they check in, and any non-compliance by a guest will be treated as non-compliance by the hosting resident. Compliance is mandatory for all individuals and organizations on JLHOA property, and the Association may modify, suspend, or revoke access or privileges when necessary to protect resident use, community safety, and operational needs.

Strike 1 – Inform & Educate

When a rule is broken, JLHOA staff will speak with the resident to explain:

- What rule was not followed
- Why the rule exists (typically for safety, fairness, or shared community responsibility)
- Behaviour expectations moving forward

Strike 2 – First and Only Warning

If the behaviour persists or repeats, JLHOA staff will:

- Issue a formal warning
- Remind the rules and the behavioral expectations moving forward
- Advise that any further recurrence will result in a temporary suspension
- Contact parents if the resident is a minor

Strike 3 – One-Day Suspension

If the behaviour persists after **First and Only Warning**, JLHOA staff will:

- Suspend resident's membership privileges for the remainder of the day and access will not be permitted until the next day
- Explain the reason for the suspension
- Record suspension under resident's file and inform the property owner or parent
- If applicable, any guests checked in by the resident or involved in the incident will also be escorted off JLHOA property

Further Recurrences – Additional Measures

If the behaviour continues after the one-day suspension, the JLHOA may take additional steps, including:

- A longer suspension from the park and amenities at the discretion of the General Manager
- Contact the parent or guardian if the resident is a minor
- Requiring the resident (or minor and parent) to read and acknowledge the General Rules and Regulations before access is reinstated

These measures are used only when necessary to ensure the safety and fairness of the community.

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