



Last Revised: October 14, 2026

New Resident Information

Welcome to Jensen Lakes!

Jensen Lakes features a private lake for residents and guests of the Jensen Lakes Community, with future development including an exclusive beach club and a variety of seasonal offerings in terms of amenity's, programs, events, and workshops. For more information and to download the required forms, please visit: www.jensenlakeshoa.ca/about-jlhoa/membership-information

Primary Contact and Support

For all inquiries, registrations, profile support, and status updates:

JLHOA

- **Email:** info@jensenlakeshoa.ca OR office@jensenlakeshoa.ca
- **Phone:** (780) 347-0460
- **JLHOA Resident Portal:** www.jensenlakeshoa.ca

Need Escalated Support?

JLHOA staff will determine if your account requires escalated support for fee accounting or formal property registration and connect you with **FirstService Residential:**

- **Contact:** Lesley Thompson (lesley.thompson@fsresidential.com)
- **Main Office:** 780-651-1577 | **24/7 Customer Care:** 855-266-3601

Membership Registrations

Membership is mandatory and automatically applied to each property through a title encumbrance. Please review the registration steps below based on your resident type:

- **Pre-Possession Access:** For builder purchases with a future possession date.
- **New Homeowners:** For buyers who have officially taken possession.
- **Tenants:** For residents renting a home or suite (submitted directly by the Property Owner/Landlord).

1. Submit Required Documents

To begin registration, visit our website for the required forms and email your completed documentation to: office@jensenlakeshoa.ca

- **Homeowners** (Pre-Possession & Post-Possession):
 - **Proof of Ownership:** Purchase agreement, Certificate of Title, or lawyer's closing letter *(must verify purchaser names, property address/legal description, and possession date; financial info may be redacted)*.
 - **Membership Information Form:** Completed copy.
- **Tenants** **(Submitted directly by Property Owner / Landlord):**
 - **On-Site Landlord** (e.g., owner lives on-site and rents out a basement suite):
 - Completed **Membership Information Form**.
 - **Off-Site Landlord** (e.g., owner lives elsewhere and rents out the full property):
 - Completed **Membership Information Form AND Tenant Transfer Form**.

2. Account Setup & Fee Payment

Once your paperwork is processed, you will receive online access to set up your profile and log into the **JLHOA Portal** (www.jensenlakeshoa.ca).

- **New Homeowners:** Settle annual membership fees directly through the portal.
- **Pre-Possession Members:** Purchase monthly pre-possession passes via the portal.
- **Tenants:** Annual HOA fees must be paid in full by the Property Owner before tenant memberships are activated.

3. Submit Photos for Membership Cards

Email a clear headshot of each household member aged 12+ to **office@jensenlakeshoa.ca**.

- *Note: Photos do not need to be professional, just clear face shots so staff can recognize you. Please identify who is in each photo.*

4. Pick Up Membership Cards

Card pickups are conducted at the **JLHOA Maintenance Building Office** located at **205 Jensen Lakes Boulevard**. Contact on-site staff at **office@jensenlakeshoa.ca** to schedule card pickup (or wait for a follow-up email once photos are uploaded).

- **Required at Pickup:** Government-issued photo ID and proof of residency.
- **Proof of Residency:** If your ID does not show your current Jensen Lakes address, bring a purchase agreement, lease agreement, utility bill, or Pre-Possession Pass receipt linking your name to the address.
- **Access Requirement:** Cards are required for all members aged 12+ to access the beach and amenities (Replacement cards: \$10.50 fee).

Specific Membership Category Information

1. Pre-Possession Access (*Purchased from Builder with future possession*)

If you purchased a home from a builder but have a future possession date, submitting your paperwork grants access to purchase temporary **Pre-Possession Passes** via the **JLHOA Portal**.

- **Pass Details:** Passes can be purchased on a month-to-month basis (valid for 30 days) until your possession date. Pricing is tiered based on property membership type (*Standard, Direct Path, Private Walkway, or Lakeshore*).

Pass & Possession Conditions:

- **Firm Purchase Required:** Proof of home purchase in Jensen Lakes, with all conditions removed (e.g., financing or inspection), is required to obtain a Pre-Possession Pass.
- **Non-Refundable:** Pre-Possession Passes are non-refundable.
- **Rules & Waivers:** Members must agree to all Jensen Lakes HOA rules and sign required waivers prior to accessing amenities. Violation of rules will result in pass revocation.
- **Notify Us:** Property owners must inform the JLHOA immediately upon taking possession or if the possession date changes.
- **Fees & Permanent Cards:** Permanent membership cards are issued only after possession is confirmed and pro-rated annual HOA fees (possession date through year-end) are paid in full.

2. New Homeowners (*Taken possession of your home*)

If you have already taken possession of your home, submitting your paperwork activates your permanent profile and allows you to settle annual fees on the **JLHOA Portal**.

3. Tenants

All tenant applications **must be completed and submitted directly by the Property Owner / Landlord**. Tenants cannot apply independently. The annual JLHOA fee must be paid in full by the owner for tenant memberships to be valid.

If You Are Moving Away From Jensen Lakes

If you are moving or selling your home in Jensen Lakes, please contact the JLHOA, or have your lawyer contact us, to advise of your change. This ensures our records remain accurate and prevents future billings from being sent to you. For any other property updates, email **office@jensenlakeshoa.ca**.

***Disclaimer:** The Jensen Lakes Homeowners Association makes no representations or warranties, express or implied, regarding the accuracy or completeness of this information. The Association, its directors, affiliates, and property managers shall not be liable for any damages, losses, or expenses arising from the use of or reliance on this document. April 30, 2026.*