



The Lake Chaparral Residents Association (LCRA) is committed to fostering a safe, respectful, and inclusive community for all members, guests, staff, and volunteers. This Code of Conduct outlines the behavioural expectations and applies to all Members, their family members, and guests while on LCRA property or engaging with LCRA services, staff, or representatives.

The primary account holder (i.e., the person listed on land title) is responsible for signing this document on behalf of their entire household. All individuals associated with the LCRA are expected to abide by this Code, regardless of provision of signature.

1. LCRA COMMITMENT

The LCRA welcomes constructive feedback, respectful dialogue, and community participation. Members, family members, and guests are encouraged to ask questions and share concerns, provide feedback on LCRA operations, engage in respectful dialogue, and communicate if they are dissatisfied, confused, or upset in a respectful manner.

However, conduct that undermines the dignity, safety, or well-being of others **will not be tolerated**.

2. EXPECTED CONDUCT

As a Member or tenant of a Member of the LCRA, I agree to:

- Treat others with respect and courtesy, including staff, Board members, other members, and guests.
- Abide by all posted LCRA rules, Bylaws, Articles of Association, and lawful directives of staff.
- Communicate constructively, without engaging in:
 - Insults, intimidation, yelling, or swearing
 - Unfounded accusations or defamatory remarks
 - Threats, harassment, or malicious behaviour
- Avoid public or online conduct that misrepresents, defames, or materially distorts the actions or intentions of LCRA staff or the Board of Directors.
- Take accountability for the conduct of my family members and guests when on LCRA property.
- Avoid spreading misinformation, engaging in harmful speculation, or using manipulative tactics to sway opinion or disrupt operations.
- Refrain from engaging in disrespectful conduct, which includes, but is not limited to, abusive language, false or misleading claims, intimidation, excessive or aggressive complaints, and any behaviour that creates a hostile environment for staff, members of the Board of Directors, volunteers, or other members.

3. CONSEQUENCES FOR MISCONDUCT

Any violations of this Code of Conduct, including the Expected Conduct listed above, may result in one or more of the following actions, at the discretion of the LCRA Board of Directors or General Manager:

- Verbal or written warnings
- Requests for apology or retraction
- Suspension of access to LCRA amenities or services
- Revocation of membership privileges (in accordance with the Articles of Association)
- Escalation to legal counsel if behaviour violates applicable laws
- Ceasing of all communications from the LCRA staff and Board of Directors until mutual reconciliation is reached

By signing below, you acknowledge that you understand and accept the expectations outlined in the LCRA Member Code of Conduct and recognize that failure to comply may result in disciplinary action or suspension of privileges.

You also acknowledge that you will communicate the terms of this Code of Conduct to all individuals residing at your property, and that you are accepting responsibility for their actions and adherence to this Code of Conduct.

LCRA Member Name

Property Address

LCRA Member Signature

Date (yyyy-mm-dd)