

**All complaints, concerns, questions and suggestions regarding the Winghaven Residential Owners Association must be submitted in writing by US mail, e-mail or by fax to CMA.**

**All complaints are kept confidential and all violations are discussed in closed session.**

**Upon receipt, your submittal will be forwarded to the Winghaven Residential Owners Association Board of Directors for their comments and directions.**

**When submitting a complaint, please include as much detail as possible, such as description of the violation, dates and times and duration of the violation.**

**Board members will instruct CMA to take appropriate action.**

**First letter requests owner to correct the violation and gives owner the opportunity to contact CMA within 10 days of letter to request a Hearing before the Board if they dispute the violation or a fine will be applied to their account.**

**If no contact is made with CMA and violation continues, a second letter advises owner a fine has been applied to their account.**

**If violation continues, additional fines will be added to their account. If not paid, the account will be sent to an attorney for collections and a Lien will be placed on the home.**

**Reference: Homeowners Handbook Section IX, Paragraph 9.6 Sanctions/Fines**

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**Fax: 314-878-2773**

**Winghaven Residential Owners Association**

**C/o CMA**

**14323 So Outer 40 Rd., Ste 301N**

**Chesterfield, MO 63017**