

## **OWNER COMPLAINT PROTOCOL – updated 1/5/23**

In an effort to improve communications within our community and expedite resolving nuisance and noise disturbances, we have assembled an “Owner Complaint Protocol”. The Board is requesting that you follow the protocol and always document the incident with an email to the management company - [bhohensee@pmplakeozarks.com](mailto:bhohensee@pmplakeozarks.com) and HOA Board [cedarheights.bod@pmplakeozarks.com](mailto:cedarheights.bod@pmplakeozarks.com) . You may also use a cell phone to photo or record the cause of the complaint. This information will be very helpful for everyone involved.

In the event an issue arises, at any hour and you want to file a complaint, you should follow these steps:

1. Call the unit owner, which is responsible for the unit causing the issue. The owner is responsible to resolve the complaint immediately if they can address the situation. If you do not know who the owner is, you can get the information from the CH directory which is attached. (This will be on the website when it is ready)
2. If you are unable to reach the owner or do not see any improvement, you should Call Property Management Professionals **(573) 302-1300** 24-7 and send an email to [bhohensee@pmplakeozarks.com](mailto:bhohensee@pmplakeozarks.com) and [cedarheights.bod@pmplakeozarks.com](mailto:cedarheights.bod@pmplakeozarks.com)
3. Depending on the severity of the issue, you should not hesitate to contact the Camden County Sherriff’s Department - (573) 346-2243 or 911. You should still contact Emma with the issue you called police to resolve
4. If you have an emergency for PMP personnel to come out to the complex to fix (water pipes, pool issues, dock issues, building repair) you would call their office or leave a message with their live answering service - **(573) 302-1300**

We sincerely hope this is not a procedure you need to use, but it is our way of making sure you know whom to contact in the event of an incident at Cedar Heights.

Sincerely,  
Cedar Heights Board of Directors