

# **Frequently Asked Questions (FAQs)**

## **Homeowners' FAQs**

1. **What are your office hours?**
  - Monday-Friday 9:00 am to 6:00 pm
  - Closed between 12:00 to 1:00 every day.
2. **How do I submit an address change?**
  - Fill out the online form here: [Homeowner Information Change Form](#)
3. **How do I report a violation?**
  - Fill out the online form here: [Covenant Violation Reporting Form](#)
4. **Where do I find out additional information specific to my HOA?**
  - Click the link for your HOA located to the right of the [CPMG Website](#).

## **Real Estate Agents, Mortgage Brokers, Appraisers and Title Companies FAQs**

1. **How do I order a Status Letter and what are the associated fees?**
  - Go to [www.homewisedocs.com](http://www.homewisedocs.com) and place your order!
  - Status Letters are \$100.00
  - Rush Fee is \$25.00 for a one business day turn around.
  - Transfer fees is \$150.00
  - Two months of dues are collected as prepayment at closings.
2. **How do I order a Questionnaire or Condominium Certification?**
  - Go to [www.homewisedocs.com](http://www.homewisedocs.com) and place your order!
  - There are a variety of questionnaires with different costs. Please check HomeWise for the pricing.