

Frequently Asked Questions (FAQs)

Homeowners' FAQs

1. How do I make my HOA payment?

- **Pay online** with your checking account here: [Online Payments](#)
PLEASE NOTE: Your account number at CPMG is located on your payment coupon.
- **With the online payments,** can I setup recurring payments?
Yes, recurring payments can be set up with a login that is created and managed by the homeowner. A onetime payment option is also available.
- **Mail** your payment to:
P.O. Box 52942
Phoenix, AZ 85072-2942
- **Hand deliver** your payment to:
2620 S. Parker Rd. Ste. 105
Aurora, CO 80014
- **Sign up** for automatic payment by emailing your request to holly@withcpmg.com to provide the form for your HOA to be completed.

2. What are your office hours?

- Monday-Friday 9:00 am to 6:00 pm
- Closed between 12:00 to 1:00 every day.

3. How do I submit an address change?

- Fill out the online form here: [Homeowner Information Change Form](#)

4. How do I report a violation?

- Fill out the online form here: [Covenant Violation Reporting Form](#)

5. 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 and turn around times?

- Fax your request to Jenna Williamson at 303-671-6430
- The transfer fee is **\$200.00**.
- The turn around time is 72 hours.
- If you need it back within 24 hours, please specify **RUSH** on your request. There is an additional **\$50.00 RUSH** fee for this service.

2. How do I order a Questionnaire or Condominium Certification?

- Our in-house form costs **\$40.00**. Custom forms cost **\$75.00**.
- The turnaround time is 72 hours from the time the payment is made. If your questionnaire form is needed within 24 hours there is an additional **\$50.00 RUSH** fee.
- **Follow these 2 steps:**
 - A. Payment must be made in advance by [clicking here](#), then clicking **Quick Payment** in the middle of the screen.
 - B. After completing your payment, email your request with the association name, property address and the reference number from your payment to holly@withcpmg.com.

3. Where can I find HOA governing documents, board of directors meeting minutes, financial statements, and CIC docs?
- Click on the link for the HOA located to the right of the [CPMG Website](#).