

Chestnut Trails Home Owner Association (CTHOA) has a process for home owners to contact our property management and Board. The property management company works with the Board to resolve questions per the following instructions:

1. Use the email link on the CTHOA website and email your question to our property management company.
2. All questions will be collected by the third Thursday of each month.
3. All questions will be reviewed by the Board on the third Thursday of each month.
4. Any questions received after the third Thursday of each month will be reviewed the following month by the Board.
5. When the board reviews the home owners' question, the Board will discuss the problem and agree on a remedy.
6. A letter will be mailed to the home owner that sent the question with a response to the question.
7. Questions to the property management company cannot be emailed anonymously. The home owner will need to state their first and last name and lot# in order for the Board to address the question.
8. The question and the lot# from the home owner that sent the question will be published in the Board meeting minutes which are published on the CTHOA website.