

**Victoria Village at Colorado Springs Homeowners Association,
Inc.**

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Dear Victoria Village Homeowners:

As the Property Manager for Victoria Village, I have been asked to contact you by the Board of Directors regarding a formalized Statement of Policy.

It is the Board's intent to make consistent the way in which they deal with requests from Homeowners to grant leniency in the case of financial hardship, etc., in regards to dues payments.

The Board has adopted the following policy guidelines:

- The Board will not waive late fees or legal collection fees except in the case of clerical or book keeping errors on the part of the Association's agents.
- The Board will review, on a case by case basis, an Owner's request for payment plans in the event of delinquent dues payments brought on by financial hardship or circumstances outside of the Owner's control.

Please be advised that an Owner should make the office of Z&R Property Management their first point of contact in the event of an inability to make timely dues payments. An open line of communication early in the process is the best method to resolve any problems that may occur.

Thank you for your time and consideration, and please feel free to contact me with any questions or concerns you might have.

At the Direction of the Board of Directors,
Victoria Village HOA

Kerry Cantrell
Property Manager