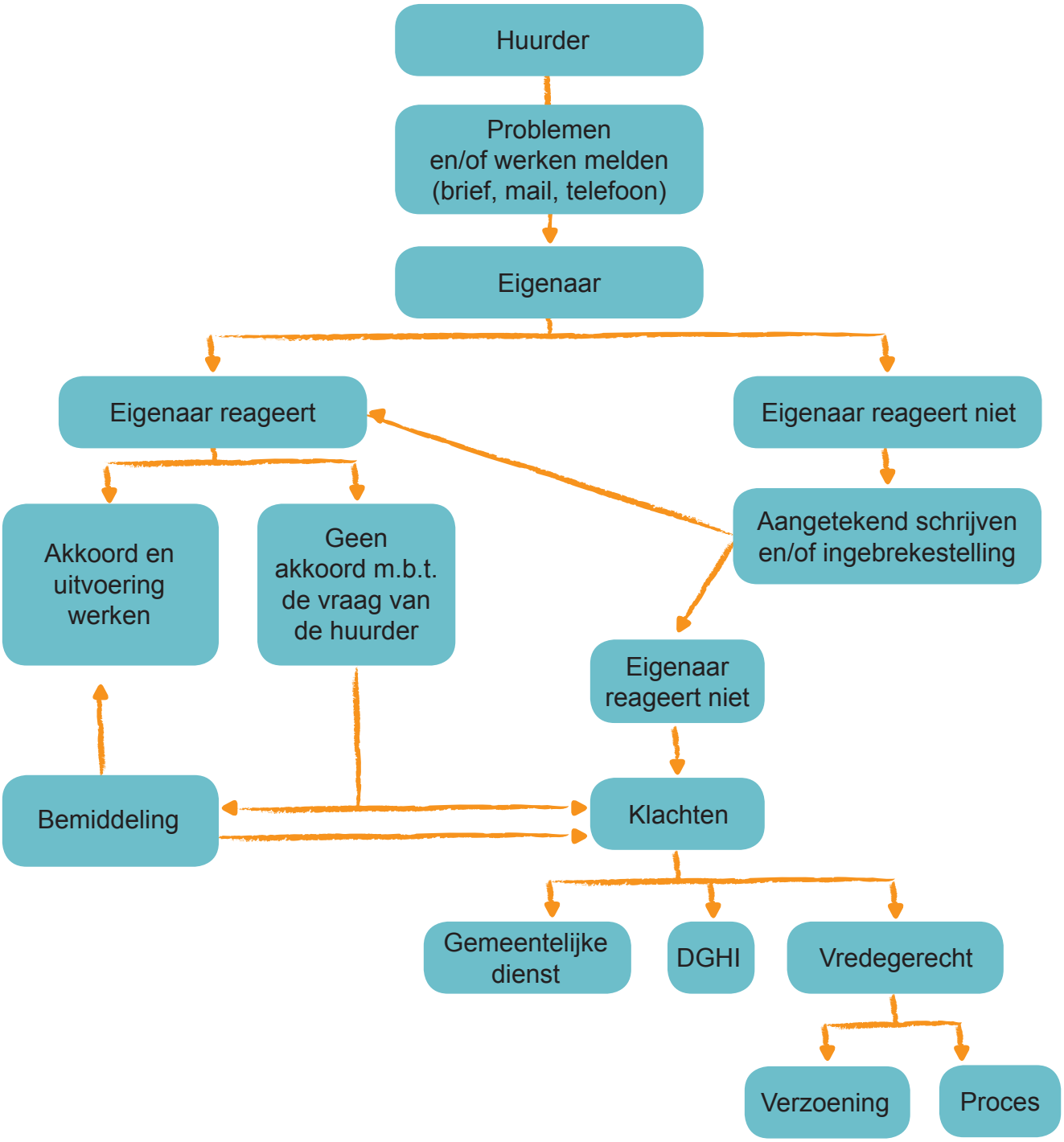WONEN: PROCEDURE OM KLACHT IN TE DIENEN BIJ DE EIGENAAR