



**Chartley Homeowners Association, Inc.**  
**Resident Complaint Procedure**  
**2020**

One of the main purposes of the Chartley Homeowners Association, Inc. is to help provide a healthy and safe community in which to live. One of the ways we try to do this is by maintaining an acceptable appearance level in the community, which assists in maintaining property values and deterring crime. In 2013 we instituted a new Resident Complaint Procedure which is designed to allow residents who have concerns, or see outright Baltimore County Code violations, the opportunity to have CHA attempt to resolve the concern in lieu of having to file a formal complaint with the County.

Chartley is a great community and CHA values all our residents. However, all of us are required to adhere to the requirements of the Baltimore County Code and Zoning Rules. The purpose of our Resident Complaint Procedure is to provide all residents with the ability to address possible violations of the County Code either thru Chartley Homeowners Association, Inc. or on their own.

**TYPICAL TYPE ISSUES THAT THIS PROGRAM DEALS WITH**

- Long grass (exceeds 12 inches)
- Overgrown bushes, hedges, or trees that interfere with walking on sidewalks
- Junk yard or open dump conditions
- Rooming house operations
- Pods stored on property
- Illegal accessory structures
- Storage of contractor equipment on property
- Commercial vehicle parking
- Storing unlicensed motor vehicles
- Storing inoperative motor vehicles
- Automotive Repair activities (active service garage activities)

**ISSUES THIS PROGRAM DOES NOT DEAL WITH**

Crime issues (Call 911 or police)

Drugs (Call 911 or police)

Neighbor to Neighbor Disputes (e.g. dissatisfaction with the color of a neighbor's house, shutters, leaves from a neighbor's trees, tree branches hanging over yard from neighbor's yard, etc.).

**CHA's Role**

All issues or concerns under this program are submitted by Chartley residents to CHA. CHA does not proactively go thru the community to inspect residents' property to see if a violation to County Code or Zoning Rules exist. All residents have the right to deal directly with Baltimore County if desired and can find contact telephone numbers and internet links to both Code Enforcement and Zoning below.

If Chartley residents prefer to have CHA attempt to resolve such concerns, we can only do so thru this program. After receiving a complaint, CHA will determine if the complaint falls under the purview of the County Code. If so, CHA will register the complaint with the County. From that point forward, CHA will monitor the complaint with the County to determine the action taken, if any, by the County.

If the complaint received DOES NOT fall within the purview of the County Code, CHA will notify the complainant, but will be unable to take further action.

If desired, residents may contact the County directly to resolve their concerns at:

**Code Enforcement** 410-887-3351 or <http://www.baltimorecountymd.gov/needtocontact/codecomplaint>

**Zoning** 410-887-3391 or [http://www.baltimorecountymd.gov/agencies/permits/pdmfaq/pdmfaq\\_zoning.html](http://www.baltimorecountymd.gov/agencies/permits/pdmfaq/pdmfaq_zoning.html)

### **How the Program Works**

#### **To Report an Issue or Concern to CHA**

To submit a complaint, simply complete the document entitled "Resident Complaint Form" that is in every issue of the quarterly Chartley Chatter and mail it to CHA at the Address provided. **All concerns may be submitted to CHA anonymously if desired.**

If desired, residents may also submit the Resident Complaint form electronically. Simply fill out the form on our website at <http://www.chartleyhomeowners.org/complaints.html> and hit the "Submit" button when completed. Concerns may be submitted anonymously using the form on our website.

As a third option, residents may also download the printable Resident Complaint Form found on our website, print it out, complete it, and mail it to **Chartley Homeowners Association, Inc. at P.O. Box 408, Reisterstown, Md. 21136.**