

**PERSIMMON HILLS IMPROVEMENT ASSOCIATION, INC.  
PROCESS FOR RESOLVING ISSUES/CONCERNS**

Being conscious that the Board of Directors (BOD) of the PHIA are representatives of the association, and that one of the duties they were elected to perform is addressing the concerns of the community, a formal process for soliciting and receiving these concerns is being implemented.

Members are requested to use this form to document their issues and concerns, and submit them in one of the following manners:

1. Mail the form to: PHIA Board of Directors, P.O. Box 1133, Mechanicsville, MD 20659.
2. E-mail the information on the form to [Persimmon\\_hills@yahoo.com](mailto:Persimmon_hills@yahoo.com).
3. Hand deliver the form to any of the Board Members, at their convenience.

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ADJUDICATION PROCESS:

1. When an Association member has an issue/concern that they feel the BoD needs to address, that member will submit the issue/concern to the Board using the "PHIA Issues/Concerns Form".
2. Upon receipt of the Form, the Secretary will enter the issue into the Log.
3. The BoD will review the Form and Log to determine if this issue has been addressed before, and how it was resolved. Board member(s) will be assigned responsibility for conducting additional research. The Board member(s) will:
  - a. Contact the Association member who submitted the Form to obtain any additional information that could help in identifying and defining the issue/concern.
  - b. Conduct research into the By-Laws and Declarations of the association, as well as County and State Ordinances, to see if the issue/concern is addressed there.
  - c. Contact any are other parties who may be impacted by the issue/concern, to ensure that they have a full understanding of all facts and concerns.
  - d. Annotate the results of this research on the Form.
4. The research information will be submitted to the full BoD, who will agree to a resolution based on consensus. The resolution will be recorded on the Form and kept on file by the Secretary.
5. The Board member(s) will contact all parties impacted by the issue/concern to provide the adjudication results, and answer any questions.

PHIA ISSUES/CONCERNS FORM

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

EVENING PHONE: \_\_\_\_\_

So Board Member can contact you for more information, if necessary

CONCERN: Briefly state the issue (fees are too high, lack of BoD communication, issue with neighbor, issue with By-Laws)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ACTIONS TAKEN TO RESOLVE ISSUE ON YOUR OWN: (previous correspondence with BoD or requests for information, discussion with neighbor)

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PROPOSED RESOLUTION (if you have one):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For PHIA BOD Use Only:  
Issue No. \_\_\_\_\_

## PHIA BOD ISSUES/CONCERN RESPONSE FORM

PHIA records were reviewed to determine if this issue occurred previously, with the following result:

- There is no history of this issue being previously addressed.
- There is a history of this issue being raised, but no history of action taken.
- There is a history of this issue being raised, and the previous action taken was:

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The By-Laws of the Persimmon Hills Association were reviewed, with the following result:

- This issue is not addressed in the By-Laws.
- This issue is addressed in the By-Laws, as follows (cite reference):

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For PHIA BOD Use Only:

Issue No. \_\_\_\_\_

# PHIA BOD RESPONSE FORM

The St. Mary's County Ordinances were reviewed, with the following result:

- This issue is not addressed in the Ordinances.
- This issue is addressed in the Ordinances, as follows (cite reference):

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A discussion was held with all parties associated with the issue, with the following results:

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For PHIA BOD Use Only:  Issue No. _____
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