



Complaints & Nuisances – What To Do & What It Might Lead You To

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- Types of complaints received
- How we receive Complaints
- Odor complaint field procedures

Nuisance may be a symptom of other issues

Is the facility permitted?

Is the facility meeting its permit conditions?

Is the facility meeting general regulations/requirements?

Is facility equipment being operated in good working order?

Is the facility operating within its design capacity?



After Issuing a nuisance violation...

- Source Responses
- Community Experience
- Subsequent inspections
- Other factors



Compliance Strategy

- Conduct facility inspection
 - Nuisance issues and facility problems are complementary
 - Cause and effect can enhance an enforcement case
 - May offer leverage to get problem(s) corrected
- Continue to issue violations
- Keep Complainants informed when appropriate





QUESTIONS

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