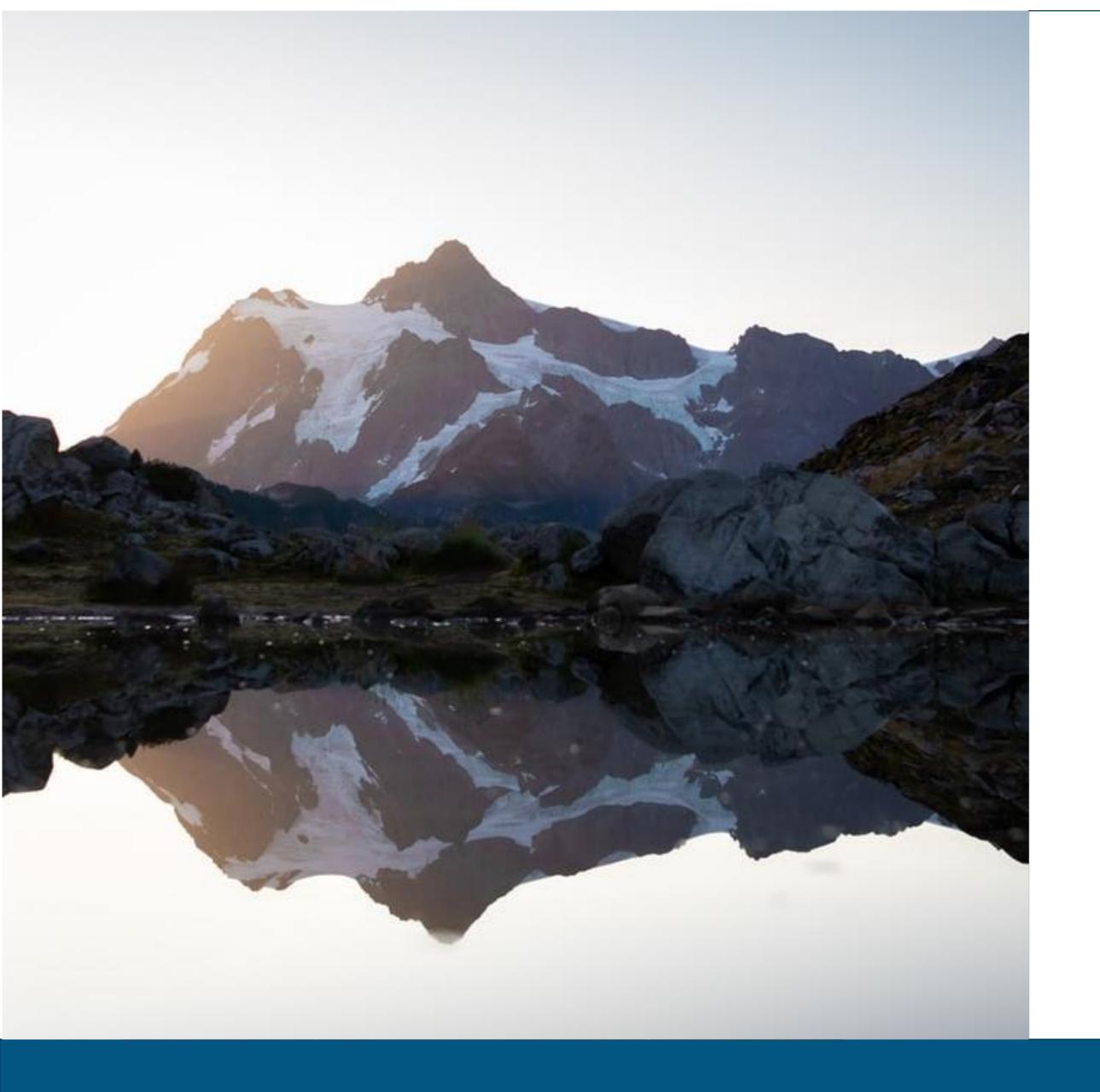


Complaints & Nuisances – What To Do & What It Might Lead You To

Kim Wells, Manager – Inspection, PSCAA, Seattle WA

Rick Hess, Manager – Inspection, PSCAA, Seattle WA



Types of complaints received

How we receive Complaints

Odor complaint field procedures



Nuisance may be a symptom of other issues

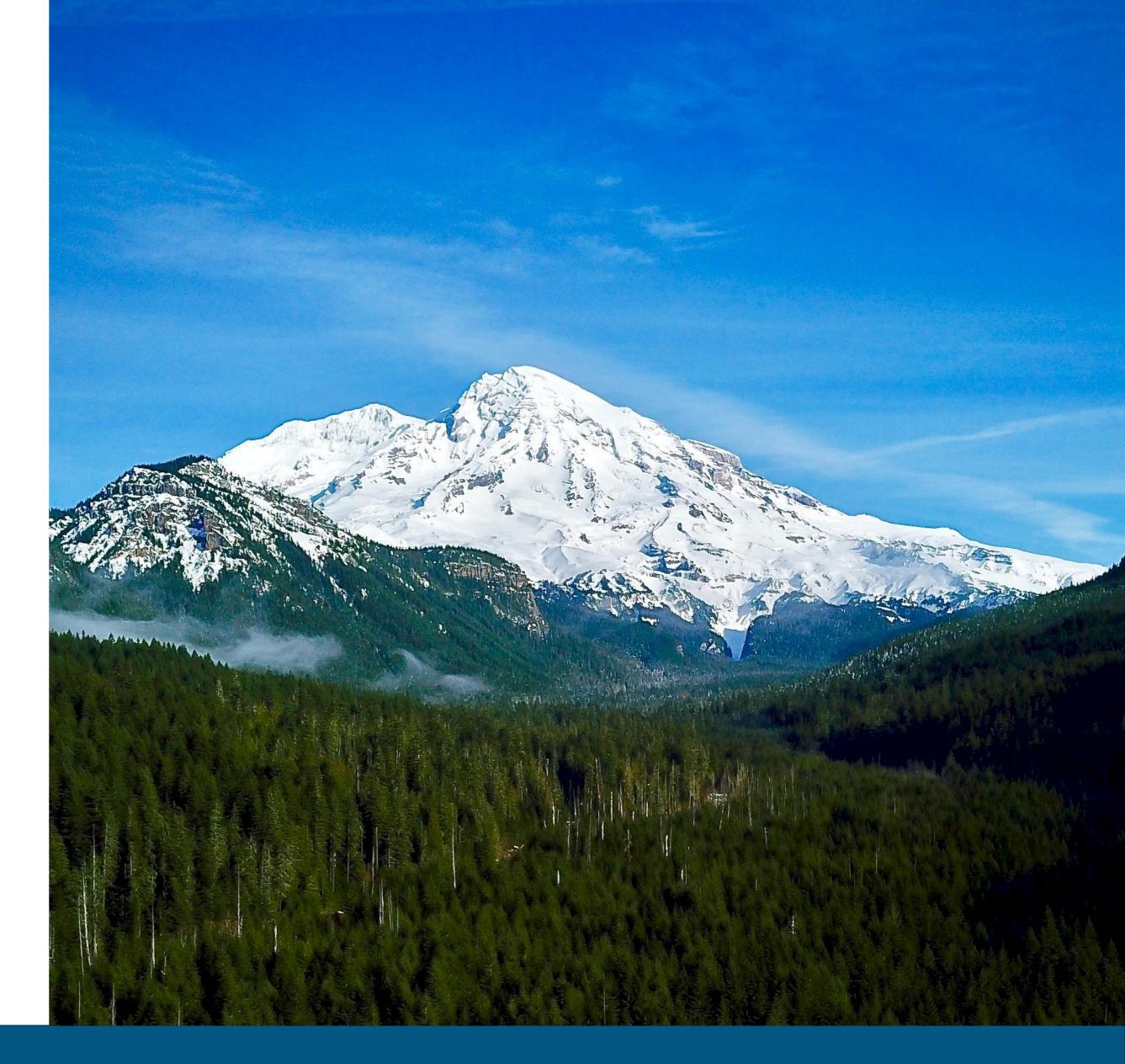
Is the facility permitted?

Is the facility meeting its permit conditions?

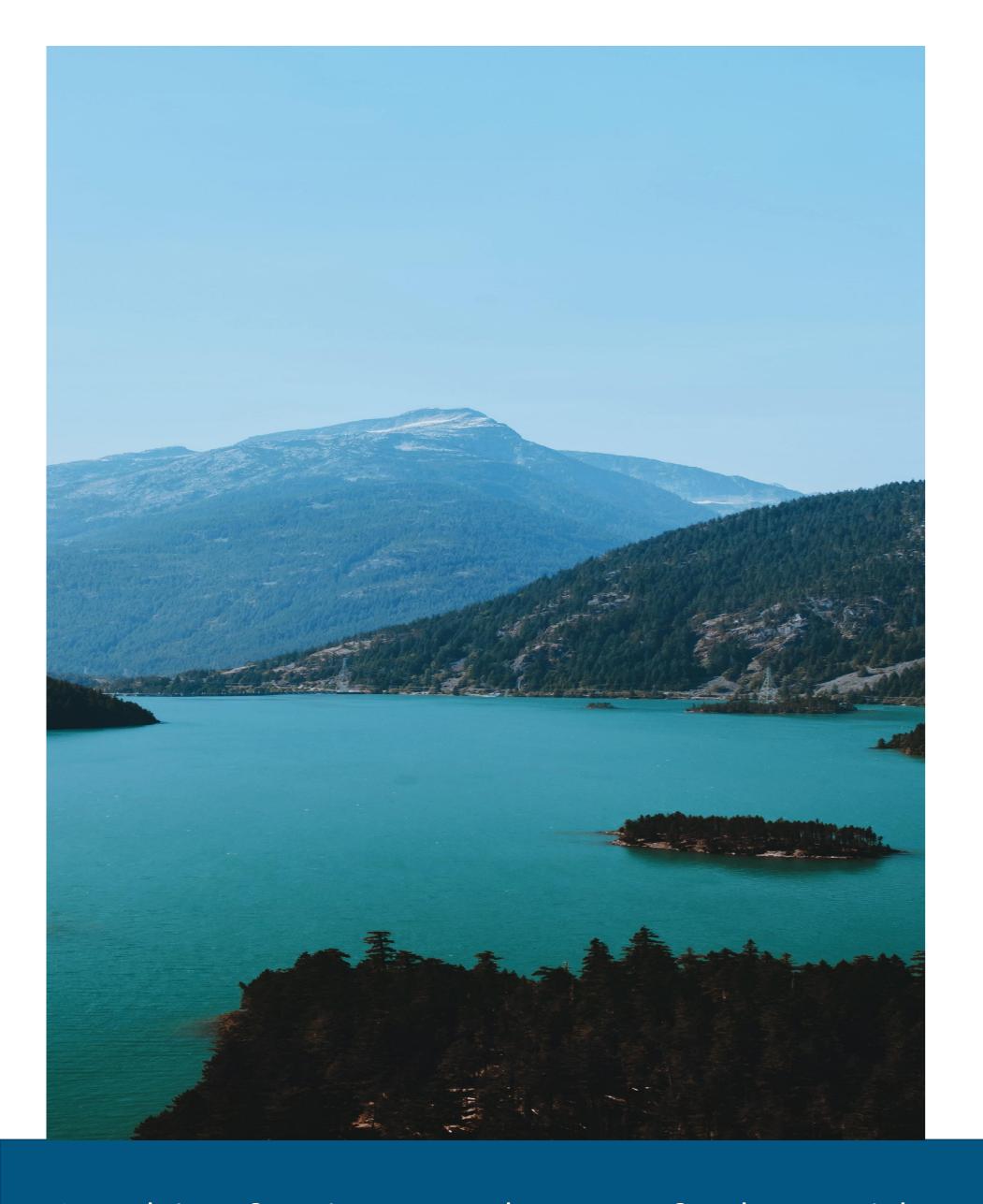
Is the facility meeting general regulations/requirements?

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

