

# VILLAGE OF OTTAWA HILLS STORM WATER COMPLAINT PROCEDURE

January 2013

## OVERVIEW

Over the past several years the Village of Ottawa Hills has enacted several policies, procedures and ordinances intended to improve storm water management and ultimately improve water quality in the Ottawa River. Included in those efforts have been legislation intended to reduce erosion and control sediment during construction, several efforts to educate citizens about good housekeeping and the adverse effects of animal waste as well as the importance of not placing anything in the storm sewer system and specifically in catch basins.

Part of that educational process is to provide a method by which citizens can take an active role in eliminating violations of local ordinances or identifying events or practices which are contrary to the efforts to improve water quality in the Ottawa River.

It is for that reason that this simple complaint process is being instituted.

## TYPES OF COMPLAINTS

### Improper Disposal

Dumping anything into a catch basin or directly into the river or into the area surrounding the river may be considered illegal dumping. This particularly applies to waste items such as unwanted paint, used motor oil, any household chemicals, etc. being dumped into a catch basin or directly into the river.

### Sediment Control During Construction

During certain types of construction sediment control practices are to be implemented. Failure to implement such controls may result in substantial sediment runoff which increases turbidity in the Ottawa River. Not all construction projects require sediment control. Sediment control requirements are generally based on the nature of the construction and the amount of disturbed soil. However, excessive sediment runoff may be a violation of local requirements and may be a valid complaint.

### Animal Waste

Failure to properly collect and dispose of animal waste is a significant source of pollution in public waterways, including the Ottawa River. Particularly troubling is failure to clean up animal waste near the curb in the public right-of-way or on private property. Failure to collect and properly dispose of animal waste is a violation of local law and is considered a misdemeanor offense.

## COMPLAINT PROCEDURE

A citizen who witnesses any of the above violations can make a report of the incident using the following methods:

### **Telephone Complaints:**

During regular business hours call the Village of Ottawa Hills at 419-536-1111.

After 5:00 p.m. or on weekends or holidays call the Village of Ottawa Hills Police Department on the non-emergency number 419-531-4211.

**Email complaints** can be made to [thompsonm@ottawahills.org](mailto:thompsonm@ottawahills.org) at any time.

**Written complaints** can be made to Village of Ottawa Hills, 2125 Richards Rd., Ottawa Hills, OH 43606.

Generally, complaints that are reported in a timely manner and with specific detail will result in the most effective results. Complaints should include the following information:

- Location of complaint including address
- Time that violation was witnessed
- Detailed description of the nature of the complaint
- Any identification of a vehicle, including vehicle license number, if appropriate
- Name of offender and or description of offender if possible

Note: Complaints can be made anonymously.