



Springfield-Greene County  
Health Department  
*Helping people live longer, healthier, happier lives*

## Investigating Complaints

The Springfield-Greene County's Environmental Compliance Section is charged with the investigation and enforcement of several nuisance conditions described in the City Code. Environmental Sanitation is an important program at the health department. Staff typically conduct thousands of inspections each year in response to citizen complaints, including:

- Inoperable motor vehicles
- Improper trash and garbage storage or accumulation
- Weeds and overgrown vegetation
- Lumber and brush piles which could provide harborage for rodents
- Sewage system defects
- Standing water providing mosquito breeding habitat

When a complaint is registered, the inspector assigned to that neighborhood investigates to assure the complaint is justified and covered by City Code. Then the property owner of record and/or the occupant receive written notification of the violation, giving them a specific amount of time to fix the problem.

If the issue is not fixed within the time limit, inspectors move to the next step. Inoperable vehicle or trash accumulation complaints may result in a ticket and a summons to Municipal Court, where a fine might be given. Weeds that are not mowed down will likely result in the property being mowed by the City's contractor at the property owner's expense. A tax lien may be placed on the property until the bill is paid.

Environmental complaints on property outside Springfield city limits are most often investigated by the Greene County Planning and Zoning Department. Exceptions are those that directly relate to rodents, mosquitoes or surfacing sewage. The health department investigates those complaints due to the increased potential for disease transmission. The health department works closely with Greene County to resolve these conditions since the Nuisance codes are covered in County Zoning Regulations.

The condition of our neighborhoods impacts who we are and what we will become. They are the building blocks of our community. Cleanliness inspires pride, increases property values, promotes good health and influences overall quality of life.

You can help support the work of the health department's environmental staff by making just one choice to do your part to keep your neighborhood clean. For more information, contact the Springfield-Greene County Health Department at (417) 864-1658.