

Making an Effective Complaint

We receive more complaints about odour than any other type of air emission. Residents mention being unable to enjoy their own property and outdoor activities, such as gardening and barbeques, and even having to close their windows and doors during hot weather.

Make complaints as soon as possible after detecting an odour. The sooner we receive a complaint, the sooner we can begin to address the issue.

Odour Wheel



Elements of an Effective Complaint

Description

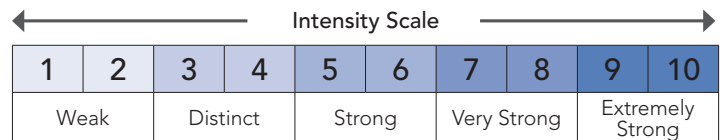
Use the odour wheel on the other side of this card to help describe the odour

Date/Time & Location

Tell us when and where you smelled the odour

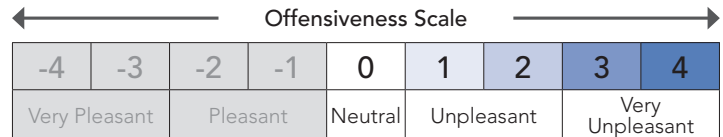
Intensity

Rate how strong the odour is



Offensiveness

Rate how offensive the odour is



Impact

Tell us how you've been affected by the odour

• How does the odour impact you:

- Mental or physical health?
- Business?
- Activities?
- Social life?

• What do you no longer do because of the odour?

• What do you do instead because of the odour?

To make a complaint go to metrovancover.org (search: 'make complaint') or call us at 604-436-6777.