

Tips on making an odour complaint

The most informative complaints are timely and descriptive. In addition to the date and time of your observation, please consider:

- F** Frequency – when did you last detect the odour and how often do you detect it (continuously, daily, hourly, once a week)?
- I** Intensity – how strong is the odour (very weak to very strong)? Use a scale of 1-10 if that's easier.
- D** Duration – how long does the odour last (seconds, minutes, hours)?
- O** Offensiveness – how pleasant or unpleasant is the odour (pleasant to highly offensive)?
- L** Location – where did you smell the odour (provide address or nearest intersection)? Were you indoors or outdoors?

Describe the Odour

Does it remind you of a familiar smell such as rotten eggs, rotten cabbage, sweet or sour chemicals, burning plastic, garlic, chlorine or asphalt? Is it oily, musty, metallic, pungent, light or heavy? Use the odour wheel to help accurately describe the odour.



Describe the Weather

- What direction was the wind from?
- Was the wind light, moderate or strong?
- Was it sunny, overcast or raining?

Describe the Effect

How does the odour affect you and your family or your business?

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