



LUESA in the Field

Quick Reference Guide

Common Customer Complaint & Concerns	Refer CUSTOMERS:	Follow-up internally w/:
Asbestos (removal, demolition, renovation)	704-336-5430	Danielle Jones, AQ
Blockages of Stream or Storm Drain (leaves, debris)	311	Eric Bulman, SWS
Building Permits (unpermitted work, unsafe structures, general concerns)	980-314-CODE	Sophia Hollingsworth, CE
Dust (excessive, crossing property lines)	704-336-5430	Lexin Murphy, AQ
Dumping on land (illegal dump sites)	311	Aaron Caudle, SW
Dumping in water (storm drain or waterway)	311	John McCulloch, SWS
Flooding (nuisance, non-life threatening)	311	Corey Priddy, SWS
Inspections/Certificate of Occupancy	980-314-CODE	Sophia Hollingsworth, CE
Litter (Swat-A-Litterbug, trash in street)	311	Ryan Johnson, SW
Neighborhood nuisances in 6 TOWNS (tall grass, car parked in yard, etc.)	311	Chuck Walker, CE
Odor (outdoor, industrial & objectionable)	704-336-5430	Lexin Murphy, AQ
Open Burning (burning trash or yard waste)	980-314-CODE	Ted Panagiotopoulos, FMO
Residential Recycling & Waste Disposal	311	Laurette Hall, SW
Run-off from construction site in 6 TOWNS (mud in street or creek)	311	Corey Priddy, SWS
Smoking Vehicles (visible tailpipe emissions)	311	PJ McKenzie, AQ
Water pollution (outdoors, discolored creeks or streams, fish kills)	311	John McCulloch, SWS

311 can also be reached at 704-336-7600

Updated Mar. 14, 2018

Solid Waste after hours: 980-314-3867