

COMPLAINTS-June 2025

25-040: Rolling Acres MHP-I have videos of the water pressure problems inside our trailer also videos of the gauge outside not ready exactly what it should be, plus I've lived in several trailer parks since I was a kid to now and not one of them loses water pressure when you flush the toilet, so bad we can barely wash our hands, there has been several times we can't do dishes or even take a shower, heck we have one elderly lady in the park that couldn't take a shower for over a week, the manager wants to keep saying it's the plumbing in the trailer so that means almost every trailer in this park has bad water lines once again over the years never heard of this plus another excuse they use all the time is there's a water leak in the park once again never in my life heard of a park that supposedly has so many water leaks.

installed 24-hour pressure monitor at Lot 78. See results (Figure 4). Based on results placed facility on precautionary BWO.

Manager notified CCHD that she noticed the pump constantly running when she shut it off, the alternate pump did not come on. She contacted B & B and stated she would keep us posted. – RSV

Per owner: Between 2:30-4pm we tested pressure at each home starting from home closest to pumphouse north along the outside loop until reaching 78. Note that lot 99, closest to pumphouse was only at 22lbs. You thought it would be 40. Obviously, tanks are still restricting flow from pumphouse which we will address Monday or maybe there is a leak between 2 locations. The pressure at other units varies erratically. A few are under 20 but at lot 78 it was 23. Remember children are home from school. Kitchens are in use. It will be interesting to see results after tanks are flushed.

Owner reported pressure at well house @ 40 psi and first trailer behind well house was only 22 lbs. B&B are going to be onsite 06/16/25 to disassemble contact tanks and look for blockage in diffuser inside of contact tanks.

Manager stated new pumps and power switches installed and contact tanks flushed and cleaned. Lot 99 35 PSI. Lines will be blown off on 06/16/2025. Manager stated that Teeter Construction would be onsite to investigate possible leak. Some lots are reporting sediment in water. Pressures reported by mgr above 30 PSI.

Called mgr for progress report. Teeter construction was on site today, did not find a leak. Found two shut off valves not on our layout map (Lot # 76 and Lot # 83). Lot # 78 (original complaint) has slightly lower pressure. Hot water tank leak found at Lot # 104 water shut off to tank. Teeter Construction returning 06/23/2025 to install a shut off valve at Lot # 108 to allow for better isolation to find any leak. Manager advised to report the pressure at the well house and first customer Lot # 99 on Monday since significant decreases would indicate an issue prior to distribution. Manager continues to provide bottled water for park tenants.

Phone conversation with manager indicated that Teeter Construction found a leak at Lot 86. Leak was repaired, but meter readings appear high still. Mgr was unable to obtain pressure readings at wellhouse and Lot 99.

Teeter Construction will be on site again today to continue to isolate and repair leaks found.

Manager called and stated Teeter Construction is drawing a map of work they completed and at which locations. They believe another leak exists however they are having difficulty locating it and plan to return to search for the leak in the night hours. Mgr requested guidance on when she should take her clearance samples to lift BWO. Depending on degree of work to be performed it would place them under another BWO and she prefers to delay that until all work is completed. Advised mgr to stay on BWO until other leak is found. Park using 25,000 gal./day; normal usage 7,000 gal./Day. Small leak was near 85 or 83.

Mgr notified CCHD that a substantial leak was located near Lot #50. Water usage had dropped. Informed mgr that CCHD would install 24 hour pressure monitor at Lot #78. If that yields satisfactory results and usage is normal BWO clearance samples may be taken.

Retrieved 24 hour pressure test. See results (Figure 5.1) Discussed with mgr that the pressure is significantly higher however it still drops below 20 PSI even during non-peak hours. Asked her for an updated water usage

reading to decide whether obtaining clearance samples was feasible at this time.

Mgr called to discuss water usage. The park is currently using about 11,000 GPD which is above normal water usage readings during the same time last year. Notified mgr that it was okay to obtain clearance samples. Mgr called in the afternoon and stated they believe there is a leak at Lot 78 upon more investigation. They have contacted NYSEG to map underground lines so the construction company can dig. She does not feel comfortable taking the clearance samples as she anticipates disruptions in pressure and water service during this time.

Mgr informed CCHD that the main line was partially plugged near Lot 78 however after cleaning Teeter was still unable to locate where the line tees off to the lot. Mgr thought it was in the back of the trailer(s) and requests CCHD to look for a map of the north end of the park

CCHD met with Teeter to examine a map we have on file. Still unclear where the main line feeds into trailers. Possible that blockages where the main line tees off are making it difficult to view the connections on camera. He will return to MHP next week to continue investigating.

Manager may obtain clearance samples on to lift BWO. RSV called LF to inform her of this and later called to confirm population size. Based on population CCHD believes they likely still have a leak somewhere.

25-041: Smiley's Quick Stop: Facility is selling flavored nicotine vapes under counter

25-042: Private Residence-Complainant called concerned about 212 Juanita St, Apt A being infested with bugs and roaches. They also complained about the clutter and refuse outside in the lawn and the driveway. Referred complaint by email to Elmira City Code Enforcement

25-043: Catherine MHP (lot 34)-The bath tub and toilet backed up and flooded the bathroom in the home and there is now sewage pooled at the bottom of her driveway and yard. The complainant states this is not recurring and that the sewer is pumped typically once every two weeks but it has been over a month.

Called Veteran Town Code Enf Officer, confirmed that he received a complaint for lot 34. Agreed to meet on site together around to observed lot 34

During visit, we walked the perimeter of the mobile home and no sewage seen on ground or any evidence there had been any issues. Spoke to resident of lot 34, who pointed toward ponding water next to lot 34. Explained that the ponding is not septic as it does not look or smell like septic. Code officer stated that he does not believe that is septic either.

Code stated that the owner of the park agreed to get existing tank pumped once per month. The owner has hired an engineer for the design of a new septic system, however, per Ken Ripley no test holes have been done, due to water table level located at park. Resident of lot 34 stated that if tank is not pumped, sewage backs up into the house. They stated that the bathtub is currently draining, however the toilet is not, which Ken stated that there may be a clog in the drain. Verified with Clean Earth Septic the last time the tank was pumped was May 27th, 2025, with the next scheduled pump for June 23rd, 2025.

25-044: Clarion Inn Restaurant-Received photos of dirty surfaces in kitchen and videos showing food double-stacked and moldy in refrigeration units

Conducted complaint investigation. Did not observe moldy foods in any cold holding units, including walk-in refrigerators. Freezer near flat top grill was not leaking. All food was covered and protected from contamination. All fryers and other cooking surfaces were clean. Floor was clean.

25-045: Subway (Davis St)-Complainant stated that due to the heat, the cold holding units are holding at 70F and the walk-in refrig is at 61F

Arrived as refrigeration was being repaired. Per repair tech, they were blowing compressed air through glass top sandwich prep unit, and replacing a belt in the walk-in refrigerator. Ambient air temp of facility was 91 degrees

per store thermometer. PHF/TCS food temped from 49- 71F, and walk-in refrigerator which had temperatures from 55-63F. Both cold holding units were above 45F since two days prior. Straff discarded all PHF/TCS food items and closed due to lack of food products. Discussed cold-holding requirements and included guidance for disposition of food found above 45F.

Visited facility the following day as it had re-opened. All PHF/TCS food items in sandwich prep unit and walk-in refrigerator were between 41-44F. Observed all PHF/TCS foods from yesterday in dumpster. Per interview with staff, all new food was received from Subway located in Southtown Plaza. All food was prepped that day, as per labels.

25-046: Private Residence-House with a truck full of garbage and bags piled around it which the neighbors are getting overrun with rats not sure if the rats went across the road to the trailer park a couple of the neighbors that live next to him went to the town and he said there is nothing the town can do without a code officer. Confirmed with Martin Jerzak that he is no longer the code officer and the town does not have one at this time. Jerzak is aware of the property and stated he had cited the owner this spring and that conditions have improved some. Jerzak said the truck is parked next to the garage.

Spoke to the daughter of the owner during complaint investigation, who stated she has seven brothers and sisters that live in the house and the garbage adds up quickly. She was unsure of when her dad bought the dump truck and unsure of how long it has not been working. She stated one of her dad's friends used to pick-up their garbage but he could no longer do it. Explained CCHD's role and provided the phone number to CCHD for her dad to call with any questions and that CCHD would be moving forward with a notice of violation and timetable for correction to at least have a plan to start to remove some of the garbage on site.