



## **Drainage Complaint Frequently Asked Questions (FAQ)**

### **How do I file a drainage complaint?**

If the location of the drainage concern is within the Village of Caledonia, a drainage complaint could be filed by submitting a form available online at <https://caledonia-wi.gov/engineering-0>. Forms should be submitted in person or emailed to [rschmidt@caledonia-wi.gov](mailto:rschmidt@caledonia-wi.gov). When filing the complaint, it is important to provide as much detailed information about the concern as possible. Not all complaints result in an investigation, but complaints such as “someone upstream has diverted flow” are rarely resolved because the field investigator does not have enough information to know where to start looking, and has limited ability to enter private property without permission. Providing information about the specific location and/or source of the problem is critical. If a flooding incident is being reported, it is important to provide the date and time of flooding, the direction from which the water came, and the approximate depth of flow.

If we determine a field visit is appropriate, and you have requested to be present at the time of the inspection, the field investigator will contact you to schedule a meeting. You may be contacted for additional information even if you have not requested a field meeting.

### **What types of complaints are commonly investigated?**

The Village of Caledonia investigates drainage complaints for most single-lot drainage issues. These are situations in which an individual has done something on their property that may adversely impact a neighboring property. Typical examples of this type of complaint are filling in or altering a wash, constructing a wall or berm, installing a culvert, or otherwise diverting or obstructing flow that may result in flooding or erosion on a neighboring property.

Examples of drainage issues that the Village does not have the authority to regulate include preventing water from a neighbor’s roof from entering your property; swimming pool drainage; and diversions such as grading of easements and driveways, placement of landscaping, etc. that occur within large areas that have been identified as subject to sheet flooding.

### **How will I be notified of the outcome of my drainage complaint?**

Only if your drainage complaint results in the identification of an Ordinance violation and initiation of the enforcement process will you be notified. During the enforcement process, you are welcome to contact us at any time for a status update.



# Drainage Complaint Form

Village of Caledonia  
5043 Chester Lane  
Racine, WI 53402  
p: (262) 835.4451  
[www.caledonia-wi.gov](http://www.caledonia-wi.gov)

**Complaint Date:** \_\_\_\_\_ **Occurrence Date:** \_\_\_\_\_

Select the field that applies to the complainant: Owner  Tenant  Other  \_\_\_\_\_

Name: _____	Home Phone: _____
Address: _____	Work Phone: _____
_____	Cell Phone: _____
City/Zip: _____	Email: _____

### Site Information

Please select Property Type: Commercial  Farm  Residential

Street/General Location: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Nearby Ditch (if applicable): \_\_\_\_\_

### Detailed Description of the Problem

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

All documents presented as evidence should be turned in with the application and will become property of the **Village of Caledonia**

### Certification:

I certify that the information contained in this form is, to the best of my knowledge, correct and represents a complete and accurate statement. By signing below, I agree to allow Village staff on site to review and verify the above information (if needed).

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Date)

1	Please indicate where the flooding occurs (check all that apply).				
	First floor <input type="checkbox"/>	Basement <input type="checkbox"/>	Crawl space <input type="checkbox"/>	Garage <input type="checkbox"/>	Driveway <input type="checkbox"/>
	Street <input type="checkbox"/>	Front yard <input type="checkbox"/>	Back yard <input type="checkbox"/>	Side yard <input type="checkbox"/>	Other <input type="checkbox"/>
If Other, please specify location:					
2	Please indicate how deep the flooding typically is. Use inches/feet or otherwise describe the depth (e.g., "about 6 inches" or "up to my knees").				
	First floor:	Basement:	Crawl space:	Garage:	Driveway:
	Street:	Front yard:	Back yard:	Side yard:	Other :
If Other, please specify location:					
3	How long does the flooding typically last?				
	< 3 hours <input type="checkbox"/>	3-6 hours <input type="checkbox"/>	6-24 hours <input type="checkbox"/>	24-48 hours <input type="checkbox"/>	> 48 hours <input type="checkbox"/>
4	How often does the flooding occur?				
	< 1x/5 years <input type="checkbox"/>	< 1x/year <input type="checkbox"/>	1x/year <input type="checkbox"/>	2x-5x/year <input type="checkbox"/>	> 5x/year <input type="checkbox"/>
5	What do you believe to be the main source(s) of the flooding (check all that apply)?				
	Sump pump failure/power failure				<input type="checkbox"/>
	Sanitary sewer/septic system backup				<input type="checkbox"/>
	Overland flow from this property (e.g., yard, rooftop, driveway)				<input type="checkbox"/>
	Overland flow from adjacent property or public right-of-way (e.g., street)				<input type="checkbox"/>
	Overland flow from nearby ditch, stream, or lake				<input type="checkbox"/>
	Water entering through a building opening (e.g., door, window)				<input type="checkbox"/>
	Water seeping through foundation cracks or joints (e.g., basement wall, basement floor)				<input type="checkbox"/>
	Improper/poor grading of this property				<input type="checkbox"/>
	Improper/poor grading of adjacent property or public right-of-way (e.g., street)				<input type="checkbox"/>
	Poor/inadequate drainage of this property				<input type="checkbox"/>
	Poor/inadequate drainage on adjacent property or public right-of-way (e.g., street)				<input type="checkbox"/>
	Poorly maintained stormwater management infrastructure adjacent to this property (e.g., clogged ditches, culverts, inlets, or storm sewers)				<input type="checkbox"/>
Inadequate stormwater management infrastructure adjacent to this property (e.g., too few or poorly placed inlets; undersized ditches, culverts, or storm sewers)				<input type="checkbox"/>	
Other (please specify):				<input type="checkbox"/>	
6	Attach photos of flooded area.				