

Town of Thompson's Station Questions about Code Enforcement

Enforcement Responsibility

The Town will investigate credible complaints of ordinance and code violations within the Town limits. Enforcement responsibilities are divided among the following departments: Planning, Building and Town Administration. The Planning Department will investigate zoning and certain property maintenance violations, the Building Department will investigate building code violations and other violations will be investigated by the Town Administrator. Town staff shall also have the sole discretion to prioritize the investigation and enforcement of code violations.

Filing a complaint

Complaints can be made in the following ways: in person at Town Hall located at 1550 Thompson's Station Road West; by phone @ (615) 794-4333; or by email @ info@thompsons-station.com. Complaints for violations of the construction hours may also be directed to the Williamson County Sheriff's Department. When filing a complaint please provide your name and phone number or email address, the address or lot number of the potential violation and a detailed description of the complaint. While we are investigating the complaint, your name and contact information may be kept confidential, however, upon completion of the investigation and case your information does become part of the public record.

Once a complaint is received, Town Staff will determine the appropriate department to handle the complaint. The Town tries to handle all complaints in an expedient manner, however, in the event of multiple complaints, they will be ranked in accordance with the level of risk. Town staff may not investigate any complaint that it determines is not reliable or that even if true would not be a codes violation. If a violation is confirmed, Staff will mail a letter (Notice of Violation) to the property owner. The letter will contain the violation and the date a remedy is required. Failure to remedy the violation within the time frame will result in escalation of the violation to the Town Attorney's office. Continued failure to remedy the violation may result in fines to the property owner. If there is an immediate danger to the public, the Town may expedite enforcement action.

Anonymous Complaints

The Town will accept anonymous complaints, however, not having the complainant's information can impede of the Town's ability to investigate and enforce code violations. If you file an anonymous complaint please submit as much detail as possible. Town Staff will not respond back to persons filing anonymous complaints.

Zoning Violations

The Town primarily responds to violations on a complaint basis. The Town does not actively seek out violations unless Staff they witness such violations during the normal course of their day to day activities, including inspections.