

FORMAL COMPLAINT

Before the Illinois Pollution Control Board

STEVEN BRISON)
Complainant(s),)
)
 v.) PCB 20
) [For Board use only]
)
 FLOOD BROTHERS DISPOSAL CO.)
 d/b/a FLOOD BROTHERS DISPOSAL &)
 RECYCLING SERVICES; FLOOD)
 BROTHERS DISPOSAL/RECYCLING)
 SERVICES, An Illinois Corporation)
)
 Respondent(s))

1. Complainant Contact Information:

Name: STEVEN BRISON
Street Address: 703 S CLAREMONT AVE
CHICAGO, IL 60612
County: COOK
State: ILLINOIS
Phone Number: (847) 707-5327

3. Name and address of the respondent (alleged polluter)

Name: FLOOD BROS DISPOSAL CO.
Street Address: 17W697 BUTTERFIELD RD STE E
OAKBROOK TERRACE, IL 60181
County: DUPAGE
State: ILLINOIS
Phone Number: (773) 626-5800

4. Flood Brothers Disposal Co. (“Flood Brothers”) is a trash and recycling removal company. It has a contract with the City of Chicago Park District for waste removal from Chicago’s parks. The pollution is occurring during Flood Brother’s performance of its contract with the Chicago Park District.
5. Laws violated:
 - a. 415 ILCS 5/23
 - b. 415 ILCS 5/24
 - c. 415 ILCS 5/25
 - d. City of Chicago Ordinance 8-32-130, 7-28-226
6. The noise pollution is located at Claremont Park located at 2334 W. Flournoy St., Chicago, IL 60612. Respondent continues garbage pickups during hours prohibited by the City of Chicago (“City”). The City of Chicago ordinance states, "No person shall grind or compact, or load into a mobile or stationary grinding or compacting device, garbage, wastes, refuse or other matter (within the meaning of Section 4-6-130, of this chapter), without a special permit, between the hours of 9:30 p.m. and 7:00 a.m., Mondays through Fridays, and between the hours of 9:30 p.m. and 9:00 a.m., Saturdays, Sundays and holidays...Any person found guilty of violating, disobeying, omitting, neglecting or refusing to comply with, or resisting or opposing the enforcement of, any of the provisions of this Section 7-28-226, shall upon conviction thereof, be fined not less than \$500.00 nor more than \$1,000.00." (City of Chicago Ordinance 7-28-226). A separate and distinct Chicago ordinance prohibits the loading and unloading of dumpsters and garbage cans between 10 pm and 7 am. (City of Chicago Ordinance 8-2-130).

The legislative intent of Chicago’s ordinances is clear. The chapter heading of 7-28-226 is titled “Health Nuisances” and the chapter heading of 8-2-130 is titled “Offenses Affecting Public Peace, Morals, and Welfare”. Although this board is not responsible for enforcing Chicago ordinances, they are cited as persuasive authority and as a measure of reasonableness as it relates to times garbage collection is prohibited. In an additional effort to show reasonableness, Western Avenue is one block west of Mr. Brison. Although it is a high traffic road, the noise emitted does not disturb either Mr. Brison.

In 2012 Chicago increased the penalty for picking up garbage during prohibited times from a minimum of \$100 and a maximum of \$500 to a minimum of \$500 and a maximum of \$1,000 per occurrence. This increase was “Spurred by complaints from weary residents awoken by noisy, middle of the night garbage pickups.” (Exhibit Q) At the time the alderman proposing the increase stated the city had, “waste haulers who are routinely and flagrantly ignoring the code we have in place, so the purpose of the amendment is to substantially raise fines associated with that illegal activity.” It continues, “Many of the large waste hauler companies that are breaking the law today look at the current fine structure as easily wrapped into their cost of doing business.” (Exhibit Q).

Respondent trucks pick up garbage anywhere from just after 4 am to 5:50 am in violation of Chicago ordinance and in violation of 415 ILCS 5/24 (See List of Video Exhibits and the Exhibits Contained Therein). The noise emitted is in the form of squeaky brakes, reverse beeping, mechanical equipment, and engine noise unreasonably interferes with the enjoyment of life in violation of 415 ILCS 5/24 and in violation of Chicago health and safety ordinances.

Mr. Brison has taken several steps to rectify this issue prior to filing this complaint. Initially, he complained to his alderman on three separate occasions. The initial complaint stated, “Although I only have evidence attached for 8 separate violations this has been happening three days per week for months. Most days I am unable to fall back asleep after they leave. The video with audio was taken through a closed double paned window.” (Exhibit R, Exhibit P). The alderman’s office responded confirming the location where the pollution was taking place. (Exhibit R). During a phone call on November 3, 2018 at 10:49 am, the Alderman’s office confirmed Mr. Brison’s complaint was forwarded to Art Richardson, the Chicago Park District’s regional manager for the region that contains Claremont Park.

The initial complaint to the alderman was October 8, 2018. The early morning pick ups stopped for the remainder of week, but resumed October 15, 2018. (List of Video Exhibits and the Exhibits Contained Therein). Additional complaints

were filed with the alderman's office October 15 and October 22. (Exhibit R). The original complaint stated:

Hello,

I am writing about a city contractor (Flood Brothers) that has consistently been violating a city health and safety ordinance while performing work for the city. Although I only have evidence attached for 8 separate violations this has been happening three days per week for months. Most days I am unable to fall back asleep after they leave. The video with audio was taken through a closed double paned window. Please see the videos at the link below.

Also, would it be possible to have any money gathered from these citations go towards the community. The Tri-Taylor Community Organization (full disclosure I am a board member) is hosting a community clean up on October 20 but the community is also trying to have a dog park built among other things.

Thank you,

Steve Brison

<https://drive.google.com/open?id=18RVqU5trTOqRpl2P90paG3z4XSvvVIqx>

Relevant Ordinance excerpts:

7-28-226

"No person shall grind or compact, or load into a mobile or stationary grinding or compacting device, garbage, wastes, refuse or other matter (within the meaning of Section 4-6-130, of this chapter), without a special permit, between the hours of 9:30 p.m. and 7:00 a.m., Mondays through Fridays, and between the hours of 9:30 p.m. and 9:00 a.m., Saturdays, Sundays and holidays..."

"Any person found guilty of violating, disobeying, omitting, neglecting or refusing to comply with, or resisting or opposing the enforcement of, any of the provisions of this Section 7-28-226, shall upon conviction thereof, be fined not less than \$500.00 nor more than \$1,000.00."

7-28-520

In addition to other penalties cited in this chapter, if any person or business performing work under contract with the city is found guilty of violating the provisions of Sections 7-28-200 through 7-28-519 inclusive, the city may terminate the contract by giving written notice of the termination to the person or business. The contract shall be null and void upon delivery of such notice.

(Exhibit R)

On October 25, 2018 Mr. Brison also reached out to the Respondent through their online portal. His complaint stated:

I am writing about your pickup at Claremont Park in Chicago (2334 W. Flournoy St., Chicago IL 60612). Throughout the summer Flood Brothers has been picking up trash at that location between 4 and 5:30 am. The noise from this wakes me and my partner up and we typically can not fall back asleep. The pick up this morning was at 4:30 am and I have been up since. This makes our master bedroom unusable.

I have contacted my alderman in the past and the pick ups stopped for a short time but then resumed. During the summer they were 3 times per week now they are twice. I am writing to ask you to comply with the Chicago prohibition on garbage pick ups between 9:30 pm and 7 am (ordinance 7-28-226).

Feel free to reach out with any questions or concerns.

Thank you,

Steve Brison

(Exhibit S)

Mr. Brison received this response:

Good morning Steve,

We apologize for the inconvenience this has caused. We will speak to the drivers and make sure this does not happen anymore. We have made notes as well for any future drivers as well.

Feel free to contact us going forward.

Thanks,

Patrick J Flood

(Exhibit S)

Despite this correspondence with the Respondent and the alderman, pickups have continued. There was a pickup at 5:25 the October 29, 2018 only four days after the above exchange and they have continued on the normal schedule of Monday and Thursday since. (List of Video Exhibits and the Exhibits Contained Therein). Mr. Brison has taken every reasonable step to resolve this matter amicably but was left with no choice but to file a formal complaint.

The respondent has received complaints on several social media platforms over a time period spanning several years. (Exhibits U, V, W). The complaints via social media also stated relevant Chicago ordinances that were being violated. Despite this, the Respondent has continued to violate these health and safety ordinances.

7. I first noticed this in late spring or early summer. The pick ups were Monday, Wednesday, and Friday during the busy summer months when the park is used the most. At the start of October the pickups were changed to Monday and Thursday. (List of Video Exhibits and the Exhibits Contained Therein)

8. The pick ups are very loud and overly intrusive. They are a mixture of engine revving noise, hydraulic equipment, banging, compacting, and beeping when the Respondent truck reverses. They cause Mr. Brison to wake up and he typically cannot fall back asleep. The lack of sleep has caused Mr. Brison to be more irritable and far more stressed. Initially Mr. Brison tried turning a HEPA filter on high to cause enough white noise to cancel out the noise from the Respondent's truck. That was not enough to overcome the noise from the pick ups.

Because of all of these negative effects, Mr. Brison has stopped using the master bedroom in his home on garbage pick up days. He instead sleeps in the spare bedroom on a mattress that exacerbates his back problems. He has decided those negative effects are preferable to being woken up just after four in the morning.

9. The threat of a \$1,000 fine per violation is inadequate to deter the Respondent's behavior. As stated above Respondent has been aware of the ordinances it was violating for years yet continued to do so. Therefore Mr. Brison seeks a fine in excess of \$1,000 for each of the recorded violations listed in the List of Video Exhibits. Mr. Brison also seeks an Order from this Board requiring Respondent to stop picking up garbage in the City of Chicago "between the hours of 9:30 p.m. and 7:00 a.m., Mondays through Fridays, and between the hours of 9:30 p.m. and 9:00 a.m., Saturdays, Sundays and holidays", the standard deemed reasonable by Chicago's health ordinance 7-28-226.

There are rampant violations of this ordinance. The morning of the November 1 violation, Mr. Brison was walking his dog and heard honking and observed several cars driving the wrong way on the 800 block of Claremont Ave. Once he reached the end of the block he noticed a different disposal company blocking the road and pumping the grease trap of a nearby restaurant. This occurred at approximately 6:30 am. (Exhibits X, Y) Additionally, the social media complaints, and Mr. Brison's email correspondence, cited specific ordinances the Respondent was violating but that did not alter the Respondent's behavior. The

first social media complaint cited was from 2016. (Exhibits S, U, V, W). Absent a fine and an order barring this infringing behavior it is very unlikely to stop. At the time of this complaint the proposed fine would be in excess of \$15,000.

10. PCB 1999-019. That case was appealed to the Second District Court of Appeals which upheld the Board's monetary fine and order to cease nighttime operations. The sources and types of noise are also similar. *Roti v. LTD Commodities, LLC*; 355 Ill. App.3d 1039. On appeal the court held, "LTD did take several measures in an attempt to comply with the Act and the Regulations. Despite LTD's efforts, however, the evidence reveals that the noise problems were still ongoing at the time of the hearing, primarily due to LTD's refusal to disconnect the back-up beeper on the yard tractor." *Id.* Before the attempted abatement by LTD, the complained pollution included hydraulic brake "hissing", the hydraulic tractor arm, "Slamming" noises as the trailers engaged or disengaged, reverse beeping, and engine noise.

Roti also defines the standard for proving a noise complaint is a nuisance, stating, "A complainant can establish a noise pollution violation in one of two ways. One, the complainant may present noise emission measurements that prove the alleged polluter has exceeded the specific numeric noise limits as prescribed in the Regulations. Two, the complainant may prove that the noise emissions from the alleged polluter are a nuisance in that they unreasonably interfere with the enjoyment of life." *Id.* (Emphasis added).

These same types of noise are all present in the current case. The Respondent's truck engine noise is audible as it drives north on Claremont Ave. When it comes to a stop at Claremont and Flourney its brakes are engaged and hissing and squeaking can be heard. Engine revving noise can be heard when the truck accelerates to turn right on Flourney when the brakes are then engaged a second time. The truck then reverses to the park to pick up the garbage, emitting the piercing beeping noises. Once there, it engages its hydraulic equipment to lift the bin and then engages hydraulic mechanisms to compact the garbage. This

not only emits hydraulic noise but banging as the bin and garbage hit different surfaces. Once the pickup is complete, more engine revving noises can be heard as the truck drives away.

The sources of noise and types of noise are substantially similar to *Roti*. The court of appeals upheld the Board's fine and the Board's order to cease nighttime operations.

11. I am an attorney licensed in and registered to practice in the State of Illinois (ARDC: 6319060). I am representing myself in this matter.

/s/Steven Brison
Complainant Signature

ARDC: 6319060
Steven Brison
Attorney for Self
703 S Claremont Ave
Chicago, IL 60612
847-707-5327
Steven.brison@outlook.com

List of Video Exhibits

Exhibit	Date	Time	Notes
A	2018.09.10	5:48 am	
B	2018.09.17	5:48 am	
C	2018.09.21	5:31 am	
D	2018.09.24	5:28 am	
E	2018.09.26	5:08 am	
F	2018.09.28	5:38 am	
G	2018.10.04	4:35 am	
H	2018.10.08	5:03 am	
I	2018.10.15	5:08 am	
J	2018.10.18	4.33 am	
K	2018.10.22	5:17 am	
L	2018.10.25	4:30am	
M	2018.10.25	4:30am	Audio Approaching and reversing
N	2018.10.25	4:30am	Audio Pulling Away
O	2018.10.29	5:25 am	
P	2018.09.28	5:38 am	Full audio through closed window
T	2018.11.05	4:55 am	
Y	2018.11.01	5:09 am	

Chicago alderman wants crackdown on noisy garbage trucks



Tribune illustration

By **Hal Dardick**

DECEMBER 11, 2012

Spurred by complaints from weary residents awoken by noisy, middle-of-the-night garbage pickups, the alderman who represents much of downtown Chicago is pushing a measure to inflict more financial pain on waste haulers that break city rules banning the practice.

Minimum fines for late night or early morning garbage pickups in mixed residential and commercial areas outside the core downtown would jump to \$500 from \$100, under Ald. **Brendan Reilly's** plan. Maximum fines would double to \$1,000.

The changes were endorsed Tuesday by the Finance Committee and are slated for routine City Council approval Wednesday.

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through Friday, and from 9:30 p.m. to 9 a.m. on
s in the area bounded by Lake Michigan, the
arkway.

Exhibit Q

10/30/2018

Chicago alderman wants crackdown on noisy garbage trucks - Chicago Tribune

The areas affected under the regulations are served by private waste haulers, not city crews.

“In those areas north of the river and west of the river, we have a number of waste haulers who are routinely and flagrantly ignoring the code we have in place, so the purpose of the amendment is to substantially raise the fines associated with that illegal activity,” Reilly, 42nd, told colleagues.

“Many of the large waste hauler companies that are breaking the law today look at the current fine structure as easily wrapped into their cost of doing business,” he added. “As we’ve learned, sometimes raising the penalties for bad behavior is the best way to improve a business’s behavior in our neighborhood.”

As with many city ordinances, for the rule to be effective, it would have to be enforced.

hhardick@tribune.com

Twitter @ReporterHal

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This article is related to: [Brendan Reilly](#)

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Exhibit R

10/29/2018

Gmail - Flood Brothers 7-28-226 Ordinance Violations



Steve Brison <sbrison21@gmail.com>

Flood Brothers 7-28-226 Ordinance Violations

8 messages

Steve Brison <sbrison21@gmail.com>
To: "Office of Alderman Jason C. Ervin" <Info@aldermanervin.com>

Mon, Oct 8, 2018 at 7:02 AM

Hello,

I am writing about a city contractor (Flood Brothers) that has consistently been violating a city health and safety ordinance while performing work for the city. Although I only have evidence attached for 8 separate violations this has been happening three days per week for months. Most days I am unable to fall back asleep after they leave. The video with audio was taken through a closed double paned window. Please see the videos at the link below.

Also, would it be possible to have any money gathered from these citations go towards the community. The Tri-Taylor Community Organization (full disclosure I am a board member) is hosting a community clean up on October 20 but the community is also trying to have a dog park built among other things.

Thank you,

Steve Brison

<https://drive.google.com/open?id=18RVqU5trTOqRpl2P90paG3z4XSvvVlqx>

Relevant Ordinance excerpts:

7-28-226

"No person shall grind or compact, or load into a mobile or stationary grinding or compacting device, **garbage, wastes, refuse or other matter (within the meaning of Section 4-6-130, of this chapter), without a special permit, between the hours of 9:30 p.m. and 7:00 a.m., Mondays through Fridays, and between the hours of 9:30 p.m. and 9:00 a.m., Saturdays, Sundays and holidays...**"

"Any person found guilty of violating, disobeying, omitting, neglecting or refusing to comply with, or resisting or opposing the enforcement of, any of the provisions of this Section 7-28-226, **shall upon conviction thereof, be fined not less than \$500.00 nor more than \$1,000.00.**"

7-28-520

In addition to other penalties cited in this chapter, if any person or **business performing work under contract with the city is found guilty of violating the provisions of Sections 7-28-200 through 7-28-519 inclusive, the city may terminate the contract** by giving written notice of the termination to the person or business. The contract shall be null and void upon delivery of such notice.

Steve Brison <sbrison21@gmail.com>
To: "Office of Alderman Jason C. Ervin" <Info@aldermanervin.com>
Bcc: Steve Brison <sbrison21@gmail.com>

Mon, Oct 8, 2018 at 7:06 AM

Please see the updated link:

https://drive.google.com/open?id=1_wW0cX6_it5UzpCjVsc_yOrf5m3ECN9n

[Quoted text hidden]

Office of Alderman Jason C. Ervin <info@aldermanervin.com>
To: Steve Brison <sbrison21@gmail.com>

Mon, Oct 8, 2018 at 8:23 AM

Looks like Claremont Park garbage pickup. Is this correct?

[Quoted text hidden]

Exhibit R

10/29/2018

Gmail - Flood Brothers 7-28-226 Ordinance Violations

Steve Brison <sbrison21@gmail.com> Mon, Oct 8, 2018 at 8:24 AM
To: "Office of Alderman Jason C. Ervin" <Info@aldermanervin.com>

That is correct. Clarmont park.
[Quoted text hidden]

Steve Brison <sbrison21@gmail.com> Mon, Oct 15, 2018 at 6:36 AM
To: "Office of Alderman Jason C. Ervin" <Info@aldermanervin.com>

Hello,

There is a new video that has been uploaded to the original link of the same violation at 5:08 this morning. Who can I follow up with to ensure fines are assessed?

Thank you,

Steve

<https://drive.google.com/open?id=18RVqU5trTOqRpl2P90paG3z4XSvvVlqx>
[Quoted text hidden]

Steve Brison <sbrison21@gmail.com> Mon, Oct 22, 2018 at 3:08 PM
To: "Office of Alderman Jason C. Ervin" <Info@aldermanervin.com>

Hello,

I am writing to confirm whether Flood Borthers was contacted. The pickups have continued.

Thanks,

Steve

[Quoted text hidden]

Steve Brison <sbrison21@gmail.com> Mon, Oct 22, 2018 at 5:39 PM
To: Boris Strelchin <boris.strelchin@gmail.com>

----- Forwarded message -----

From: **Steve Brison** <sbrison21@gmail.com>

[Quoted text hidden]

[Quoted text hidden]

Steve Brison <sbrison21@gmail.com> Mon, Oct 29, 2018 at 8:55 AM
To: Boris Strelchin <boris.strelchin@gmail.com>

Title 35 Subtitle A part 101. Rules for cases with the IL PCB
[Quoted text hidden]

Exhibit S

11/3/2018

Gmail - RE: New submission from 'Contact Us' for a Service Question



Steve Brison <sbrison21@gmail.com>

RE: New submission from 'Contact Us' for a Service Question

2 messages

Patrick Flood <patrick.flood@floodbrothersdisposal.com>
To: "sbrison21@gmail.com" <sbrison21@gmail.com>

Thu, Oct 25, 2018 at 7:51 AM

Good morning Steve,

We apologize for the inconvenience this has caused. We will speak to the drivers and make sure this does not happen anymore. We have made notes as well for any future drivers as well.

Feel free to contact us going forward.

Thanks,

Patrick J Flood



(630) 261-0400 ext. 104- Office

(630) 261-0575 - Fax

Find us on social media!



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Exhibit S

11/3/2018

Gmail - RE: New submission from 'Contact Us' for a Service Question

From: Flood Brothers Disposal [mailto:patrick.flood@floodbrothersdisposal.com]
Sent: Thursday, October 25, 2018 7:41 AM
To: Patrick Flood <patrick.flood@floodbrothersdisposal.com>; igor@everactive.net
Subject: New submission from 'Contact Us' for a Service Question

You have a new submission.

Submitted on: 2018-10-25 18:10:55

Name: Steve Brison

Email: sbrison21@gmail.com

Phone: 8477075327

Address: [2334 W. Flournoy St., Chicago IL 60612](#)

Contact Reason: Service Question

Message: I am writing about your pickup at Claremont Park in Chicago ([2334 W. Flournoy St., Chicago IL 60612](#)). Throughout the summer Flood Brothers has been picking up trash at that location between 4 and 5:30 am. The noise from this wakes me and my partner up and we typically can not fall back asleep. The pick up this morning was at 4:30 am and I have been up since. This makes our master bedroom unusable.

I have contacted my alderman in the past and the pick ups stopped for a short time but then resumed. During the summer they were 3 times per week now they are twice. I am writing to ask you to comply with the Chicago prohibition on garbage pick ups between 9:30 pm and 7 am (ordinance 7-28-226).

Feel free to reach out with any questions or concerns.

Thank you,

Steve Brison

Steve Brison <sbrison21@gmail.com>
To: Patrick Flood <patrick.flood@floodbrothersdisposal.com>

Thu, Oct 25, 2018 at 8:05 AM

Thank you so much for the help

[Quoted text hidden]

3 attachments



Exhibit U

11/5/2018 Flood Brothers Disposal - 44 Photos & 67 Reviews - Junk Removal & Hauling - 17W 609 14th St, Oakbrook Terrace, IL - Phone Number ...

Find tacos, cheap dinner, Max's Near San Francisco, CA [Log In](#)

[Home Services](#) [Restaurants](#) [Auto Services](#) [More](#) [Write a Review](#)

yelp

Flood Brothers Disposal Claimed


★ ★ ★ ★ ★ 67 reviews [Details](#)

[Junk Removal & Hauling](#) [Edit](#) [See all 45](#)
[Watch video](#)


Services Offered Verified by Business

- Recycling
- Commercial Services
- Dumpster Rental
- Residential Services
- Garbage Removal

About the Business

 **Flood Brothers Management F.**
Manager

Flood Brothers Disposal has the capacity and state of the art technology to handle all service needs for home, business, or construction * Commercial Garbage removal * Residential Garbage Removal * Industrial garbage Removal * Dumpster Rentals * Trash Compactors, Including ... [Read More](#)



17W 609 14th St
Oakbrook Terrace, IL 60181
Serving Oakbrook Terrace Area

Hours


Mon	7:30 am - 5:30 pm	Closed now
Tue	7:30 am - 5:30 pm	
Wed	7:30 am - 5:30 pm	
Thu	7:30 am - 5:30 pm	
Fri	7:30 am - 5:30 pm	
Sat	8:00 am - 12:00 pm	
Sun	Closed	

[Edit business info](#)


Ask the Community

Yelp users haven't asked any questions yet about Flood Brothers Disposal.

Recommended Reviews

 Your trust is our top concern, so businesses can't pay to alter or remove their reviews. [Learn more.](#) ×

Search within the reviews Sort by Yelp Sort [Language English \(67\)](#)



[Start your review of Flood Brothers Disposal.](#)

[Armando P.](#) ★ ★ ★ ★ ★ 10/4/2018

Exhibit U

11/5/2018 Flood Brothers Disposal - 44 Photos & 67 Reviews - Junk Removal & Hauling - 17W 609 14th St, Oakbrook Terrace, IL - Phone Number ...



Chicago, IL
106 friends
7 reviews
7 photos

They're constantly picking up trash behind my home at Sam. This is a violation of city ordinance which they keep breaking. If you don't mind working with a company that breaks the law and is constantly waking you & your neighbors up, by all means do business with them.

11-4-2830 Loading and unloading operations.
No person shall undertake or cause the loading, unloading, opening, closing or other handling of boxes, crates, containers, building materials, garbage cans, dumpsters or similar objects between the hours of 10:00 p.m. and 7:00 a.m. in such a manner as to cause a noise disturbance within a residential district or within a noise sensitive zone.



Comment from Bill F. of Flood Brothers Disposal
Business Owner

10/4/2018 · Armando, would you mind sending us your address so I can cross reference the GPS? If this has been... [Read more](#)



Cora M.
Elgin, IL
0 friends
1 review

☆☆☆☆ 5/31/2018

I am updating my review from today: after dealing with a frustrating situation regarding pick up and customer I wrote a bad review since it left a bad taste.

After getting a call from Robert Flood to discuss the situation and get a resolution, I have felt that he took the time to talk everything over..He worked with me and was able to get to the bottom of it. Wish it didnt have to take get a call from a Flood to get a solution but glad they took the time.



Rick W.
Lake in the Hills, IL
24 friends
6 reviews

☆☆☆☆ 10/29/2018

Flood Brothers is the new disposal service in Lake in the Hills and we couldn't be happier with their service! They provided very nice plastic disposal cans. They're always prompt and never leave a mess. They've also gone beyond the call when I had questions about bulk and electronic pick up!!! Thank you Flood Brothers!!



Comment from Bill F. of Flood Brothers Disposal
Business Owner

10/30/2018 · Thank you Rick, we really enjoy the residents in Lake in the Hills and your kindness is greatly... [Read more](#)



GMari E.
Lenexa, KS
136 friends
168 reviews
88 photos

Exhibit V

The screenshot shows a Google Maps search result for "Flood Brothers Disposal". The address is 17W609 14th St, Oakbrook Terrace, IL. The business has a 3.8-star rating from 131 reviews. Two reviews are visible: one from June Rivas (3 reviews, 6 months ago) and one from Johann cervantes (Local Guide, 50 reviews, 18 photos, 6 months ago). The June Rivas review complains about garbage trucks showing up at 3am weekly and the office not opening until 7am. The Johann cervantes review is a warning not to contract with the company, citing hidden fees and a 1-year contract.

Search URL: [n/search?q=google+flood+brothers+disposal&oq=google+flood+brothers+disposal&aqs=chrome..69i57j69i64.8814j0j1&sourceid](#)

Taskbar: Virtual Office Pricing, Where to Find Free S, Slack, Planio, Realtime Board, Shared with me - Go, eCFR

Flood Brothers Disposal

17W609 14th St, Oakbrook Terrace, IL

[Write a review](#)

3.8 ★★★★★ 131 reviews Sort by: Most relevant ▾

Like

June Rivas
3 reviews
★★★★★ 6 months ago
Garbage trucks have been showing up behind my home at 3am weekly...but you can not call to complain because the office does nit open until 7.... so as long as THE MANAGEMENT gets a full night's sleep, (even if tax paying citizens can not), then it's acceptable to them.

3

Johann cervantes
Local Guide · 50 reviews · 18 photos
★★★★★ 6 months ago
Horrible company DO NOT MAKE THE MISTAKE TO MAKE A CONTRACT WITH THIS COMPANY I REPEAT DO NOT!!! They always give fees out of no where and also made a 1 year contract with them it was over. I had two dumpsters with them and cancelled one ... [More](#)

Local Services › Junk Removal & Hauling ▾

5 - 67 reviews Questions & answers

Taskbar: Phone, Mail, Edge, File Explorer, Store, OneDrive, Photos, Excel, Word, PowerPoint, Chrome, Word, Outlook, Search



Flood Brothers ✓

@floodbrothersdisposal

Home

Posts

Reviews

Videos

Photos

See more

Like

Follow

Share

...

Contact Us

Send Message

4.7

4.7 out of 5 (1)

Based on the opinion of 194 people

Do you recommend Flood Brothers?

Yes

No



Ratings and reviews have changed
Now it's easier to find great businesses with recommendations

Learn More



Colleen Mooney reviewed Flood Brothers — 1+

June 16, 2016 · 🌐

"I'm sure their trucks are fabulous, but this business constantly break the law every day when they drive through the neighborhoods picking up trash at 5:30 AM (like today). This is a constant in my neighborhood (Lincoln Park). I have called the police, but no response. No surprise: Flood Brothers, here is a recap on the law you break every day. If you cannot read, let me know, I'll call you and read it aloud to you.

11-4-2830 Loading and unloading operations.

No person shall undertake or cause the loading, unloading, opening, closing or other handling of boxes, crates, containers, building, materials, garbage cans, dumpsters or similar objects between the hours of 10:00 P.M. and 7:00 A.M. in such a manner as to cause a noise disturbance within a residential district or within a noise sensitive zone.

By the way, fines for breaking this law are the following:

(a) Unless otherwise specifically provided, a violation of the provisions of this article is subject to a fine of \$300.00 for a first offense, \$500.00 for a second offense committed within a one-year period, and \$1,000.00 for a third or subsequent offense committed within a one-year period.

I have a photo and video of your last offense, and will create a police report should it happen again.

4

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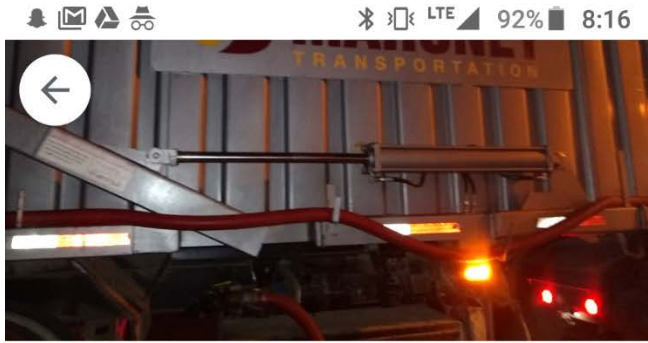
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Exhibit X



Exhibit X



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