

Enforcement Action

Upon receiving a complaint or visual observation of an OSSF violation, OSSF inspectors have up to 30 days to respond and attempt to resolve the issue with the property owner. While some violations can trigger possible issuance of a citation, normally, written notice will be provided to the property owner, allowing them a reasonable time frame to obtain a permit if needed and to bring the violation into compliance.

If you have received a written notice of violation from an inspector or Designated Representative, contact the Sheriff's Office at (903) 572-6641 immediately if any of the following happens:

- **You received an unsolicited contact from any OSSF Installer or Maintenance Provider attempting to make you feel that you must or should do business with that particular installer. If this should happen, it is likely that the unsolicited offer of service is coming from the very one who complained on your violation.**
- **An Installer contacts you and indicates to you that the Installer is the only company who can install or repair failed OSSF.**
- **An unsolicited Installer contacts you and makes you feel coerced in anyway.**

Titus County Sheriff's Office highly recommends checking references on any Installer they you to hire. References from known acquaintances are particularly valuable.

Titus County Designated Representatives (Inspectors) will not recommend any Installer over another. It is up to the customer to do their homework.