

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
6/28/21	Cassie Stephens	Cassie Stephens	Tire in the water vault area	Pine Chase Grove	The tire was filled with concrete/asphalt and looks to have been a base for a pole for tetherball. Heavier equipment is needed to remove. Will try to find someone to pick up and dispose of.		
9/13/21	Cassie Stephens	Bill Bristow	Damage on the drainage pipes going underground	1209 Pine Chase Dr	HDR investigating		
9/13/21	Cassie Stephens	Bill Bristow	Tree trimming needed in the utility easement.	1209 Pine Chase Dr	HDR investigating		
9/30/21	Susan Blevins	Council Member	City entrance markers need to be power washed.	HV entrances	Susan asked Katherine Bodron if the beautification committee handles this.		
10/11/21	Cassie Stephens	Cassie Stephens	Dead limbs and vines were left after the lot was mowed.	1202 Hilshire Villa Drive	Cassie sent an email to the owner of the lot to remove the debris.	Developer said they will have the dead trees removed by the landscaping crew. 12/3 debris remains, also discovered garbage and old wood behind the tree line at the back of the property. 12/17 debris was removed.	12/17/2021
10/11/21	Cassie Stephens	Cassie Stephens	Rocks in the right-of-way	8307 Creekstone Cir	Cassie emailed the homeowner, suggested submitting a design for a parking pad if that is the issue. Property owner came to Council with details about City asset and previous issues with contractor and vendor trucks.	The City Council is considering options to better protect the citizen and City's property.	
11/4/21	Cassie Stephens	Cassie Stephens	Construction materials visible on a lot that is no longer pending development. Also asked the current property owners to remove the large pots at the front of the ravine.	1210 Ridgeley	Property owner responded that they will have the items removed.	12/3 The pots were removed but the stacked wood remains.	
11/13/21	Susan Blevins	Debra Kuehler	Speeding vehicles on the feeder of I-10.	I-10 feeder	Spring Valley PD patrols this area. Captain Lane said they are vigilant on the area and will continue to do their best to control the speeding traffic at night.	No further action taken.	11/14/2021
11/18/21	Cassie Stephens	Russell Herron	Dead trees	1231 Wirt Rd	Cassie sent an email to the church office.	The church responded that they will have the trees inspected. 12/3 Trees remain, Cassie will follow up with the church.	
11/18/21	Cassie Stephens	Ana Short	Smell of gas leak	Pine Chase	Cassie called Village Fire to investigate the source.	Village Fire Department was unable to locate the source. Cassie reported the leak to CenterPoint Gas on their emergency number, they dispatched a technician. No resolution was reported, but VFD responded to the area on an emergency call a couple days later.	11/18/2021
11/18/21	Cassie Stephens	Robert Byrne	Gravel has fallen from her front yard into the street. In danger of entering the nearby street drain.	15 Pine Creek Ln	Cassie called the property owner. She said she did see the spillover and will clean it up.		
11/22/21	Susan Blevins	Hal Green	Dogs barking late into the night and early morning hours.	Friarcreek	Cassie researched the animal records and contacted the owners of dogs in that area.	No further action taken.	11/23/2021
11/29/21	Susan Blevins	Susan Blevins	Several addresses left lawn debris at the street for a whole week during the holiday.	City-wide	Susan advised that she will remind residents the next time trash collection will be postponed due to a holiday.	No further action taken.	11/30/2021

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11/30/21	Cassie Stephens	Richard Raines	Neighbors continue to park on the street blocking access to the driveway. Spring Valley PD has been involved but has not been able to resolve the issue. He said he was advised by an officer to take photos next time a vehicle is parked there.	9 Pine Creek Ln	Advised property owner to continue to work with SVPD and the neighbor to find a resolution.	No further action taken.	11/30/2021
12/3/21	Cassie Stephens	Bill Bristow	Oil was spilled on the street.	1226 Glourie Drive	City staff does not have any chemicals or absorbing agents to address oil on the roadway.	No action was taken.	12/3/2021
12/7/21	Susan Blevins	Livesay	Their garbage has been skipped a lot lately.	1318 Ridgeley Dr	Susan sent an email to the truck manager.	Garbage was collected.	12/9/2021
12/13/21	Cassie Stephens		Water bill was charging for deposit but it was already paid. There was also a transfer fee that she didn't understand.	7903 Hilshire Green	Cassie sent an email to Inframark asking if they show that the deposit has been received and to explain the transfer fee.	The dopsit was received and fees explained.	12/16/2021
12/13/21	Cassie Stephens	Hulse Wagner	Door to door solicitors have been in the area and he is concerned about safety especially this time of year.	1307 Pine Chase	Cassie confirmed that there are no active permits allowing solicitors and that if he encounters more in the future he should call SVPD.	Homeowner provided information for the two companies recently in the City, Cassie will contact them.	12/13/2021
12/14/21	Susan Blevins	Bill Bristow	The creosote on the utility pole is piling up at the bottom of the pole.	1233 Pine Chase Dr	Susan contacted CenterPoint who left a message for the homeowner. They said there isn't really anything they can do, and the creosote will dissipate naturally.	No further action taken.	12/14/2021
12/16/21	Susan Blevins	Judy Buchanan	Fence pickets were removed and a hole dug in her back yard as well as a pink flag.	2 Hickory Shadows	Susan contacted SVPD who investigated and found that it was a surveying company for the upcoming sale of the house.	The homeowner was informed, and they will contact the surveying company to make repairs.	12/16/2021
12/16/21	Cassie Stephens	Kay Chapman	Garbage was skipped again	1309 Ridgeley Dr	Cassie sent an email to the truck manager asking to make sure they collect on Monday.		