

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/2/22	Drainage issues in the right-of-way caused by hydrant flushing.	1324 Pine Chase Grove	Area was reported on 11/13/19 and addressed by DonMar Grading on 10/20/20.	Susan, Javier and Council Member Byrne met at the site. Inframark has changed their mode of flushing using a fire hydrant hose going out to street. City of Houston has been contacted and we are awaiting a meeting to discuss the area. The homeowners do not want the area fenced.	
3/4/22	A tree in the drainage area next to his house has erosion at the roots and has become a hazard.	1305 Ridgeley Dr	Susan contacted CenterPoint to see if they can remove the tree. CenterPoint arborist will do a jobsite visit.	4/7 CenterPoint responded that they will not cut it down. The area is small partial piece of property that appears to have been conveyed to Harris County Flood Control. Engineer Vasquez sent photos of the tree to HCFCD, service request number SR#85985. HCFCD responded that their inspector found no visual defects in the tree, and therefore will not remove it.	5/31/2022
3/29/22	Tree next door is dying, hazard	1200 Pine Chase	Unable to locate the tree in question by driving by. Will need more direction from the neighbor.	Susan located the tree. The new property owner has been notified and sent a list of recent companies who have obtained a permit in Hilshire. 6/17/22 The tree appears to still be there, will follow up with the new homeowners.	
4/18/22	Pool needs to be treated and drained.	2 Pine Creek	Cassie sent an email to the owner and his general contractor.	Contractor responded that he would take care of it. 6/16/22 Confirmed with the contractor that the pool has been drained and will be cleaned over the next couple of days.	6/16/2022
5/17/22	The southern No Parking Sign on Ridgeley is facing his house. He said the sign used to be in a different location and was moved.	1105 Ridgeley Dr	Cassie looked at the area, it is believed that the sign the owner is referring to was not moved but instead knocked over by a delivery vehicle and is a speed limit sign. Cassie advised the owner to attend the council meeting and speak during citizen comments and/or to request to be on next month's agenda in order to have a discussion with the council.		5/17/2022
5/17/22	Swimming pool is stagnant and attracting mosquitos.	1209 Archley Dr	Cassie sent an email to the property owner. This address has been vacant for years.	Property owner responded that he will schedule the cleaning. He said again that the house and pool will eventually be demolished.	
5/23/22	Hilshire Villas entrance irrigation is not working.	Hilshire Villas	Cassie sent an email to the developer to have their landscaper check it out.		5/23/2022
5/23/22	A truck is parked in front of her garbage can, worried she will get skipped.	4 Pine Creek Lane	Cassie walked over to speak with the contractor, he moved his vehicle.	No further action taken.	5/23/2022
5/25/22	Mowing needed	Lot 1 Glourie	Sent an email to the church.	Lot was mowed.	6/13/2022
5/25/22	Vacant lot needs mowing	1306 Glourie Dr	Cassie contacted the realtor who had it mowed.		5/26/2022
5/25/22	Street flooded, grate is clogged.	14 Pine Creek Ln	Cassie sent an email to the construction contractor asking if there are plans to remove the tree.	Contractor said he would talk to the owners. We also spoke with the landscaper who was hesitant to remove the tree but said he would take a look.	6/15/2022

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5/25/22	Gravel is falling into the street and nearby drain.	15 Pine Creek Ln	Cassie sent an email to the homeowner to correct the gravel falling into the street, either by removal or edging materials. Also offered to assist with a secondary drainage plan.	Susan spoke with the homeowner who acknowledged the fallen gravel.	5/25/2022
5/28/22	glass broken in the middle of street	1200 Glourie	Bill got of his car and cleaned it up	thank you bill	5/28/2022
5/28/22	grass in ditch needs address	1206 Glourie	6/17/22 Cassie drove by and found no overgrowth in the ditch, appears to have been mowed.		6/17/2022
5/28/22	Carpet left at street	8013 Bromley	6/17/22 Cassie drove by and found no carpet, it was either removed by the homeowner or taken by the garbage team.		6/17/2022
5/28/22	Vacant lot next door has debris and hazards.	1226 Glourie Dr	Susan reported the issues to BBG for inspection. Cassie asked the contact for the property owner to send someone out to remove the hazards on the lot.	The contact person for the owners of the lot had their landscaping team go out and pick up the debris.	6/13/2022
5/28/22	There is a fallen limb on the street.	1031 Ridgeley Dr	Fire department cleared the obstacle.	There is still debris in the yard, the homeowner will hire a contractor. 6/17/22 Cassie drove by and saw the limb still hanging. Will provide the owners with short list of contractors that can remove it.	
6/1/22	The grass isn't being mowed on the Westview side. These are new homeowners.	1327 Glourie Dr	Cassie sent an email to the new owners advising they are responsible for the right-of-way.	The grass was mowed.	6/10/2022
6/1/22	Contractors are cutting sheet rock in the street, wants to make sure it is cleaned up.	8011 Bromley Rd		Cassie drive by, did not see a mess.	6/2/2022
6/1/22	Contractors are causing mud on the street, needs to be cleaned.	8001 Bromley Rd	Cassie reminded the contractor to clean the street.	6/17/22 Cassie drove by to check for dirt. The street was clean but had spots of dirt. Will remind the superintendent to clean the street at the end of each work day.	6/17/2022
6/1/22	Cut bamboo at the curb, has been there for days.	1125 Ridgeley		Bamboo was removed.	6/17/2022
6/2/22	Water is running from the interconnect backflow.	Hickory Shadows	Cassie sent Inframark technician to investigate. It was found that 40,000 gallons was wasted.	Water was turned off.	6/2/2022
6/3/22	Large dead tree in the neighbor's front yard.	7 Hickory Shadows	House is for sale, will contact the owner of record and realtor if needed.		
6/9/22	Water pressure has dropped recently, asked to have city line and meter checked.	1100 Ridgeley	Cassie sent a request to Mickayla with Inframark to investigate	Mickayla found the pressure at an exterior spigot to be 50psi and spoke with the owner. They will have a plumber come check the inside.	6/9/2022
6/13/22	Reported that there have been construction activities on Sundays	15 Pine Creek Ln	Cassie sent a notice to the owner.	The owner responded that there is work being done because she has water entering her home. Lisa forwarded her information to Engineer Vasquez for a consult as this activity will require a drainage plan, permit and inspections.	6/13/2022
6/14/22	A big truck was delivering to one of the Pine Creek construction sites and blocked the road for 15 minutes.	Pine Creek	Cassie sent an email to the two superintendents to make sure they are never blocking traffic.		6/14/2022

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6/13/22	Water is leaking from her meter box. She notified Inframark but was wondering if someone else should know.	7902 Hilshire Villas	Cassie contacted technician Mickayla who was already in the city and had received notice from dispatch.	Mickayla located the leak on the property owner's side, owner will call a plumber.	6/13/2022
6/13/22	Man walked in backyard without permission, found to be part of Verizon working crew	Ridgeley	Advised to call Spring Valley PD if further assistance is needed		6/15/2022
6/17/22	Her garbage was not collected yesterday.	1102 Guinea Dr	Cassie sent an email to the GFL customer service team.		6/17/2022