

CITY OF HILSHIRE VILLAGE  
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/2/22	Susan Blevins	Brock Griffiths	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.	City of Houston has been contacted and we are awaiting a meeting to discuss the area. The homeowners do not want the area fenced.	
10/14/22	Cassie Stephens	Matthew Butts	CenterPoint repair caused Comcast cables to be disconnected. Homeowner was able to get cable repaired but asking for help on getting the abandoned lines removed. One is in his back yard near the pool and the other are in front yards of multiple homes on Ridgeley.	1241 Ridgeley Dr	Contacted Comcast	Comcast addressed the issue	12/1/2022
11/14/22	Cassie	Anonymous	Tarp on chimney and cars sitting in the driveway.	1103 Glourie	Called resident, said that a contractor will be addressing this in the months to come		
11/28/22	Susan Blevins	Lyons	Lots of trash left out	14 Pine Creek	Inspected property 11/29/22 active jobsite and debris has been removed		11/29/2022
11/28/22	Lisa Ray	Shawn Gottschal	Calling about Boil Water Notice	1324 Glourie	Sent email to make sure they receive constant contact notifications	City wide notice was sent rescinding the boil water notice	11/29/2022
11/28/22	Lisa Ray	Mary Burrow	Calling about Boil Water Notice	9 Hickory Shadows	Sent email to make sure they receive constant contact notifications	City wide notice was sent rescinding the boil water notice	11/29/2022
11/28/22	Cassie	Joe Carrabba	Asking if they City of Houston water boil notice affects Hilshire Village	20 Hickory Shadows	Confirmed water for consumption needs to be boiled until further notice	Citizen does not maintain an email account for city notices	11/28/2022
11/28/22	Lisa Ray	Lisa Ferchau	Homeless man under 1-10 camping out	I-10 @ Wirt	asked Captain Lane to drive-by and assess the situation	SVPD took him to a shelter	12/6/2022
11/28/22	Lisa Ray	Philip Pugh	Water leak at the meter	8014 Anadell	Request inframark tech to test lines	Tech replaced faulty gasket	12/1/2022
11/28/22	Lisa Ray	Ghosh	Calling about Boil Water Notice	7922 Hilshire Green	Resident is on Constant Contact	City wide notice was sent rescinding the boil water notice	11/29/2022
12/1/22	Cassie	Max Wintermark	Recycling was collected but not a pile of flattened empty boxes next to the trash	7906 N Villa	Contacted Inframark to make sure the resident disposed of the recycling properly	Gfl returned to collect recycling, and let us know that boxes left outside the bin are considered bulk trash	12/1/2022
12/1/22	Lisa Ray	Suzanne Tacconelly	Lights flickering on pine chase & ridgeley and on Anadell	8013 Anadell and Pine Chase	Offered to report lights, resident requested the link via email		12/1/2022
12/1/22	Lisa Ray	Ana Short	Carboard boxes were put in recycling bins and tech put them in the garbage	1315 Pine chase	Contacted GFL to send truck and collect boxes	Gfl returned to collect recycling	12/1/2022
12/2/22	Cassie Stephens	Brian Wilks	Water meter box lid broken. Shared meter box with neighbor.	2 & 3 Hilshire Grove	Copied Mirna (Inframark) on the response to make sure that she has it included in her repair audit for meters and boxes.		
12/2/22	Cassie Stephens	Brian Wilks	Fire hydrant doesn't have the Storz connector like others in the city.	4 Hilshire Grove	Confirming hydrant needs with SB.		
12/5/22	Cassie Stephens	Yvonne Andrews	Garbage can was not emptied but lawn debris was taken.	7 Hilshire Oaks Ct	Sent notice to GFL to return for collection.	handled	12/6/2022
12/5/22	Cassie Stephens	Connie Castro	Wondering how long the temporary street patch will be in place.	Archley & Ridgeley	Informed that the patch will remain until they are finished with the ROW construction.		

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12/5/22	Cassie Stephens	Connie Castro	Asked when the fire hydrants will be painted.	Hilshire Village		Susan requested a quote	
12/6/22	Lisa Ray	Diane Rager	neighbor is leaving yard waste at the curb on non-collection days	8210 Mallie	Emailed residents the ordinance and asked for them to make the necessary arrangement with their yard service provider	Homeowner moved trash bags from curb	12/7/2022
12/8/22	Lisa Ray	Justin Crwaford	neighbor cutting down trees	1209 Archley	Sent email to residents contractor with info about the permit process and ordinance, and did a drive-by inspection	No noticeable qualifying trees or trees larger than 8" were cut	12/9/2022
12/9/22	Lisa Ray	Steffan	Christmas light installation sign in front yard	1233 Ridgeley	emailed resident with ordinance information	Homeowner removed the sign	12/9/2022
12/12/22	Cassie Stephens	Sandra Parker	6 car in driveway	1103 Glourie	sent email to resident stating car parking ordinance	homeowner said he would handle	12/12/2022
12/12/22	Lisa Ray	Anwir Mohsenin	truck blocking driveway	12 Pine Creek	emailed general contractor to contact workers	Contractors moved vehicles	12/12/2022
12/12/22	Lisa Ray	Ana Diebel	foam by ravine damn	spring branch creek	drove to site, spoke with fire department doing drills and flushing lines. Foam is residual soap from the trucks not a hazard	left vm for resident	12/12/2022
12/13/22	Lisa Ray	Tom Steffan	solicitor knocked on door and there are no active solicitation permits	1233 Ridgeley	called SVPD	SVPD handled	12/13/2022
12/15/22	Lisa Ray	Bill Bristow	mud in the streets at jobsites	8001 Bromley, 1123 Guinea, 1210 Ridegley	emailed contractors about job site maintenance requirements	contractors said they would address	12/16/2022
12/15/22	Lisa Ray	Farah Anwar	street light out	1222 Ridegely	Report street light outage on Centerpoint website		