

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/8/19	Susan Blevins	Alan Wolfe	The street sign at the intersection of Pine Chase Dr. and Pine Chase Grove on the West side of the street has been damaged.	Pine Chase Dr & Pine Chase Grove intersection	We will need to order a new pole.	Contractor will weld extension on to existing pole underground. Purchase order has been issued. Sent contractor email asking for work to be done ASAP. Contractor has started scheduling jobs again and we are on their list. Contractor was unresponsive, HDR Engineering is taking over the project.	
12/12/19	Cassie Stephens	Ana Short	The yield and street sign have not been replaced at the intersection yet. There is jagged metal sticking out of the ground and two holes that someone almost fell into this weekend. She said they have been putting boards and plywood over the area but the trash crew keeps collecting it. She is worried because she is liable for injuries on her property and is asking for the holes to be filled and remaining metal sticking up from the ground be removed.	Pine Chase Grove Intersection	Contractor will weld extension on to existing pole underground. Susan placed a City cone over the metal and holes. Placed an order with the vendor to install.	Purchase order has been issued. Requested contractor to start as soon as possible. Contractor has started scheduling jobs again and we are on their list. Contractor was unresponsive, HDR Engineering is taking over the project.	
2/11/20	Cassie Stephens	Javier - HDR Engineering	Illegal parking pad installed without permit.	8210 Burkhart	Emailed property owner with sections of ordinance in violation. Asked for plan to achieve compliance.	Property owner said he would have the rocks removed from the ditch but wants to seek a variance for the parking pad considering the existing terrain and material choices. Susan will discuss with council.	
9/23/20	Susan Blevins	Yvonne Andrews	Guardrail on Westview was damaged by a vehicle a while back.	Westview, in front of 8399	Cassie submitted a 311 request to Houston, service request number is 101004293652	Received response that they do not operate in Hilshire Village, Cassie sent back that it is Houston's right-of-way. Case was escalated after email response from Cassie that Houston is responsible for the area. Case was closed stating no safety hazard found, did not find any type of damage to the permanent barricade over the crosswalk sidewalk at the location. Susan requested that a supervisor call her to discuss. Houston is unresponsive, Cassie will re-submit the request and try to get a supervisor.	
6/7/21	Cassie Stephens	Cassie Stephens	Grass too tall	Lot 1 on Glourie	Cassie contacted Holy Cross Lutheran Church to see if the lot has been sold, advised it needs mowing regardless.	7/12 issue remains, will send violation letter Area was mowed.	8/13/2021

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6/10/21	Cassie Stephens	Janie Chmores	Vacant property behind them has grass and weeds growing between the temporary fencing and coming through fence.	1226 Glourie Dr	Susan emailed contractor. They had cleaned and mowed last month but with the rain it is growing back quickly.	7/12 Grass is high in ditch, assuming has not been mowed inside the fencing either. Contractor mowed.	8/11/2021
6/25/21	Cassie Stephens	Sandra Parker	Inframark made repairs and put up temporary fencing, she wanted to know when the area will be repaired fully.	1302 Pine Chase Dr	Called her back to inform that Inframark is waiting on the area to stabilize then will install sod.	7/12 fencing still there, need a status update from Inframark	
6/28/21	Cassie Stephens	Jesus Rodriguez	Recycling can still has not been delivered.	7915 S Villa Circle	Cassie reached out to the new manager of our area with GFL.	7/7 Sent follow up email, homeowner has still not received a new can. 7/29 Homeowner received new can.	7/29/2021
6/28/21	Cassie Stephens	Cassie Stephens	Bamboo stakes in the ROW	1331 Friarcreek Ln	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 bamboo still there, will send violation letter to homeowner	
6/28/21	Cassie Stephens	Cassie Stephens	Bamboo stakes in the ROW	1335 Friarcreek	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 bamboo still there, will send violation letter to homeowner	
6/28/21	Cassie Stephens	Cassie Stephens	Large rocks in ROW	8307 Creekstone	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 rocks still there, will send violation letter to homeowner	
6/28/21	Cassie Stephens	Cassie Stephens	Tall orange poles and basketball goal in ROW	1306 Bridle Spur	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 items still there, will send violation letter to homeowner	
6/28/21	Cassie Stephens	Cassie Stephens	Weeds and overgrowth	1302 Bridle Spur	Cassie emailed the homeowner asking when he will be able to mow - the weather has been very wet but it needs to be done.	7/12 no mowing or trimming apparent. Homeowner responded that his mower broke and he is buying a new one.	
6/28/21	Cassie Stephens	Cassie Stephens	Composting company advertising sign in front yard - violation of sign ordinance	1308 Ridgeley	Cassie emailed the homeowners quoting ordinance and instruction to remove the sign.	7/12 sign still there, will send a violation letter to homeowner	
6/28/21	Cassie Stephens	Cassie Stephens	Small wooden stakes in the ROW	1228 Archley	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 one stake without a flag still there, will send violation letter to homeowner	
6/28/21	Cassie Stephens	Cassie Stephens	Landscaping lights in the ROW	1221 Archley	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 lights still there, will send violation letter to homeowner	
6/28/21	Cassie Stephens	Cassie Stephens	Large logs in ROW	8206 Mallie Ct	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	Homeowners responded that they will remove the logs. 7/12 Logs remain along the road, will send violation letter.	
6/28/21	Cassie Stephens	Cassie Stephens	Tire in the water vault area	Pine Chase Grove	Will try to find someone to pick up and dispose of		
6/30/21	Susan Blevins	David McDuffie	Water is starting to back up in his yard, he said a swale needs to be re-dug between City Hall and his backyard.	1335 Friarcreek	Council Member Gordy visually inspected the area. Mr. McDuffie has a finger of the ravine in his backyard but not likely a result of City Hall.	Susan will set up a meeting. Council Member Gordy inspected the area and spoke with Mr. McDuffie. A small swale can be dug to direct water but there are no major actions needed.	

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7/3/21	Susan Blevins	Grady Farris	Oak tree across the street from him appears to be a hazard and impedes tall truck traffic.	8002 Burkhart	Cassie sent an email to the homeowner to trim the tree back away from the street and out of the way of delivery trucks and emergency vehicles.	Homeowner responded requesting tree companies that have been issued permits, Cassie sent via email.	
7/3/21	Cassie Stephens	Homer Moore (after hours voicemail)	Reported a hole in the pavement that could be a tripping hazard.	8116 Bromley	Javier Vasquez with HDR inspected the site and will provide suggestions for repair. Engineer Him reported that quotes will be obtained for the repair.		
7/7/21	Cassie Stephens	Irina Lavrentieva	Inframark made repairs and put up temporary fencing over a month ago, recent rain has caused the area to be messy and she was asking if she is supposed to fix it.	1307 Glenhilshire Dr	Cassie advised that Inframark will be repairing it but is probably delayed because of the rain, but would check with Inframark tech Mickayla to see if it is on the schedule.	7/12 fencing still there, need a status update from Inframark - delayed because of rain. Repairs scheduled for 7/19.	
7/17/21	Cassie Stephens	Hulse Wagner	Neighbor is working on unpermitted parking pad.	1306 Pine Chase Dr	The homeowner was told again that he does not have a permit and cannot continue to work in the right-of-way until he gets his plan approved and permit issued.	The building official issued a stop work order to the homeowner.	7/23/2021
7/16/21	Cassie Stephens	Connie Castro	Fire hydrant needs to be painted to match.	Archley & Ridgeley	7/19 Susan sent Inframark the color mix code to be used on the hydrant.		
7/16/21	Cassie Stephens	Connie Castro	Landscaping lights in the ROW	1221 Archley	Cassie has already contacted these homeowners and will be following up with a violation letter.		
7/29/21	Susan Blevins	Multiple Reports	Garbage collectors are compiling trash and spreading debris.	City-wide	Susan contacted GFL		7/29/2021
8/1/21	Susan Blevins	Kathleen Stafford	Asked why the fire hydrant in front of her house doesn't have the connector attachment that others in the City have.	8205 Burkhart	Susan responded that the City has not yet updated adapters and the Fire Commissioner is working with the Fire Department.	Susan received confirmation that Inframark started to install the valves but did not have enough in inventory to do all at the same time.	
8/1/21	Susan Blevins	Kathleen Stafford	Asked if there are any rules or ordinances against houses sitting vacant.	None Specified	Susan responded that there are no current restrictions against a house being vacant.	No action taken.	8/1/2021
8/1/21	Susan Blevins	Kathleen Stafford	House has had construction fencing up for a long time and is unsightly.	1226 Glourie	Susan responded that the property is in bad condition and having the fence up is better than leaving it exposed. It's also for sale.	Contractor mowed. Property will remain under observation until sold or demolished.	8/11/2021
8/1/21	Susan Blevins	Kathleen Stafford	Construction fencing was removed but yard is unsightly.	1210 Ridgeley	New property owners have contacted a new builder who will be putting up his own fence. Susan contacted him to make sure the yard is maintained.		
8/2/21	Susan Blevins	Several Residents	Trash service did not come today.	City-wide	Susan contacted GFL	8/3 GFL rep responded that they were not in the City yesterday and was doing make-up collection today.	8/3/2021
8/5/21	Cassie Stephens	Bill Bristow	Water is being pumped from	8006 Anadell St	Cassie called the contractor who explained that they are pumping out rain water that has collected in the pool form.	Cassie called Mr. Bristow back with the information.	8/5/2021

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Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
8/4/21	Susan Blevins	Robert Byrne	Tree hanging low over the street obstructing VFD truck from traveling properly.	1206 Pine Chase Drive	Susan has contacted the owners and will be organizing a city-wide tree trimming as there are several areas.		
8/11/21	Susan Blevins	Connie Castro	They are only emptying one of her garbage cans, has been going on for weeks.	1129 Archley	Susan sent notice to GFL rep Joshua Trinker		
8/12/21	Susan Blevins	Zandra Anderson	They were skipped by the garbage collection team Monday, please make sure to collect today. Recycling has been picked up.	8214 Mallie Ct	Susan sent notice to GFL rep Joshua Trinker		