

City of Hilshire Village  
Complaint Log

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.	4/12/23 Engineer Vasquez and Cassie had a meeting with the two flanking homeowners. We discussed areas of improvement that are within the city's control for flushing practices, erosion repair and control, and general appearance of the area.	
12/2/22	Fire hydrant doesn't have the Storz connector like others in the city.	4 Hilshire Grove	Village Firefighter visited site, said that it was possibly skipped because all three steamer caps are still present.	Fire hydrants are now painted, will order the adapter and ask VFD to install.	
4/4/23	Hickory Shadows is difficult to get in and out of, asked about potential traffic signal.	20 Hickory Shadows	Cassie researched TxDot requirements for an intersection light, also found that a Do Not Block median sign might be a better fit for the location	Advised the caller that after the Wirt Road sidewalk is installed there will be more evidence to protect pedestrians with a traffic light. Will continue to research median sign option.	
4/12/23	Says she is a frequent walker and bike rider and wanted to spread the word that pedestrians are safer on the left side of the road.	Hilshire Village	Checking with SVPD for public outreach brochures or information.	Signs were posted at the election center and SVPD agreed to stop and inform walkers of the correct pattern.	
4/19/23	Potential sprinkler system or water vault leak	8201 Westview	Inframark Technicain going out to shut off water and assess the problem	Beautification committee resolving the issue with resident	4/21/2023
4/26/23	Dead tree limb leaning into the ditch	1221 Pine Chase Dr	Notified homeowner to remove the broken tree limb	Homeowner scheduled contractor to remove the tree limb. Limb was removed safely.	4/28/2023
4/26/23	Cars blocking the street	8001 Bromley	Notified the contractor on site to move vehicles that block the road	Vehicles were moved	4/27/2023
4/26/23	Tall grass	1226 Glourie	Notified property owner to mow grass.	Grass mowed	4/27/2023
4/26/23	Tree limbs at corner of property not disposed	1306 Glourie Dr	Contacted property owner	Contractor notified superintendent to bundle tree limbs or haul them off.  Debris was removed.	5/8/2023

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4/26/23	Westview median sprinklers go off every morning, considered it a waste of water especially because we have been getting rain.	Westview medians	Contacted the chair of the Westview Landscaping Committee to see what can be done about the irrigation schedule. Also provided their contact information to the caller.	No further action taken.	4/26/2023
4/26/23	Garbage is being thrown over the fence to her back lot from the church side.	Hilshire Green	Sent an email to the church.	No further action taken.	4/26/2023
5/9/23	Noticed (5) early voting signs on Ridgeley, offered to pick them up.	Ridgeley Drive	When we drove through we did not see the signs.	No further action taken.	5/9/2023
5/9/23	Street light flickering off and on	Hickory Shadows	Report light problem to CenterPoint		
5/9/23	Reporting that 1209 easement had a weed	1209 Pine Chase Easement	Inspection of area, grass not high and weed not blocking water flow	No further action taken.	
5/10/23	Reporting that 1209 easement was half full from the rain	1209 Pine Chase Easement		No action taken.	