

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.	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.	
3/29/22	Susan Blevins	Vimal Patel	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. 7/14/22 Sent reminder to new homeowners about hazard tree.	
5/17/22	Susan Blevins	David Schwarz	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. Owner reported the pool has been cleaned.	6/27/2022
5/28/22	Susan Blevins	Bob Buesinger	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. The City hired a tree removal company working in the area to remove the branch.	6/28/2022
6/3/22	Cassie Stephens	Lisa Ferchau	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.		
6/17/22			Car parked in front driveway making it difficult to backout	13 Pine Creek In	Found contractor and asked them to move the vehicle	Car moved	6/17/2022
6/29/22			Water has strange smell	7914 Hilshire Green	Emailed resident City of Houston's public notice	Susan also notified the city engineer who contacted city of Houston Patrick Nguyen and Veronica Davis.	
6/29/22			Water running at park	1003 Wirt Rd & others	Inframark flushing lines		6/29/2022
6/29/22			Water running at park	1003 Wirt Rd & others	Inframark flushing lines	Inframark turned off the water.	6/29/2022
6/30/22			Missed trash	1106 Guinea	Emailed GFLCS	Truck coming back to pick-up debris	6/30/2022
6/22/22	Susan	Brian Knust	Noticed redutcion in water pressure, asked if it is part of the drought plan.	1254 Ridgeley	Susan responded that it might be because people are trying to water their lawns more, but will consult with the city engineer.		
7/5/22	Cassie Stephens	David Schwarz	Car stickers are not visible through tint.	1220 Archley		Will order external stickers next time.	7/7/2022
7/6/22	Lisa Ray	Yvonne Andrews	Her water has a smell and the lift station stinks.	7 Hilshire Oaks	Inframark technician dispatched to check the odor blocker at the lift station. No issues were found.	Homeowner had been away for a couple days and after running their faucets the algae smell dissipated.	7/6/2022