

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.	
3/29/22	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. The city has obtained quotes to remove (20 dead trees at this location. One fell and was cleaned up by city contractor.	
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.	Realtor hired a contractor to cut the tree.	8/12/2022
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. The City continues to work with City of Houston for a resolution.	
7/21/22	recycling missed	4 Pine Creek Lane	Contacted GFL	GFL documented the mistake	7/21/2022
7/22/22	Tree limbs in drainage ditch	1030 Glourie Circle	Contacted homeowner		
7/27/22	low water pressure	4 Pine Creek Lane	Inframark flusing lines and COH is working on valve		
7/27/22	low water pressure	13 Pine Creek In	Inframark flusing lines and COH is working on valve		
7/27/22	Water smell	1307 Glenshire	Inframark flusing lines and COH is working on valve		
8/1/22	Neighbor property is up for sale and lawn sprinklers are going off daily creating constant pooling in the street.	7906 Hilshire Green	Cassie contacted realtor Michelle Ngo 713-775-1051 who said she would talk with the homeowner.		
8/2/22	contractors blocking driveway	13 Pine Creek In	Contacted contractors and property owners to keep all trucks off neighboring properties.		
8/4/22	trash missed	1217 Pine Chase	emailed GLF	Garbage was collected.	8/8/2022
8/10/22	debris in the street	8001 Bromley	Contacted contractor to clean debris in the street, grass high in ditch	Contractor mowed ditch and cleaned up.	8/11/2022
8/11/22	Power outage	1221 Archley	Centerpoints estimated time for restoration is 7:30 PM, trying to find a better contact	Power was restored.	8/12/2022
8/11/22	yard waste loose	8201 Burkhart	Will give time to collect the fallen debris from the storm and follow up next week.		
8/11/22	large limb down	1221 Archley Dr	email city residences about tree contractors		
8/11/22	realtor signs in right of way	1201 Archley Dr	contacted realtor to move signs		
8/11/22	realtor signs in right of way	8206 Mallie Ct	contacted realtor to move signs		
8/11/22	Pick-up limbs	1126 Guinea	emailed contractor		
8/11/22	clean fallen tree	1200 Pine Chase	flores tree service will pick-up limbs and debris		8/11/2022
8/11/22	tree limbs down	8202 Burkhart	flores tree service will pick-up limbs and debris		8/11/2022
8/12/22	fire hydrant leaking from the bottom and seeping out sand	18 & 20 Hickory Shadows	Called Inframark to check hydrant	Inframark said hydrant was closed and no longer leaking, maybe COH was increasing line pressure	