

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.	City of Houston has been contacted and we are awaiting a meeting to discuss the area. The homeowners do not want the area fenced.	
9/24/22	Resident complaining that plumber and asphalt crew did a haphazard and unworkmanlike job	12 Pine Creek	Susan and Lisa spoke with Mr. Harbison	11/10 Contractor returned and under the supervision of HDR engineers the repair is being made.	
9/24/22	Resident complained about asphalt crew.	12 Pine Creek		11/10 Contractor returned and under the supervision of HDR engineers the repair is being made.	
10/14/22	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		
10/14/22	Sewer issue	1025 Ridgeley	Inframark technician sent out	Inframark technician couldn't find any issues on City side, contractor was unable to check sewer clean-out because it required a special tool. Issue is on the owner's side of the meter, repairs made.	10/17/2022
10/14/22	Water leak, due to Verizon hitting line	1225 Ridgely	Called Inframark	Inframark technician repaired tap line.	10/14/2022
10/14/22	Recycling pick-up was missed	1237 Ridgeley	Sent a note to GFL to make sure recycling isn't missed this coming week	Recycling was collected.	10/20/2022
10/19/22	Faucets running brown water	8012 Anadell	Asked the resident to continue to run water to see if that clears the situation	Problem resolved	10/19/2022
10/19/22	Cable running across driveway from comcast box, lid open w/cables coming out for last two months	11 Hilshire Grove	Contacted Comcast	Comcast corrected same week	10/20/2022

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10/31/22	Water coming from neighbor at 1119 Guinea into backyard	1119 Guinea	Call resident at 1119 Guinea	Hose left on overnight by child, turned off	10/31/2022
11/2/22	Dogs in front yard on invisible leashes	Burkhart and Guinea	Sent city-wide email notice referencing City's ordinance loose animals in the front yard and fencing requirements.	Also called and spoke with a citizen who has an electric fence who said it helps when one of the dogs escapes through the front door. Citizen said he would like to appeal to City Council. Informed him of the next meeting date.	11/2/2022
11/2/22	Mr. Mochon stated that his driveway as damaged when the city replaced the water and sewer lines	8310 Creekstone	City staff and city engineer researched the area and found historical images indicating that the damage was pre-existing.	Informed property owner and provided photos.	11/3/2022
11/4/22	Street light flickering	7922 Hilshire Green	Reported issue to CenterPoint, pole #297592, tracking number 1405792332	CenterPoint made the repair.	11/4/2022