

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
6/28/21	Cassie Stephens	Cassie Stephens	Tire in the water vault area	Pine Chase Grove	The tire was filled with concrete/asphalt and looks to have been a base for a pole for tetherball. Heavier equipment is needed to remove. Will try to find someone to pick up and dispose of.	Cassie asked a builder in the area if he could pick up the tire and put it in his construction dumpster. He agreed and will take care of it.	
11/4/21	Cassie Stephens	Cassie Stephens	Construction materials visible on a lot that is no longer pending development. Also asked the current property owners to remove the large pots at the front of the ravine.	1210 Ridgeley	Property owner responded that they will have the items removed.	12/3 The pots were removed but the stacked wood remains. 2/10 The property was sold to a new owner. Cassie sent him a message to move the lumber or offer it to citizens to pick up on their own. The owner responded that they are happy to let citizens take it. Cassie spoke with Robert Byrne who suggested active boy scout family the Griffiths who will check out what's there.	
11/18/21	Cassie Stephens	Russell Herron	Dead trees	1231 Wirt Rd	Cassie sent an email to the church office.	The church responded that they will have the trees inspected. 1/11/22 Cassie sent follow up email to the church board. They responded that they are waiting on one more quote then approval from the board.	
1/9-1/18	Cassie Stephens	Multiple Reports	Received parking ticket.	Hilshire Village	Cassie explained the ordinance, most callers understood the ordinance and will comply.	No further action taken.	1/9 - 1/18
1/10/22	Cassie Stephens		Cement bump in front of the parking pad could be a trip hazard.	1306 Pine Chase Dr	Cassie sent a message to the property owner asking him to remove the extra concrete.	Owner said he would take a look.	
1/14/22	Susan Blevins	Robert Byrne	Flushing out of the wrong hydrants.	Bridle Spur	Susan talked to Mickayla with Inframark to make sure they flush from the end of the cul-de-sac in front of 1302 Bridle Spur.		2/9/2022
1/18/22	Cassie Stephens	Robert Byrne	Holiday lights and decorations out of season. Seeking clarification of ordinance.	1306 Bridle Spur	Research was performed on Hilshire Village ordinances and other cities.	No ordinance was found to define or limit the time frame for holiday decorations or lights, so long as they were not offensive in nature or illumination to neighbors.	1/25/2022
1/21/22	Cassie Stephens	Richard Gray	Meter box lid missing	1327 Friarcreek Ln	Messaged Mickayla	Lid was replaced.	2/7/2022
1/23/22	Susan Blevins	Friendly Neighbor	Water leak next door.	1317 Ridgeley Dr	Susan had the water turned off by Inframark and contacted the property owner.	No further action taken.	1/23/2022
1/24/22	Susan Blevins	Paul Maddock	Garbage was not collected. They walked up his driveway but didn't empty the can.	8 Hilshire Oaks	Susan sent a message to GFL rep to send a truck back.	The garbage was not retrieved the following day, Susan send a follow-up email to make sure it is collected on Thursday. Garbage was collected.	1/27/2022
1/24/22	Cassie Stephens	James Blakeslee	Inquiring about the construction on Wirt Road, impeding his access in and out of the subdivision because of traffic backup.	Hickory Shadows	Cassie explained the expansion of the left turn lane and requested a timeframe from the contractor.	The project is estimated to last 2 months.	1/26/2022

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1/24/22	Cassie Stephens	Doug Winnie	The garbage team collected personal items that weren't in a can or at the curb. The owner provided video from his security system of the incidents.	1 Hilshire Grove	Cassie forwarded the videos to GFL account representatives for resolution with the owner.	GFL responded that they will handle it.	1/24/2022
1/25/22	Susan Blevins	Paul Maddock	Culvert appears to be clogged.	1030 Glourie Circle	Susan spoke with the property owner who said the culverts are clear and during rain events water flows easily. He said they only mow every other week and allow the leaves to stay on the lawn to retain moisture because they don't have an irrigation system.	Cassie drove by and took a photo of the north end of the culvert under their driveway. It appears that accumulation of leaves is preventing the culvert from being clear. Although water probably flows, it is inhibited by the debris.	
1/27/22	Cassie Stephens	Lift Station Alarm	Lift stations had power failure 5:15 am.	Ridgeley Lift Station	Cassie sent a message to Inframark technician to investigate.	Inframark handled. There is an issue with the communications of the well level indicator.	1/28/2022
1/27/22	Cassie Stephens	Fred Lyu	GFL is leaving the big collection cans behind the commercial area, making a mess.	8385 Westview Dr	Cassie sent an email to the area manager asking about the procedure and to troubleshoot an alternate solution.	Did not receive a response, Cassie forwarded the message to customer service.	
1/28/22	Cassie Stephens	Yvonne Andrews	The garbage truck damaged the curb again. Her husband has a construction company and had his guys make the repair. She asked if the truck could turn into the cul-de-sac from the other direction allowing more room to swing out.	Hilshire Oaks	Cassie sent a request to the customer service team at GFL to possibly change the route or be more careful at this entrance.	The message was forwarded to the operations team.	
1/31/22	Susan Blevins	Travis Crites	Their main water meter has a leak, concerned especially about the cold temperatures coming.	8111 Bromley Rd	Susan sent Inframark technician to investigate.	Leak is at the meter, City responsible. Repairs are scheduled.	2/2/2022
1/31/22	Susan Blevins	Grady Farris	Trash cans are being left with the lid open and collect water making it difficult to retrieve and drain them.	1138 Glourie Dr	Susan sent a notice email to GFL rep.	No further action taken.	1/31/2022
1/31/22	Susan Blevins	Paul Maddock	There appears to be a clogged inlet.	1025 Ridgeley	Susan sent Inframark technician Mickayla to investigate.		
2/7/22	Cassie Stephens	Donna Archer	Garbage was skipped.	1307 Friarcreek Ln	Cassie sent an email to the area manager and the government account rep. Received notice that the area manager was no longer in that position but the message had been forwarded to the operations team.	Also received an email to customer service for more handling of day to day issues and requests.	2/10/2022
2/8/22	Susan Blevins	Lisa Ferchau	Construction on Wirt Road is blocking the exit and entry to Hickory Shadows. There is a port-a-potty in the street blocking drive access.	Wirt Rd & I-10	Susan spoke with the contractor and investigated personally, the construction precautions are necessary and although they block traffic from turning left in and out of the subdivision, they are there for safety and should not be moved by residents.	Susan responded to the citizen informing of the safety requirements as a result of traffic studies and engineering.	2/9/2022