

City of Hilshire Village
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
7/29/24	Needs debris removal for a tree that hasn't come down yet	Glourie	Advised to hurry and get it done this week while Harris Co. is still collecting.	Debris was collected	8/27/2024
8/1/24	asking about status of street light repair end of Burkhart is out	8210 Burkhart	Light was reported, possible wiring issues.		
8/13/24	Tree fell on sewer line during storm and shifted the pipe. Owner asked for Inframark to go out and inspect	1302 Pine Chase	Inframark technician scheduled to make assessment 8/14/24	Cleanout is in right-of-way and City's responsibility, repairing through Inframark.	
8/13/24	Street light out and hanging wires. Pole #297579	8209 Burkhart	Reported to Centerpoint 8/13/24		
8/26/24	Water usage high on most recent bill, does not know of a leak or reason.	15 Hickory Shadows	Sent Inframark technician to site, no obvious leak found.	Advised to contact a plumber to check for house leaks.	9/4/2024
8/26/24	High water bill.	1249 Archley Dr	Investigated, found missing payment for last cycle.	Informed owner of issue, asked them to double check their records.	8/28/2024
8/28/24	Tree limb from the storm is hanging on the wires. CenterPoint was out to inspect and said it was a communication line.	1229 Ridgeley Drive	Sent notice to AT&T & Comcast to investigate.		
8/28/24	Stopped Inframark tech to ask about water usage, concerned that a leak was not properly repaired. Asked for historical usage for the address.	1111 Glourie Dr	Technician checked meter, advised City staff of question.	Sent the new owner the historical usage, indicates there is a significant leak as usage is very high over the last two years. Advised to hire a plumber to do a full interior and exterior leak test.	8/30/2024
8/28/24	Communication wire has been hanging since Hurricane Beryl, has not had success with AT&T or Comcast response.	1306 Glourie Dr	Received photos of wire from homeowner and forwarded to AT&T and Comcast reps for assessment.		
9/10/24	Garbage was not collected on Monday, asked to make sure they collect on Thursday.	1206 Glourie Dr	Notified GFL of missed service, requested to ensure collection Thursday.		