

City of Hilshire Village  
Complaint Log

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. 4/12/23 Engineer Vasquez and Cassie had a meeting with the two flanking homeowners. We discussed areas of improvement that are within the city's control for flushing practices, erosion repair and control, and general appearance of the area.	City Council approved survey cost not to exceed \$3,500 on 4/18. Engineer Vasquez is coordinating the survey.	
6/20/23	Drainage easement needs maintenance	1209 Pine Chase Drive	Cassie and Mayor Buesinger had a meeting with Mr. Bristow to discuss the specific concerns he had regarding the easement.	The city will discuss costs during the budget cycle for a city-wide culvert assessment to identify maintenance needs such as clearing sediment. Will also coordinate with the city engineers on a ditch grading project, which will include finding a new grading contractor.	
7/14/23	Water has an odd taste	13 Pine Creek	Lisa asked the Inframark technician to look into it while he was at City Hall doing testing.	Chlorine residual are lower than usual, Inframark is flushing and city engineers have been notified.	7/17/2023
7/18/23	Vines and grass growing over and under fence	1226 Glourie	Contacted contractor to trim back or remove vines		
7/25/23	Garbage cans visible, trash leaking out and blown into the yard	1306 Bridle Spur	Will send constant contact reminder		
7/25/23	Not getting city emails	1306 Bridle Spur	Citizen to correct on their end, email provider is blocking city emails.		
7/26/23	Suspicious vehicle circling Spring Valley on their side of the footbridge.	Spring Valley	Cassie called dispatch and provided the description and location of the vehicle. They sent an officer.	Officers responded.	7/26/2023
8/4/23	Archley/Ridgely CenterPoint patch not fixed	Archley/Ridgeley Intersection	Contact Javier Vasquez to follow-up with CenterPoint Rep.		

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8/8/23	Water pressure low.	Hickory Shadows	Inframark is flushing and shutting off lines to increase chlorine residuals. HDR has contact COH to increase chlorine dosage.		
8/9/23	Street has multiple pot holes	8100 Bromley	Will add to the list of street repairs to be assessed with capital improvement project as add-on		
8/9/23	Water pressure is very low, sprinklers are not running properly.	8202 Burkhart	Inframark is taking measures to correct chemical residuals, possibly causing low pressure.		
8/11/23	Water has an odor	1307 Glenhilshire	Sent Inframark tech Oscar to investigate		