

CITY OF HILSHIRE VILLAGE  
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/8/19	Susan Blevins	Alan Wolfe	The street sign at the intersection of Pine Chase Dr. and Pine Chase Grove on the West side of the street has been damaged.	Pine Chase Dr & Pine Chase Grove intersection	We will need to order a new pole.	Contractor will weld extension on to existing pole underground. Purchase order has been issued. Sent contractor email asking for work to be done ASAP. Contractor has started scheduling jobs again and we are on their list. Contractor was unresponsive, HDR Engineering is taking over the project.	
12/12/19	Cassie Stephens	Ana Short	The yield and street sign have not been replaced at the intersection yet. There is jagged metal sticking out of the ground and two holes that someone almost fell into this weekend. She said they have been putting boards and plywood over the area but the trash crew keeps collecting it. She is worried because she is liable for injuries on her property and is asking for the holes to be filled and remaining metal sticking up from the ground be removed.	Pine Chase Grove Intersection	Contractor will weld extension on to existing pole underground. Susan placed a City cone over the metal and holes. Placed an order with the vendor to install.	Purchase order has been issued. Requested contractor to start as soon as possible. Contractor has started scheduling jobs again and we are on their list. Contractor was unresponsive, HDR Engineering is taking over the project.	
2/11/20	Cassie Stephens	Javier - HDR Engineering	Illegal parking pad installed without permit.	8210 Burkhart	Emailed property owner with sections of ordinance in violation. Asked for plan to achieve compliance.	Property owner said he would have the rocks removed from the ditch but wants to seek a variance for the parking pad considering the existing terrain and material choices. Susan will discuss with council.	
3/2/20	Cassie Stephens	Bill Bristow	Pile of tree limbs and debris on the vacant lot.	1306 Glourie	City is preparing to submit paperwork to municipal court to make necessary clean up efforts and fine contractor.	Property is under legal review. Courts are closed at this time. 10/15 Cassie removed the builder sign and permit box as there is no current construction. 1/10/21 Cassie went by site, had recently been mowed and branches bundled for collection. Will continue to monitor.	1/10/2021

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9/23/20	Susan Blevins	Yvonne Andrews	Guardrail on Westview was damaged by a vehicle a while back.	Westview, in front of 8399	Cassie submitted a 311 request to Houston, service request number is 101004293652	Received response that they do not operate in Hilshire Village, Cassie sent back that it is Houston's right-of-way. Case was escalated after email response from Cassie that Houston is responsible for the area. Case was closed stating no safety hazard found, did not find any type of damage to the permanent barricade over the crosswalk sidewalk at the location. Susan requested that a supervisor call her to discuss. Houston is unresponsive, Cassie will re-submit the request and try to get a supervisor.	
10/14/20	Cassie Stephens	Larry Wilkerson	Sign in right-of-way	1027 Ridgeley Dr	Cassie investigated, found that there was really no good spot to place the sign but will contact the realtor to see if they have a different style that can be set back and still visible.	The realtor responded that they will work it. 12/10 Cassie sent a follow-up email because the sign has not moved. Gave Monday 12/14 as deadline before fine letter will be sent to the homeowners. 12/14 Sign was removed by city staff and stored at city hall for retrieval.	12/14/2020
11/25/20	Paul Maddock	Patel	Neighboring house is empty and needs exterior maintenance.	8005 Anadell	Asked Mr. Patel to provide photos of his view into the yard as we cannot trespass onto private property.	12/31/20 City received photos, will have the city arborist out to perform an official inspection.	
12/3/20	Cassie Stephens	James Najjar	Hydrant flushing has caused erosion.	1035 Ridgeley Dr	Cassie took photos and sent to Susan for advice. Susan working on resolution.	Leaving until property gets developed. They have stopped flushing that area.	1/15/2021
12/9/20	Cassie Stephens	Mrs. Ghosh	They have a small freezer that needs to be picked up by WCA but she and her husband are not able to move it to the curb.	7922 Hilshire Green	Cassie asked her to contact neighbors or anyone who can help them move it. She said she doesn't have anyone but thinks she can get it to the top of the driveway.	Cassie sent Luis with WCA an email asking the team to watch for a small freezer in the driveway this and next week and retrieve it if seen. He confirmed. Also advised homeowner to call me back if she can't move it to be visible and I would ask a neighbor or nearby council member for help. Freezer was taken by garbage team.	12/14/2020
12/14/20	Cassie Stephens	Phyllis Ogden	She said their water has had rust or dirt in it for two days.	14 Pine Creek	Cassie advised that it is possible they need new pipes in the house. She said she was not going to spend money on a plumber and wanted us to check for breaks in the line. Asked James with Inframark to check our side of the water line.	No issues found on the city lines or equipment.	12/15/2020

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12/15/20	Cassie Stephens	Lisa Ferchau	The water bill is higher than normal but irrigation has been turned off and she believes there are no leaks in the house.	14 Hickory Shadows	Asked James with Inframark to check for leaks and coordinate with homeowner to see if meter spins with no water running inside.	No apparent issues found.	12/16/2020
12/16/20	Cassie Stephens	Paul Maddock	Garbage cans and debris visible in the front yard.	1035 Wirt	Cassie sent an email to the two addresses on file		
12/16/20	Cassie Stephens	Mitzy McCorvey	Water pressure has been especially low today and yesterday.	10 Hickory Shadows	Cassie asked Mickayla with Inframark to investigate.	Mickayla verified the valves are open and pressure is the same as the neighbors. She noticed pressure washing when she arrived and explained to the homeowner that might be the reason. Homeowner asked Mickayla to replace their broken meter boxes, Mickayla checked with city office and is approved to replace the boxes. Homeowner is satisfied.	12/16/2020
12/17/20	Cassie Stephens	Lisa Ferchau	She was told by someone on the garbage truck that recycling is now picked up on Mondays. She said they took the recycling but just put it in with the trash.	14 Hickory Shadows	Cassie sent an email to Luis asking for clarification.	Luis said the person who said that was mistaken, there has been no such change in our services.	12/18/2020
12/16/20	Cassie Stephens	Anonymous	Caller said they received a parking violation warning and didn't understand why.	Did not identify the area	Cassie explained the ordinance and the city-wide emails that have gone out.	The caller said they remember the emails and understands. No further action needed.	12/16/2020
12/16/20	Cassie Stephens	Mark Sheppard	There was a parking violation warning sticker on their son's car who is visiting from college.	1226 Ridgeley Dr	Cassie informed of the ordinance passed last December and advised temporary overnight permit is available.	Raquel Sheppard came in and was issued a 30-day parking permit for her son.	12/16/2020
12/17/20	Cassie Stephens	Williams Residence	Received a voicemail from a person who received a warning sticker on his Tahoe, wanted to know why.	1201 Pine Chase	Cassie informed of the ordinance and advised that a permit is available for temporary visitors but not as a permanent solution.	Caller said they understood. No further action needed.	12/17/2020
12/18/20	Susan Blevins	Jonathan Simon	His see-saw was stolen from the front yard and he wanted to know if the City picked it up.	1323 Pine Chase Grove	Susan said the City did not remove the see-saw.	Homeowner called back after reviewing security cameras and saw a man with a mask on pulled up and put the see-saw in his truck. Homeowner said he would file a police report.	12/18/2020
12/21/20	Cassie Stephens	Vimal Patel	Water pressure is good at first then just a trickle.	8001 Anadell	Cassie asked Inframark technician to investigate and speak with the homeowner.	Technician met with homeowner. No further issues reported.	12/23/2020

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12/22/20	Cassie Stephens	Mitzy McCorvey	(After Hours Voicemail) Her trash was not collected, she made sure to leave the gate open and has had problems with being skipped lately.	10 Hickory Shadows	Cassie called the homeowner back and left a voicemail explaining that the can must be visible and not behind a fence. There are new and rotating shifts of collection teams and they are not supposed to enter any gate or garage door to fetch the can.	Homeowner called back and said that they have always gone into the open gate and retrieved the can. She said she is not going to bring the can out every time because she pays for backdoor service. Cassie tried to explain what backdoor service means, and that the contract has been that way for years. Homeowner said she would take a photo of the front of the house and the iron gate where the can is stored to send to WCA proving they can see it. Cassie forwarded the photo to Luis with WCA. No further issues have been reported.	12/30/2020
12/29/20	Cassie Stephens	Anonymous	Daughter received a warning sticker for parking violations.	No address stated	Cassie explained the ordinance and permit availability.	Homeowner said they will change their parking habit and apply for a permit if they need one but he doesn't think they will.	12/29/2021
12/30/20	Cassie Stephens	Mickayla Trombley - Inframark Technician	Leak was reported by homeowner to Inframark directly. Mickayla found leak on city side of meter, coupling needs replacement.	19 Hickory Shadows	Authorized repair work order for next week to avoid overtime labor charges during holiday.	Repairs were made.	1/4/2021
12/31/21	Cassie Stephens	Scott Hunsaker	(Voicemail) Garbage had not yet been collected.	7910 N Villa Ct	Mr. Hunsaker updated that the cans had been empty, the team was just running late.	No action needed.	1/4/2021
12/31/21	Cassie Stephens	Alex Martinez	Power washing as late as 10 pm. He asked the man to stop and received an aggressive response.	8381 Westview Dr	Cassie contacted the business that appeared to have hired the man notifying of the issues and asking for confirmation that they knew he was working.	Manager of business responded that the contractor was not asked to do the job, he works for their rental properties and was trying to do the power washing for them as a holiday gift. He said he would address the issue with the contractor and make sure it doesn't happen again.	1/6/2021
1/5/21	Cassie Stephens	Judy Buchanan	She is having problems with sewer backup in her line but plumber cannot find an issue on their side.	2 Hickory Shadows	Cassie asked Inframark to take a look.	Inframark technician said the clean out closest to the house is clogged, the driveway clean out is clear indicating possible roots in the customer's line. Technician was to contact and inform homeowner.	1/5/2021
1/14/21	Susan Blevins	Jay Fort	Pile of debris and trash visibly left outside.	1030 Glourie Circle	Cassie sent an email to the owners of the property asking if it was intended to be collected by garbage team. Explained construction materials will not be collected and they should be moved from view or disposed of otherwise.		

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1/15/21	Cassie Stephens	Lisa Ferchau	She had one lawn debris bag at the curb and WCA didn't take it.	14 Hickory Shadows	Cassie offered to ask them to come back to get it today.	Caller said she would just put it back out on Monday but wanted us to know that they missed it.	1/15/2021