

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/8/19	Susan Blevins	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	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	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.	
9/23/20	Susan Blevins	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.	
6/28/21	Cassie Stephens	Tall orange poles and basketball goal in ROW	1306 Bridle Spur	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 items still there, will send violation letter to homeowner Poles were removed.	9/3/2021

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6/28/21	Cassie Stephens	Composting company advertising sign in front yard - violation of sign ordinance	1308 Ridgeley	Cassie emailed the homeowners quoting ordinance and instruction to remove the sign.	7/12 sign still there, will send a violation letter to homeowner Sign was taken down.	9/3/2021
6/28/21	Cassie Stephens	Small wooden stakes in the ROW	1228 Archley	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 one stake without a flag still there, will send violation letter to homeowner Items were removed	9/7/2021
6/28/21	Cassie Stephens	Landscaping lights in the ROW	1221 Archley	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 lights still there, will send violation letter to homeowner Items were removed.	9/7/2021
6/28/21	Cassie Stephens	Tire in the water vault area	Pine Chase Grove	Will try to find someone to pick up and dispose of		
6/30/21	Susan Blevins	Water is starting to back up in his yard, he said a swale needs to be re-dug between City Hall and his backyard.	1335 Friarcreek	Council Member Gordy visually inspected the area. Mr. McDuffy has a finger of the ravine in his backyard but not likely a result of City Hall.	Susan will set up a meeting. Council Member Gordy inspected the area and spoke with Mr. McDuffie. A small swale can be dug to direct water but there are no major actions needed.	
7/3/21	Susan Blevins	Oak tree across the street from him appears to be a hazard and impedes tall truck traffic.	8002 Burkhart	Cassie sent an email to the homeowner to trim the tree back away from the street and out of the way of delivery trucks and emergency vehicles.	Homeowner responded requesting tree companies that have been issued permits, Cassie sent via email. Homeowner requested the list again, re-sent to him.	
7/3/21	Cassie Stephens	Reported a hole in the pavement that could be a tripping hazard.	8116 Bromley	Javier Vasquez with HDR inspected the site and will provide suggestions for repair. Engineer Him reported that quotes will be obtained for the repair.		
7/16/21	Cassie Stephens	Fire hydrant needs to be painted to match.	Archley & Ridgeley	7/19 Susan sent Inframark the color mix code to be used on the hydrant.	Color was discontinued, finding similar alternatives.	
7/16/21	Cassie Stephens	Landscaping lights in the ROW	1221 Archley	Cassie has already contacted these homeowners and will be following up with a violation letter.	Items were removed.	9/7/2021
8/1/21	Susan Blevins	Asked why the fire hydrant in front of her house doesn't have the connector attachment that others in the City have.	8205 Burkhart	Susan responded that the City has not yet updated adapters and the Fire Commissioner is working with the Fire Department.	Susan received confirmation that Inframark started to install the valves but did not have enough in inventory to do all at the same time. Waiting on Inframark to order correct connectors Council has approved the remaining adapter installations.	
8/1/21	Susan Blevins	Construction fencing was removed but yard is unsightly.	1210 Ridgeley	New property owners have contacted a new builder who will be putting up his own fence. Susan contacted him to make sure the yard is maintained.	Cassie is monitoring the site as well as BBG Consulting.	
8/4/21	Susan Blevins	Tree hanging low over the street obstructing VFD truck from traveling properly.	1206 Pine Chase Drive	Susan has contacted the owners and will be organizing a city-wide tree trimming as there are several areas.		

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8/11/21	Susan Blevins	They are only emptying one of her garbage cans, has been going on for weeks.	1129 Archley	Susan sent notice to GFL rep Joshua Trinker	The truck came back and emptied the remaining items.	8/12/2021
8/12/21	Susan Blevins	They were skipped by the garbage collection team Monday, please make sure to collect today. Recycling has been picked up.	8214 Mallie Ct	Susan sent notice to GFL rep Joshua Trinker	Garbage was collected.	8/12/2021
8/16/21	Susan Blevins	Tree being removed, asked if there is an active permit	1023 Ridgeley Dr	CenterPoint cut the tree because of the proximity to the electrical lines. Cassie is getting the current tree count from the property owners.	Homeowners agreed to plant additional to meet the tree count.	
8/16/21	Susan Blevins	Tree in the front was cut, asked if there is an active permit.	1226 Ridgeley Dr	Cassie drove by the address and contacted the company. They were removing trees at two addresses, 1228 & 1218 Ridgeley Drive.	Contractor purchased a permit.	8/18/2021
8/23/21	Cassie Stephens	Swimming pool needs maintenance, could attract mosquitos and other nuisances.	1209 Archley Dr	Cassie contacted the owner of the property which has been sitting vacant.	Homeowner plans to fill pool and demo house.	
8/23/21	Cassie Stephens	Garbage did not get picked up	1229 Archley Dr	Cassie contacted the representative for GFL asking if there is an issue with where the cans are located because they have been consistently skipped.	Supervisor said he would investigate. The can was emptied.	8/26/2021
8/25/21	Cassie Stephens	Contractors at the north end of Glourie are parking along both sides of the street blocking traffic.	Glourie	Cassie called the contractors and asked them to park properly or at the church at the back of the lots.	Vehicles were moved.	8/25/2021
8/25/21	Cassie Stephens	Contractor vehicles present, appear to be doing work.	5 Pine Creek Ln	Cassie sent an email to the homeowner asking for the scope of the work.	Homeowner responded with project details, no permit needed.	8/25/2021
8/25/21	Cassie Stephens	Contractor vehicles present, appear to be doing work.	15 Pine Creek Ln	Cassie sent an email to the homeowner asking for the scope of the work.	Homeowner responded with project details, no permit needed.	8/30/2021
8/30/21	Susan Blevins	Sprinkler system doesn't appear to be working for the flower bed at the intersection.	Ridgeley & Wirt	Susan sent an email to Katherine Bodron to see if the beautification commttee maintains this area.	Beautification committee will have fixed	8/31/2021
8/30/21	Susan Blevins	Lawn debris out on the wrong day	1310 Pine Chase	Susan sent the homeowners an email	No further action needed.	8/30/2021
8/30/21	Susan Blevins	Garbage trucks are speeding through the City and rolling through stop signs.	City-wide	Susan contacted the GFL rep to correct his drivers' behavior.	Mr. Trinker responded that he will address the issue.	8/30/2021
9/1/21	Susan Blevins	Tree removal	22 Hickory Shadows	Susan verified no permit has been issued and contacted the homeowners.	Tree limbs being cut down	9/1/2021
9/3/21	Susan Blevins	Garbage was not collected, was put out the night before.	1221 Pine Chase Dr	Susan sent a message to GFL rep to send a truck back.	Garbage was collected.	9/6/2021
9/3/21	Susan Blevins	Garbage was not collected yesterday.	8 Hilshire Oaks Ct	Susan sent a message to GFL rep to send a truck back.	Garbage was collected.	9/6/2021
9/3/21	Susan Blevins	Water was backing up onto their property	1310 Pine Chase Dr	Susan called the neighbor who is working in the right-of-way to make sure that the ditch was not clogged.	The neighbor confirmed there were no obstructions. There is heavy rain and the water is likely pooling.	9/3/2021

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9/3/21	Susan Blevins	Water flooding the street.	1310 Pine Chase Dr	Susan tried to clear the area but the water was too high. She found an Inframark technician who had the equipment to clear the pine needles.	Technician stayed on site clearing the debris periodically until the street drains. The tree might need to be removed to prevent future clogs.	9/3/2021
9/8/21	Susan Blevins	Construction materials and debris from the parking pad installation are in the roadway.	1306 Pine Chase Dr	Susan drove by the area and confirmed the violation. Cassie sent an email to BBG to enforce the construction site regulations.	BBG inspector responded, spoke with the homeowner and will monitor the site.	9/8/2021
9/7/21	Susan Blevins	Street light is out	1119 Glourie Dr	Cassie reported the issue on pole # 297581 to CenterPoint via the online portal.	CenterPoint tracking #1405404053 Light was repaired.	9/10/2021
9/7/21	Susan Blevins	Street light is out	Glourie & Ridgeley intersection	Cassie reported the issue on pole # 297552 to CenterPoint via the online portal.	CenterPoint tracking #1405403981	9/11/2021
9/8/21	Cassie Stephens	Light pole is leaking creosote and needs to be cleaned up.	1233 Pine Chase Dr	Cassie reported the issue on pole # 297578 to CenterPoint via the online portal.	CenterPoint tracking #1405405400	9/10/2021
9/9/21	Susan Blevins	Garbage was skipped again today, recurring issue.	7910 N Villa Ct	Susan forwarded the address to GFL rep who said he would send a truck back today.	Garbage was collected	9/9/2021
9/9/21	Cassie Stephens	Garbage was almost skipped today, driver said it had to be at the street. Mr. Shah watched them pull a can from a neighbor then another truck team member came over and picked up trash at his house. He was asking if the rules had changed for garbage.	1106 Guinea Dr	Advised that the contract has remained the same, garbage and recycling cans need to be visible from the street in order to be collected. Garbage collection crew is not to enter into a back yard or gate to retrieve hidden cans.	Homeowner understood, will prepare the cans properly for collection next week.	9/9/2021
9/11/21	Susan Blevins	Tree limbs blocking street light	13 Hickory Shadows	Susan will check out for city-wide tree trimming.		
9/13/21	Susan Blevins	car was stalking the neighborhood	Hilshire Green	Called Captain Lane	SVPD had officer on street during night	9/13/2021
9/13/21	Cassie Stephens	Concrete truck delivered next door, appeared to be laying a foundation and wanted to make sure he had permission.	1138 Glourie Dr	Cassie sent the information to Susan to see how to proceed	Cassie sent email and left message for the homeowner	
9/14/21	Cassie Stephens	Street light is out.	3 Hilshire Grove	Light is maintained by HOA, notified the contact for that area.	No further action needed.	9/15/2021
9/14/21	Susan Blevins	Lift station is down	Ridgeley Drive	Susan informed a technician with Inframark.	CenterPoint Problem - Susan contacted Service Manager for expedite	9/16/2021
9/14/21	Susan Blevins	Power Down other homes back up	1201 Pine Chase	Susan contacted CenterPoint Rep	Finally back up	9/15/2021
9/14/21	Cassie Stephens	Power Down other homes back up	1130 Glourie	Susan contacted CenterPoint Rep	Finally back up	9/15/2021
9/14/21	Susan Blevins	Power Down other homes back up	1210 Glourie Dr	Susan contacted CenterPoint Rep	Finally back up	9/15/2021
9/14/21	Susan Blevins	Power Down other homes back up	7915 S Villa Circle	Susan contacted CenterPoint Rep	Finally back up	9/15/2021
9/14/21	Susan Blevins	Power Down other homes back up	1206 Glourie	Susan contacted CenterPoint Rep	Finally back up	9/15/2021
9/14/21	Susan Blevins	Power Down other homes back up	8006 Burkhart	Susan contacted CenterPoint Rep	Finally back up	9/15/2021
9/15/21	Susan Blevins	Power Down other homes back up	1230 Glourie	Susan contacted CenterPoint Rep	Finally back up	9/16/2021
9/16/21	Susan Blevins	Power Down again	1130 Glourie	Explained that CP removing tree from lines	Finally back up	9/16/2021
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9/16/21	Susan Blevins	Power Down again	7915 S Villa Circle	Explained that CP removing tree from lines	Finally back up	9/16/2021
9/16/21	Cassie Stephens	Neighbor has a tree down in the back yard that is resting on a power line. They have not had their power restored yet and no news from CenterPoint.	1026 Glourie Circle	Cassie sent Susan photos of the tree and had the CenterPoint rep investigate.	The repairs are scheduled today, it is going to take a larger team to address the issues.	9/16/2021
9/16/21	Susan Blevins	Car parking on street overnight	Bridle Spur	Susan informed SVPD	Officer will check tonight	