

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.	
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.	
5/26/21	Susan Blevins	Tam Osentowski	CenterPoint work disrupted the grass in the right-of-way.	1230 Glourie Dr	Susan advised that CenterPoint should be making repairs, though it might take a couple days.	Unable to identify repair needed, not sure if fixed or not. Will follow up with homeowners.	

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6/7/21	Cassie Stephens	Cassie Stephens	Grass too tall	Lot 1 on Glourie	Cassie contacted Holy Cross Lutheran Church to see if the lot has been sold, advised it needs mowing regardless.	7/12 issue remains, will send violation letter	
6/7/21	Cassie Stephens	Cassie Stephens	Grass still has not been mowed	1306 Glourie	Cassie called the property owner (a holding company) who said there is supposed to be someone maintaining it and he would call them today to get it resolved.	Grass was mowed. Property will remain on the list for monitoring.	7/7/2021
6/10/21	Cassie Stephens	Janie Chmores	Vacant property behind them has grass and weeds growing between the temporary fencing and coming through fence.	1226 Glourie Dr	Susan emailed contractor. They had cleaned and mowed last month but with the rain it is growing back quickly.	7/12 Grass is high in ditch, assuming has not been mowed inside the fencing either.	
6/14/21	Cassie Stephens	Alex Martinez	Trash bags and other refuse visible in front of the house	9 Pine Creek	Cassie sent a notification to the homeowner to make sure that all garbage is picked up unless being prepared at the curb for collection on the proper days.	Front yard was cleaned up.	7/12/2021
6/22/21	Cassie Stephens	Grady Farris (after hours voicemail)	Solicitor in the city without permit	1138 Glourie	Cassie notified SVPD.	Officers handled.	6/23/2021
6/23/21	Cassie Stephens	Gary Van Liew	Solicitor for bug control company is aggressive, caller was able to give detailed description.	8006 Burkhart	Cassie called SVPD with the description and area last seen.	Officers handled.	6/23/2021
6/21/21	Cassie Stephens	Rupi Singh	Vacant lot next to him is overgrown.	1306 Glourie Dr	Cassie responded that we are aware of the situation and are working on a resolution. The property owner has not taken action despite multiple contacts by HV staff.	Grass was mowed.	7/12/2021
6/25/21	Cassie Stephens	Sandra Parker	Inframark made repairs and put up temporary fencing, she wanted to know when the area will be repaired fully.	1302 Pine Chase Dr	Called her back to inform that Inframark is waiting on the area to stabilize then will install sod.	7/12 fencing still there, need a status update from Inframark	
6/28/21	Cassie Stephens	Jesus Rodriguez	Recycling can still has not been delivered.	7915 S Villa Circle	Cassie reached out to the new manager of our area with GFL.	7/7 Sent follow up email, homeowner has still not received a new can.	
6/28/21	Cassie Stephens	Cassie Stephens	Bamboo stakes in the ROW	1331 Friarcreek Ln	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 bamboo still there, will send violation letter to homeowner	
6/28/21	Cassie Stephens	Cassie Stephens	Bamboo stakes in the ROW	1335 Friarcreek	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 bamboo still there, will send violation letter to homeowner	
6/28/21	Cassie Stephens	Cassie Stephens	Large rocks in ROW	8307 Creekstone	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	7/12 rocks still there, will send violation letter to homeowner	
6/28/21	Cassie Stephens	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	

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6/28/21	Cassie Stephens	Cassie Stephens	Weeds and overgrowth	1302 Bridle Spur	Cassie emailed the homeowner asking when he will be able to mow - the weather has been very wet but it needs to be done.	7/12 no mowing or trimming apparent. Homeowner responded that his mower broke and he is buying a new one.	
6/28/21	Cassie Stephens	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	
6/28/21	Cassie Stephens	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	
6/28/21	Cassie Stephens	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	
6/28/21	Cassie Stephens	Cassie Stephens	Large rocks in ROW	8211 Burkhardt Rd	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	Homeowner came into the office to explain the reason for the rocks. There is no cul-de-sac at the end of their road and delivery drivers have consistently put ruts in the right of way when turning around. Homeowner said there is still enough room to park two wheels off the pavement. Cassie drove by again and verified there is room for parking. Homeowner agreed that he would move the rocks if utility or other city work is needed as they are not too big to move manually.	7/12/2021
6/28/21	Cassie Stephens	Cassie Stephens	Large logs in ROW	8206 Mallie Ct	Cassie sent an email to the homeowners quoting ordinance and calling for immediate action.	Homeowners responded that they will remove the logs. 7/12 Logs remain along the road, will send violation letter.	
6/28/21	Cassie Stephens	Cassie Stephens	Realtor sign in the ROW	7903 Hilshire Green	Cassie sent the realtor and homeowners an email notifying of the sign violation and instruction to relocate further into the yard.	Homeowner moved the sign back from the street.	6/29/2021
6/28/21	Cassie Stephens	Cassie Stephens	Contractor sign against sign ordinance	1119 Glourie Dr	Cassie sent an email quoting ordinance and instruction to remove the sign immediately.	Homeowner responded that he would pick up the sign. Cassie verified it was removed.	7/12/2021
6/28/21	Cassie Stephens	Cassie Stephens	2 bandit signs in ROW - church said they don't know who put them there.	1203 Wirt Rd	Cassie removed the signs and disposed of them at City Hall.	No further action needed.	6/28/2021
6/28/21	Cassie Stephens	Cassie Stephens	Contractor sign against sign ordinance	1131 Glourie	Cassie emailed the homeowners quoting ordinance and instruction to remove the sign.	Sign was removed.	7/12/2021
6/28/21	Cassie Stephens	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	David McDuffy	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	

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6/30/21	Susan Blevins	Contractor	Person said he was representing the City and was asking questions regarding security of jobsite - next take items were stolen at 1330 Glourie	1326-1330 Glourie	Susan called SVPD, Captain Lane would double up on patrolling in the area. Asked contractor to make sure the incident was reported to SVPD and City of Houston	Extra patrol	6/30/2021
7/2/21	Cassie Stephens	Paul Maddock	Noticed mosquitos early in the morning in his cul-de-sac	Hilshire Oaks Ct.	Cassie emailed NW Pest asking if they have had any difficulty getting through the streets because of parked vehicles, asked that they make sure to spray the smaller streets.	Received response that the fogging supervisor would be notified and make any needed adjustments.	7/7/2021
7/3/21	Susan Blevins	Grady Farris	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.	
7/3/21	Cassie Stephens	Homer Moore (after hours voicemail)	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.		
7/6/21	Cassie Stephens	Rosamond Stanley-Lyons	The end of the street is flooded, street gutter clogged.	14 & 15 Pine Creek Lane	Cassie drove by and took photos, sent to Susan for help with actions needed. Susan had Inframark technician clean the area.	Javier went by the site and there was no pooling of water. Cassie drove by again and saw that the street grate was clogged with pine needles and other lawn debris. Are will need to be monitored and maintained.	7/12/2021
7/7/21	Cassie Stephens	Irina Lavrentieva	Inframark made repairs and put up temporary fencing over a month ago, recent rain has caused the area to be messy and she was asking if she is supposed to fix it.	1307 Glenhilshire Dr	Cassie advised that Inframark will be repairing it but is probably delayed because of the rain, but would check with Inframark tech Mickayla to see if it is on the schedule.	7/12 fencing still there, need a status update from Inframark - delayed because of rain. Repairs scheduled for 7/19.	