

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. <b>Engineer Vasquez is coordinating the survey.</b>	
5/23/23	Bridlespur easement overgrown foilage and debris close to outfall	Bridle Spur easement	Cassie sent photos to City of Houston public works to try to get them to clean it up. This is an outfall for storm water in Spring Branch.	Case Number: 12550307-2300885518 Cas was closed, no resolution. Engineer Vasquez will do research on who owns the easement. <b>6/22/23 Received 811 dig request for ticket 2367378199 requested by Harris Couty to clean out concrete bayou</b>	
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.	<b>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.</b>	
6/27/23	1126 Guinea driveway not in compliance	1126 Guinea	City Engineer inspected culverts and driveway footprint	Cassie spoke with resident about approved plans and made the engineer aware of the observation	<b>6/28/2023</b>
7/3/23	Gravel truck split gravel from Ridgeley to Westview	1242 Ridgeley	Contacted project manager and requested the gravel be cleared	Contractor returned and cleaned gravel from the street	<b>7/3/2023</b>
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.		