

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
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. City engineer has scheduled an inspection to see if the parking pad meets the new ordinance. Item is on the agenda for 11/16/21 Council Meeting	
6/28/21	Cassie Stephens	Cassie Stephens	Tire in the water vault area	Pine Chase Grove	The tire was filled with concrete/asphalt and looks to have been a base for a pole for tetherball. Heavier equipment is needed to remove. Will try to find someone to pick up and dispose of.		
9/13/21	Cassie Stephens	Bill Bristow	Damage on the drainage pipes going underground	1209 Pine Chase Dr	HDR investigating		
9/13/21	Cassie Stephens	Bill Bristow	Tree trimming needed in the utility easement.	1209 Pine Chase Dr	HDR investigating		
9/30/21	Susan Blevins	Council Member	City entrance markers need to be power washed.	HV entrances	Susan asked Katherine Bodron if the beautification committee handles this.		
10/11/21	Cassie Stephens	Cassie Stephens	Lawn needs mowing and tree limbs and lawn debris cleaned up.	1306 Glourie Dr	Cassie emailed the realtor listing the lot.	Realtor non-responsive. Will send certified letter to the owner of record.	
10/11/21	Cassie Stephens	Cassie Stephens	Dead limbs and vines were left after the lot was mowed.	1202 Hilshire Villa Drive	Cassie sent an email to the owner of the lot to remove the debris.	Developer said they will have the dead trees removed by the landscaping crew.	
10/11/21	Cassie Stephens	Cassie Stephens	Rocks in the right-of-way	8307 Creekstone Cir	Cassie emailed the homeowner, suggested submitting a design for a parking pad if that is the issue.	Homeowner says delivery vehicles tear up the yard and a parking pad wouldn't keep them from back up into their yard. Advised that he can come to council but the ordinance does not allow items in the right-of-way. Item is on the agenda for 11/16/21 Council Meeting	
10/14/21	Susan Blevins	Scott Hunsaker	Their garbage was skipped again, neighbors are getting picked up.	7910 N Villa Ct	Susan sent a message to the GFL rep asking for a truck to return.	Garbage was collected.	10/14/2021
10/15/21	Susan Blevins	Andy Carey	Medians along Wirt road are not being maintained, landscaping debris in the turning lanes.	Wirt Rd	Susan said she would ask the beautification committee if they maintain this area.	The committee said they were working in the area	
10/25/21	Susan Blevins	Jon Simon	Ditch holding water.	1323 Pine Chase	Cassie drove by to investigate, saw the water in the ditch but also noticed moisture on the bottom of the culverts through most of the city.	Not enough time has passed without rain to tell how much water is not draining. Informed homeowner that we will keep an eye on the area.	10/26/2021

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10/27/21	Cassie Stephens	Bridget - Finial Group	Vehicles are parking on Pech and in their parking lot during school pick up then walking through the parking lot impeding clients and other commercial area vistors.	8399 Westview	Susan contacted Spring Valley PD to monitor the area and make sure people are walking on sidewalks and crosswalks, not through the parking lot.	The business was advised to install private parking signs in their parking lot to deter non-customers and call SVPD for vehicles blocking the roadway, driveways or fire lane gate to Pine Creek Ln.	10/27/2021
10/28/21	Cassie Stephens	Unknown	An anonymous letter was sent to City Hall containing pictures of a garage renovation for a recording studio at a residential address. The letter contained no call to action or request for information and did not have a return address on the envelope.	1318 Bridle Spur	This address was previously investigated by City Staff who found social media posts related to the sound recording studio but no business name or advertisements were found. Additionally, the owners of the property were contacted in 2018 who confirmed their son has the studio as a hobby.	It is unclear when the stated addition and secondary buildings were constructed, therefore research on ordinances requiring permits is not possible. The photos provided do not show construction activities that would definitively require permitting. The stated issues with HCAD valuations are not the responsibility of this office. No further action taken.	11/3/2021
10/29/21	Cassie Stephens	Cynthia Blaine	There is a hazardous dead tree in the backyard.	1122 Glourie Drive	Cassie will contact the owners to have the tree removed safely.		
10/31/21	Susan Blevins	Spring Valley PD	A tree fell and is blocking the street.	8001 Bromley	Village Fire Department move the tree into the yard clearing the street. Susan sent an email to the realtor in control of the property.	The realtor responded that he will have it taken care of. The permit is being prepared to also include hazardous leaning trees.	
11/1/21	Cassie Stephens	Cassie Stephens	Dead tree limb leaning into the ditch	1023 Ridgeley	Cassie emailed the homeowners.	Owners said it belongs to their neighbors at 1025 Ridgeley Drive	
11/1/21	Cassie Stephens	Cassie Stephens	Tree limbs leaning into the ditch after the storm.	1027 Ridgeley	Cassie emailed the homeowners.		
11/4/21	Cassie Stephens	Cassie Stephens	Construction materials visible on a lot that is no longer pending development. Also asked the current property owners to remove the large pots at the front of the ravine.	1210 Ridgeley	Property owner responded that they will have the items removed.		
11/11/21	Susan Blevins	Andy Carey	Spring Valley Residents walking children to school reported a dangerous broken guard rail in front of commercial area on Westview	Westview Commercial Area	This has been reported several times to 311 however City of Houston does not see the issue. Susan found a supervisor to report the issue to and City of Houston is checking into the problem		