

City of Hilshire Village
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
1/29/25	Dead tree in Houston ROW causing a hazard, citizen reported to Houston, Parks department created a work order to remove the tree but no action since. Asking for help to escalate.	Westview Drive outside Pine Chase Grove	Sent the photo of the door tag from the Parks department to a contact at City of Houston for assistance.	Both City Hall and citizen have been following up regularly with no success.	
2/10/25	Hanging wires in backyard	8010 Anadell	Comcast tech stated that the homeowner had been notified the hanging lines are AT&T's responsibility. Contacted AT&T 4/4/25	Following up with property owners, no update from AT&T yet.	
5/15/25	Newly installed street lights are too bright.	Pine Creek Lane	Executed order with CNP to remove middle lamp. Also was informed that shields can be installed at no cost, requested that shields be installed on all 3 lights which can be installed quickly while waiting for the middle to be removed which could be 30-60 days pending schedule availability.	Middle lamp was removed and shields were installed. A short opinion survey was distributed by email to Pine Creek citizens for input and presentation to City Council at a future meeting.	
7/8/25	Street sign is fading and not reflective anymore - said he saw a company refurbishing street signs in Spring Branch by sanding and refinishing, asked if we could do the same since we have nice signs.	Hickory Shadows	Other signs are also damaged, researching vendors.	Added funds in 2026 Budget for replacement.	
7/9/25	Expressed concern that city ordinances are not being consistently enforced across the city and stated that he intends to pursue legal action.	City-Wide	Reviewing discussion topics for potential action.	With no specific examples to research or address, there is no action to be taken.	9/2/2025
7/18/25	Questioned why circular driveway appeals have been approved by City Council as she feels this is direct conflict with the ordinance, and expressed concern that a conditional certificate of occupancy had been issued when the property has pending revisions	City-Wide	Reviewing discussion topics for potential action.	The City is operating within its established ordinances and procedures. Any exceptions or variances must be formally requested through the Board of Adjustments or Council with specific details for review.	9/2/2025
7/22/25	Street sign illegible from Wirt.	Hilshire Grove Lane @ Wirt	Other signs are also damaged, researching vendors.	Added funds in 2026 Budget for replacement.	
8/11/25	Garbage skipped	21 Hickory Shadows	Contacted GFL to investigate, this has happened several times over the last few weeks.	GFL stated gate was locked, homeowner disagrees. Continuing to work with both parties.	
8/19/25	Perimeter fencing of construction site fell over into ditch during storm.	8013 Anadell	Contacting contractor to put back up and stabilize.	Corrected, no further action required.	8/25/2025
8/19/25	Dead armadillo in yard.	City Hall	Called vendor to have animal removed, scheduled for tomorrow morning.		8/20/2025
8/19/25	Found loose dog while driving through city.	Glourie @ Anadell	Dog was friendly, picked up in car and called SVVPD to bring chip scanner to City Hall.	Owners arrived at the same time as PD, owners picked up dog and we discussed registration and microchipping.	8/19/2025
8/25/25	Requested that City Council review the requirements for landscaping and material consistency in construction.	City-wide	There are currently no ordinances that require landscaping beyond minimum tree count.	The City can regulate landscaping for commercial or multifamily developments, but authority over single-family lots is limited, and adopting such rules would be complex to enforce. Will present to the Council to gauge interest.	
8/20/25	Armadillo carcass in the r-o-w	Wirt r-o-w @ Ridgeley	Carcass was flattened and had been run over by heavy mowing equipment.	Reported to Houston 3-1-1, animal was removed.	8/25/2025
9/12/25	Construction delivery outside of permitted hours, 5:30am material delivery	1311 Pine Chase	Gave contractor 1st warning, advised resident to call the police if it happens again.	No further action at this time.	9/12/2025