

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

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.	City of Houston has been contacted and we are awaiting a meeting to discuss the area. The homeowners do not want the area fenced.	
12/2/22	Fire hydrant doesn't have the Storz connector like others in the city.	4 Hilshire Grove	Village Firefighter visited site, said that it was possibly skipped because all three steamer caps are still present. City will need to purchase another adapter to install and/or look into whether this was counted in the installation, could have been installed on a City of Houston hydrant mistakenly.	Purchase pending, VFD offered to install	
12/5/22	Wondering how long the temporary street patch will be in place.	Archley & Ridgeley	Informed that the patch will remain until they are finished with the ROW construction.	Patch repair made incorrectly, Engineer Vasquez to meet with CenterPoint contractor Monday 3/20/23	
12/5/22	Asked when the fire hydrants will be painted.	Hilshire Village	Susan requested a quote	Presenting hydrant colors 3/21/23	
2/6/23	Fence falling down at the ravine behind his house, wanted to know if it was his responsibility.	1339 Friarcreek	Cassie is working on contacting Harris County	Harris County responded that the channel is responsibility of the property owner	3/10/2023
2/28/23	Neighbor has limbs that are not bundled properly and have not been collected with garbage.	9 Pine Creek Lane	Cassie spoke with the homeowner, advised procedures for yard waste bundling.	Yard waste was removed	3/10/2023
2/24/23	Signs posted on jobsites that violate the ordinance.	1126 Guinea	Cassie contacted the contractor.	Contractor removed sign	3/13/2023
2/24/23	Signs posted on jobsites that violate the ordinance.	1210 Ridgeley	Cassie contacted the contractor.	Contractor removed sign	3/23/2023
3/6/23	Piles of dirt and loose material in the backyard of 2 & 3 Pine Creek	2 & 3 Pine Creek Ln	Notified contractor to remove debris		