

City of Hilshire Village
Call Log

Person Taking Call	Resident Reporting Problem	Date Notified	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
Cassie	Sammy Salek	9/7/23	His truck was stolen from his driveway. Although his doorbell camera caught some footage, the license plate of the accompanying vehicle was not able to be seen. Requesting a Flock LPR on Hilshire Green.	7906 Hilshire Green	Talking with council about additional cameras in next year's budget. Investigating possible grants.	Camera's will be considered in next budget cycle	
Cassie	Diane Rager	1/30/24	Median on Wirt Road turning into Ridgeley is broken and rebar is sticking out. Hazardous to drivers.	Wirt median @ Ridgeley	Submitted service request to Houston 311. Tracking # 12597005-2400048024	2/5 Houston closed out the ticket without action, stating that there was no hazard found. 2/13 Re-submitted the email with new photos showing hazard remains. 2/19 Received a call from CoH, need to contact TxDOT for repairs. Submitted request via TxDOT web portal. Entities contacted are not able to make the repairs due to either jurisdiction or lack of budget funds.	
Cassie	Rebecca Bailey	3/5/24	Pet waste is often left in the grassy area behind the commercial buildings. She and her pets have stepped in it while walking.	Pine Creek Lane grass area	Exploring grants through the Watershed Protection Plan Program, TCEQ, other entities for pet waste stations, exploring cost of maintenance.		
Cassie	Zandra Anderson	4/15/24	Garbage has not been collected the last couple weeks. Thinks the foliage hides her driveway so they don't know she's there.	8214 Mallie Ct	Sent notice to GFL to return for collection.	Garbage was collected.	4/15/2024
Cassie	Jeff Sechelski	4/16/24	Requested a bulk trash pickup, confirmed that the items can be taken.	8210 Burkhart	Advised GFL to expect the item at the curb on Thursday.	Garbage was collected.	4/16/2024
Cassie	Mary Beth Burrow	4/18/24	Had a car door at the curb for bulk trash but they marked it as a hazard and unable to be collected.	9 Hickory Shadows	Contacted GFL, gave the contact information for the caller.	GFL contacted the resident, explained that the vehicle door would need to be taken to a scrap yard and they will not collect it.	4/18/2024
Lisa	Grady Farris	4/22/24	Empty buckets and debris left behind with a ticket to bundle	1138 Glourie Dr	Contacted GFL	Garbage was collected.	4/25/2024
Lisa		4/24/24	Crew working at after hours construction hours	1011 Ridgeley	Contacted Contractor	Contractor acknowledged and will take corrective action.	4/25/2024
Lisa	Mike Gordy	4/23/24	Crew working at after hours construction hours	1237 Archley	Contracted Contractor	Contractor acknowledged and will take corrective action.	4/26/2024
Cassie	Cheryl Wolfe	5/6/24	Worried about the digging at the base of a tree in the front yard.	1306 Glourie dr	Contractor was contacted, stated they were removing a stump.	Health of the trees will be evaluated at the final arborist inspection.	5/13/2024
Lisa	Bill Bristow	5/2/24	Cars parked on both sides of the street making it difficult for emergency vehicles	1242 & 1241 Ridgeley	Contacted contractors at both project addresses	Cars moved, no further action required	5/2/2024
Cassie	Yaas Mohsenin	5/6/24	Garbage was not collected.	13 Pine Creek	Contacted GFL	Garbage was collected.	5/6/2024
Cassie	Meredith Hester	5/6/24	Garbage was not collected.	1314 Ridgeley Dr	Contacted GFL	Garbage was collected.	5/6/2024
Cassie	Connie Castro	5/6/24	Garbage was not collected.	1229 Archley Dr	Contacted GFL	Garbage was collected.	5/6/2024
Cassie	Lisa Ferchau	5/7/24	Garbage was not collected, wanted to know if she would get a credit on her water bill for the missed collection.	14 Hickory Shadows	Contacted GFL	Garbage was collected.	5/7/2024
Lisa	Mark Huber	5/9/24	Recycling missed twice	1126 Guinea	Contacted GFL	Garbage was collected.	5/9/2024
Cassie	Anh Dang	5/13/24	Garbage was not collected	1211 Wirt Rd	Contacted GFL	Garbage was collected.	5/16/2024

City of Hilshire Village
Call Log

Person Taking Call	Resident Reporting Problem	Date Notified	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
Cassie	Richard Raines	5/17/24	Tree down blocking the street	Pine Creek Lane	Unknown persons moved the tree to the side of the road.	Tree contractors are making their way through the city.	
Cassie	Louis Fornage	5/17/24	Tree down and fence fell, needed to talk to the rear neighbors. Also wanted to know how to contact tree removal company to clear the street.	1315 Glenhilshire	Gave contact information for both rear neighbors and tree company working in the area		
Cassie	Whitney	5/17/24	Tree limb fell and is hanging on the electrical wire.	1130 Ridgeley Drive		Tree contractors are making their way through the city.	
Cassie		5/17/24	Inquired about electrical reconnection, asked to make sure he is on the distribution email list. Vidal.ramirez@stellarbank.com	1303 Pine Chase			
Cassie	Robin Denninger	5/17/24	Asked if the neighbor reported the tree limb down, asked if it was safe for her to come home.	1126 Ridgeley	Tree has been reported, CenterPoint has not responded to the area yet and the line may still be live.	Pending assessment by CenterPoint	