

City of Hilshire Village  
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
10/14/24	There are still low hanging lines in the back yard from the storms. Hazardous to anyone walking.	1027 Glourie Circle	Sent another follow up email to both AT&T and Comcast to try to get someone out. Homeowner has had technicians out to look but nothing has been done yet, trying to escalate.	Still no progress, confirmed lines are AT&T and waiting on their response. Lisa is looking for another contact to get some results.	
11/1/24	Manhole is backed up	1319 Pine Chase Grove	Sent Inframark to investigate. Manhole is surcharged, but downstream is clear. Ordering jet truck to clear blockage. Following up with televising line to see any blockages or potential collapse. Asked Inframark for an update.	Closed - no further issues.	2/11/2025
11/7/24	Dead trees in neighbor's yard, concerned about them falling.	7922 Hilshire Green Dr	Contacted owners and offered short list of contractors. Trees are obviously dead.		
11/14/24	Cable lying across the road, strung up a tree causing a trip hazard.	14 Pine Creek	Contacted AT&T & Comcast - this is not the first time this has been done this way, cable was cut last time. Placed cones for pedestrian safety. Comcast confirmed these are their lines, they requested a ROW permit to bore under the street. Permit has yet to be issued.	Cable was cut and wrapped in the tree. Sent photo to Comcast for removal	
12/9/24	Asked to contact the neighbor again about the dead trees in their yard.	1317 Ridgeley Drive	Contacted the owners again, advised of the serious hazards and neighbor's concern.	No response.	
1/6/25	A street light was not replaced after the pole was reinstalled after Beryl.	1322 Pine Chase Drive	Reported to CenterPoint, requested to have lamp reinstalled.		
1/14/25	Feels unfairly treated by the No Parking Zone and worried that she will not be able to use the parking pad on Ridgeley Drive anymore.	8201 Mallie Ct	Will speak with the Council regarding the zone location and signage.	Addressed council at Jan meeting. Discussion planned for 2/18 council meeting.	
1/14/25	Asked about the No Parking Zone sign in her yard, why she wasn't notified. Was advised that they almost hit the sign across the street when exiting their driveway.	1007 Ridgeley Drive	Apologized for not sending a notice for the signs and explained the ordinance language. Will speak with council regarding her concerns.	Addressed council at Jan meeting. Discussion planned for 2/18 council meeting.	
1/30/25	Underground drainage clogged, backing up water in the ditches.	1025 Glourie Circle	Cassie cleared the clog in the culvert with a shovel, flow restored to inlet box and discharged to Spring Branch Creek.	Advised HDR Engineering that the underground pipe and inlet box need to be cleaned.	1/30/2025
1/31/25	Concrete debris has been out near the driveway for months.	1320 Pine Chase Dr	Lisa picked up the concrete debris, will be disposed of.	No further action.	2/6/2025
2/3/25	"Mess" near driveway.	8002 Anadell	Contacted property owner to remove debris and broken fencing.	Fence repaired, site prepping for demolition	2/14/2025

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2/6/25	Found a Comcast cable lying in the ditch, travels through culverts and is a hazard.	8201 Mallie Ct, traversing 1109 Ridgeley Drive	Took photos, sent to Comcast representative for correction.	2/17/25 Comcast buried the sections between the culverts. Responded that no wires should be ran through the ditches, will only cause problems and hazards.	
2/10/25	Hanging wires in backyard	8010 Anadell	Reported to Comcast to determine if it is their responsibility. Comcast sending technician to assess situation 2/11/25		