

City of Hilshire Village
Complaint Log

Person Taking Call	Date Notified	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
Lisa	8/4/23	Archley/Ridgeley CenterPoint patch not fixed	Archley/Ridgeley Intersection	Contact Javier Vasquez to follow-up with CenterPoint Rep.		
Cassie	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.		
Lisa	9/26/23	Electricity outage	1249 Archley Dr	Contacted CenterPoint to conduct a street assessment	Waiting on updates from CenterPoint reliability group. The contact is out of office until 10/18	
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Lisa	11/27/23	Missed trash	1335 Friarcreek	Email GFL	No further action required	11/27/2023
Lisa	11/28/23	Water vault has bad smell and is leaking	1209 1/2 Pine Chase	Inframark technician going out to assess the situation	Issue was addressed	11/28/2023
Cassie	12/14/23	GFL truck had a hydraulic line break and spewed oil on the road and nearby vegetation.	Burkhart cul-de-sac	GFL contracted a hazmat company who removed contaminated soil and cleaned the street with power hoses. Caller said there was still some oil on the street.	Lisa drove by the area and did not find significant remnants of oil. Cassie sent a notice to the government contract supervisor at GFL to make a note that if the vegetation dies they should replace it.	12/15/2023