

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.	4/12/23 Engineer Vasquez and Cassie had a meeting with the two flanking homeowners. We discussed areas of improvement that are within the city's control for flushing practices, erosion repair and control, and general appearance of the area.	
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.	Fire hydrants are now painted, will order the adapter and ask VFD 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. There is a lifetime repair on the patch, they will monitor.	3/21/2023
12/5/22	Asked when the fire hydrants will be painted.	Hilshire Village	Susan requested a quote	Hydrants have been painted per approved colors by council	4/13/2023
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	Debris was cleaned up, remnants being addressed with the contractor.	3/21/2023
3/17/23	Plumber snaked line and found obstruction, but no footage or photos available	12 Hilshire Oaks Ct	Sent Inframark technician to Hilshire Oaks , due to multiple complaints for the same issue	House had a sewer problem, plumber pulled a permit and replaced the line.	3/27/2023
3/17/23	Water not draining in toilet, potential sewer line issue	8 Hilshire Oaks Ct	Sent Inframark technician to Hilshire Oaks , due to multiple complaints for the same issue	A neighbor had a sewer problem, was repaired under permit.	3/27/2023
3/17/23	Water not draining in toilet, potential sewer line issue	3 Hilshire Oaks	Sent Inframark technician to Hilshire Oaks , due to multiple complaints for the same issue	A neighbor had a sewer problem, was repaired under permit.	3/27/2023
3/20/23	Sewer smell in house, no backing up of toilets.	24 Hickory Shadows	Sent Inframark technician to Hickory Shadows	Technician reported that there was no immediate issue, installed an odor blocker.	3/21/2023
3/22/23	Manhole rusted and falling-in	Park	Sent Inframark technician to assess the situation	Inframark protected the area with safety tape and covered the hole with plywood. Engineer Him and Vasquez will report to City of Houston for repair.	

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3/22/23	There is a trash bag at the front door of the neighbor across the street.	9 Pine Creek Lane	Spoke with the owner, bag will be removed.	Bag was removed.	3/24/2023
3/23/23	Neighbor is cutting down a big tree, wanted to know if they had a permit.	17 Hickory Shadows	Lisa called the property owner.	Permit was issued.	3/24/2023
4/4/23	Hickory Shadows is difficult to get in and out of, asked about potential traffic signal.	20 Hickory Shadows	Cassie researched TxDot requirements for an intersection light, also found that a Do Not Block median sign might be a better fit for the location	Advised the caller that after the Wirt Road sidewalk is installed there will be more evidence to protect pedestrians with a traffic light. Will continue to research median sign option.	
4/6/23	Equipment status notification 11 PM: Phase failure, low voltage, low wet well level	COHVLS		Inframark handled.	4/7/2023
4/12/23	Says she is a frequent walker and bike rider and wanted to spread the word that pedestrians are safer on the left side of the road.	Hilshire Village	Checking with SVPD for public outreach brochures or information.		