

City of Hilshire Village
Complaint Log

Date Notified	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
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	
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.	
2/7/24	Large dead tree in utility easement	8014 Burkhart	Contacted homeowner to reach out to CenterPoint and see if eligible for removal	2/27/24 CenterPoint will not remove tree, homeowners responsibility . Sent contact information for tree removal companies.	
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.		
3/18/24	Sign in yard advertising sale off premises	1301 Glourie Dr	Cassie emailed the property owners	Sign removed	3/25/2024
3/21/24	NSFR construction, too many vehicles around jobsite and contractors not moving their vehicles	8002 Burkhart Rd	Contacted contractor	Contractor said less vehicles will be at the jobsite	3/25/2024
3/22/24	Large pile of dirt in the street	8002 Burkhart Rd	Contacted contractor	Contractor washed street	3/22/2024
3/27/24	Tree limb dangling in the street	1222 Glourie Drive	Contacted contractor		
4/3/24	Semi truck hit a decorative pole in Spring Valley, had a picture of the truck	Bingle & Westview	Sent photo and location information to SVPD dispatch via email	No further action taken.	4/3/2024
4/3/24	Trailer left overnight on Glourie	1118 Glourie	Contacted contractor to remove or store trailer in compliance with city ordinance		4/5/2024
4/3/24	Trailer left overnight on Glourie	1118 Glourie	Contacted contractor to remove or store trailer in compliance with city ordinance		4/5/2024
4/10/24	Concerned silt fencing at 1214 Ridgeley will block drainage	1214 Ridgeley	Contractor currently installed pre-demo, will follow up once inspections are requested	No further action at this time.	