

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/8/19	Susan Blevins	Alan Wolfe	The street sign at the intersection of Pine Chase Dr. and Pine Chase Grove on the West side of the street has been damaged.	Pine Chase Dr & Pine Chase Grove intersection	We will need to order a new pole.	Contractor will weld extension on to existing pole underground. Purchase order has been issued. Sent contractor email asking for work to be done ASAP. Contractor has started scheduling jobs again and we are on their list. Contractor was unresponsive, HDR Engineering is taking over the project.	
12/12/19	Cassie Stephens	Ana Short	The yield and street sign have not been replaced at the intersection yet. There is jagged metal sticking out of the ground and two holes that someone almost fell into this weekend. She said they have been putting boards and plywood over the area but the trash crew keeps collecting it. She is worried because she is liable for injuries on her property and is asking for the holes to be filled and remaining metal sticking up from the ground be removed.	Pine Chase Grove Intersection	Contractor will weld extension on to existing pole underground. Susan placed a City cone over the metal and holes. Placed an order with the vendor to install.	Purchase order has been issued. Requested contractor to start as soon as possible. Contractor has started scheduling jobs again and we are on their list. Contractor was unresponsive, HDR Engineering is taking over the project.	
2/11/20	Cassie Stephens	Javier - HDR Engineering	Illegal parking pad installed without permit.	8210 Burkhart	Emailed property owner with sections of ordinance in violation. Asked for plan to achieve compliance.	Property owner said he would have the rocks removed from the ditch but wants to seek a variance for the parking pad considering the existing terrain and material choices. Susan will discuss with council.	
9/23/20	Susan Blevins	Yvonne Andrews	Guardrail on Westview was damaged by a vehicle a while back.	Westview, in front of 8399	Cassie submitted a 311 request to Houston, service request number is 101004293652	Received response that they do not operate in Hilshire Village, Cassie sent back that it is Houston's right-of-way. Case was escalated after email response from Cassie that Houston is responsible for the area. Case was closed stating no safety hazard found, did not find any type of damage to the permanent barricade over the crosswalk sidewalk at the location. Susan requested that a supervisor call her to discuss. Houston is unresponsive, Cassie will re-submit the request and try to get a supervisor.	

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/9/21	Susan Blevins	Inframark	Fire hydrant at 1257 Archley was leaking	1257 Archley Dr.	Inframark decommissioned fire hydrant Susan called Fire Department	Inframark supervisor is checking the fire hydrant since this is the second time leaks have been reported. Hydrant was replaced.	6/9/2021
5/10/21	Cassie Stephens	Paul Maddock	Over the weekend there was a large truck that pulled the overhead utility lines to the ground. A neighbor has pictures of the truck. CenterPoint was called but they said it wasn't their lines, Comcast needs to repair.	Ridgeley near Wirt intersection	Cassie will monitor the area, if repairs are not made within the next 7-10 business days then she will contact Comcast.	No downed wires were seen when I drove through.	6/8/2021
5/12/21	Cassie Stephens	Martha Reid	Sewage smell coming from neighbor's yard, saw a pipe and water flowing.	1209 Pine Chase	Cassie asked Inframark technician James to investigate.	Issue was coming from homeowner's lift station. Susan contacted the homeowner to inform him that he had an issue and needs to call a plumber for repairs. She provided the name of the company that pulled a permit to install the system.	5/12/2021
5/12/21	Susan Blevins	Sherri Green	Neighbor is cutting down big trees.	1253 Archley Dr	Cassie drove to the house, tried to speak with the contractor but they didn't speak english. It appeared that they were only trimming trees, did not see any trees down or evidence of a recent cut.	Neighbor provided photos but it is unclear what was cut. Susan left a voicemail for the homeowner. Homeowner said they only trimmed.	5/12/2021
5/12/21	Cassie Stephens	Cassie Stephens	Grass overgrown at vacant house.	1326 Ridgeley Dr	Cassie emailed the homeowners asking when they will have the lawn mowed.	Homeowners contacted a company to take care of it.	5/17/2021
5/13/21	Susan Blevins	Robert Byrne	Painter was improperly disposing of paint across the street.	1306 Bridle Spur	Susan emailed the homeowner notifying of the violation.	Homeowner said she would remedy. Activity ceased.	5/13/2021
5/20/21	Susan Blevins	Lavrentieva	Water line break, isolation valve will not turn.	1307 Glenhilshire	Susan contacted Inframark. Water will need to be shut off for Bridle Spur, Glenhilshire, and Pine Chase Grove while repairs are being made.	Cassie sent an email to the citizens who live in those 3 areas.	5/20/2021
5/20/21	Cassie Stephens	Bravenec	Trash was not collected either day this week, can is now overflowing.	8010 Burkhart	Cassie emailed Luis with WCA asking him to send a truck either today or tomorrow.	Luis said he would send a truck tomorrow and talk to the driver about why that house is being missed.	5/21/2021
5/20/21	Susan Blevins	Scott Hunsaker	Trash was not collected.	7910 N Villa Ct	Susan contacted Luis with WCA.	Trash was collected.	5/24/2021
5/26/21	Susan Blevins	Bill Swann	Water cut off housing is broken.	1326 Ridgeley Dr	Susan contacted Inframark to make repairs.	Inframark responded and made repairs.	5/26/2021
5/26/21	Susan Blevins	Tam Osentowski	CenterPoint work disrupted the grass in the right-of-way.	1230 Glourie Dr	Susan advised that CenterPoint should be making repairs, though it might take a couple days.		
5/27/21	Susan Blevins	Randy Keys	Water shut off valve is hard to turn, needs repair.	3 Hickory Shadows	Susan asked Inframark technician Mickayla to investigate.	Inframark responded and made repairs.	5/28/2021
6/3/21	Cassie Stephens	Zandra Anderson	Trees being cut down without a permit.	8218 Mallie Ct	Cassie left a voicemail for the homeowner asking what kind of work they are doing at the vacant lot.	Only trimming was performed.	6/3/2021