

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.	Citizen reached out multiple times with no response, asked for help. Cassie provided the information to make a BBB complaint and report to the Public Utility Commission of Texas. AT&T responded shortly after that they sent this to their construction team for review.	
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.	Drove by, unable to verify trees. Closing out call as property owners were contacted multiple times.	3/3/2025
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. Traffic study information requested from council.	
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. Traffic study information requested from council.	
1/29/25	There is a dead tree in the Houston r-o-w causing a hazard to traffic and power lines. The citizen reported the issue to City of Houston, received a response from the Parks department that a work order to remove the tree was created. No action since, asking for help to escalate.	Westview Drive outside Pine Chase Grove	Sent the photo of the door tag from the Parks department to a contact at City of Houston for assistance.	Houston found the work order, advised that they had been stopped by police (unsure which agency) when they previously attempted the work. Requested that they re-schedule and advise on the date, I will inform SVPD.	

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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.	Comcast created a subsequent work order to relocate the wires. Pending confirmation.	
2/6/25	Tree in the right-of-way is encroaching on a blow off valve box.	Bridle Spur Ln	Assess the tree and area with Engineer Him, ok to remove tree and roots without causing damage to box or equipment.	City landscaper removed the tree.	3/10/2025
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		
2/19/25	Asked for help in locating a stormwater grate, appears to have been covered.	8201 Mallie Ct	Located inlet using Google imagery. Asked Efrain Him to verify if City's responsibility and resolutions.	City landscaper uncovered the grate and was able to see that the box was not clogged.	3/3/2025
2/27/25	Asked if the City still has garage door pickup for garbage and recycling, noticed several neighbors put the cans at the street.	Pine Chase	Informed that the garage door pickup is in effect, some neighbors might not be aware of the service or have had a missed service so they put it out to be sure.	Caller said he would ask neighbors why they do this, inform of the garage door service and report back if there are collection issues.	2/27/2025
3/14/25	Garbage was skipped yesterday.	9 Pine Creek Lane	Informed GFL of the missed service.		3/14/2025