

City of Hilshire Village
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
1/29/25	Dead tree in Houston ROW causing a hazard, citizen reported to Houston, Parks department created a work order to remove the tree but 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.	Received another response, tentatively scheduled for 10/28. Provided information to SVVPD to make sure they aren't stopped from removing the tree.	
2/10/25	Hanging wires in backyard	8010 Anadell	Comcast tech stated that the homeowner had been notified the hanging lines are AT&T's responsibility. Contacted AT&T 4/4/25	Following up with property owners, no update from AT&T yet.	
5/15/25	Newly installed street lights are too bright.	Pine Creek Lane	Executed order with CNP to remove middle lamp. Also was informed that shields can be installed at no cost, requested that shields be installed on all 3 lights which can be installed quickly while waiting for the middle to be removed which could be 30-60 days pending schedule availability.	Middle lamp was removed and shields were installed. Survey results are being shared with Council 10/21	
7/8/25	Street sign is fading and not reflective anymore - said he saw a company refurbishing street signs in Spring Branch by sanding and refinishing, asked if we could do the same since we have nice signs.	Hickory Shadows	Other signs are also damaged, researching vendors.	Added funds in 2026 Budget for replacement. Locating vendors for quotes.	
7/22/25	Street sign illegible from Wirt.	Hilshire Grove Lane @ Wirt	Other signs are also damaged, researching vendors.	Added funds in 2026 Budget for replacement. Locating vendors for quotes.	
10/10/25	Found hydrants not painted and one that has the adapter cover off.	Bridle Spur, Archley	One of the hydrants is City of Houston, the one on Archley will be corrected by Inframark.	No further action taken.	10/14/2025