

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. Contractor would not respond to a small project, having difficulties finding a contractor.	
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. City engineer has scheduled an inspection to see if the parking pad meets the new ordinance.	
6/28/21	Cassie Stephens	Cassie Stephens	Tire in the water vault area	Pine Chase Grove	Will try to find someone to pick up and dispose of		
7/3/21	Susan Blevins	Grady Farris	Oak tree across the street from him appears to be a hazard and impedes tall truck traffic.	8002 Burkhart	Cassie sent an email to the homeowner to trim the tree back away from the street and out of the way of delivery trucks and emergency vehicles.	Homeowner responded requesting tree companies that have been issued permits, Cassie sent via email. Homeowner requested the list again, re-sent to him.	9/20/2021
7/3/21	Cassie Stephens	Homer Moore (after hours voicemail)	Reported a hole in the pavement that could be a tripping hazard.	8116 Bromley	Javier Vasquez with HDR inspected the site and will provide suggestions for repair. Engineer Him reported that quotes will be obtained for the repair.		
7/16/21	Cassie Stephens	Connie Castro	Fire hydrant needs to be painted to match.	Archley & Ridgeley	7/19 Susan sent Inframark the color mix code to be used on the hydrant. Color was discontinued, finding similar alternatives.	Painting will be done after new Starz connectors are installed.	

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8/1/21	Susan Blevins	Kathleen Stafford	Asked why the fire hydrant in front of her house doesn't have the connector attachment that others in the City have.	8205 Burkhart	Susan responded that the City has not yet updated adapters and the Fire Commissioner is working with the Fire Department.	Susan received confirmation that Inframark started to install the valves but did not have enough in inventory to do all at the same time. Waiting on Inframark to order correct connectors Council has approved the remaining adapter installations.	
8/4/21	Susan Blevins	Robert Byrne	Tree hanging low over the street obstructing VFD truck from traveling properly.	1206 Pine Chase Drive	Susan has contacted the owners and will be organizing a city-wide tree trimming as there are several areas.	Scheduling with the contractor.	
8/16/21	Susan Blevins	Robert Byrne	Tree being removed, asked if there is an active permit	1023 Ridgeley Dr	CenterPoint cut the tree because of the proximity to the electrical lines. Cassie is getting the current tree count from the property owners.	Homeowners agreed to plant additional to meet the tree count. Homeowner has 120 days.	
9/11/21	Susan Blevins	Debra Kuehler	Tree limbs blocking street light	13 Hickory Shadows	Susan will check out for city-wide tree trimming.		
9/13/21	Cassie Stephens	Bill Bristow	Damage on the drainage pipes going underground	1209 Pine Chase Dr	HDR investigating		
9/13/21	Cassie Stephens	Bill Bristow	Tree trimming needed in the utility easement.	1209 Pine Chase Dr	HDR investigating		
9/16/21	Susan Blevins	Robert Byrne	Car parking on street overnight	Bridle Spur	Susan informed SVPD	Officer will check tonight	9/20/2021
9/18/21	Susan Blevins	Jessica Ireton	The yard grate is sinking and breaking apart.	1327 Pine Chase Dr	Susan informed Efrain with HDR, he will have Javier assess the condition.		
9/20/21	Susan Blevins	Zandra Anderson	A tree fell from the Spring Valley side into the creek and is obstructing water flow.	8214 Mallie Ct	Susan sent a photo provided by the homeowner to the City Secretary at Spring Valley.	Harris County Flood Control	9/20/2021
9/21/21	Cassie Stephens	Annalie Grubbs	Construction trucks blocking the road	Glourie Drive - north end	Cassie called the contractors in the area and asked them to move their vehicles.	Vehicles were moved.	9/22/2021
9/21/21	Susan Blevins	Richard Fink	CenterPoint contractors left a lot of debris after tree trimming in neighbor's yard	1134 Glourie Dr	CenterPoint contractor said they would clean it up tomorrow.	Debris was removed.	9/22/2021
9/24/21	Cassie Stephens	Ana Short	Their contractor put a sign out, will be removed by the end of the day.	1315 Pine Chase	No action needed.		9/24/2021
9/29/21	Susan Blevins	Alex Martinez	Garbage team is not cleaning up items that fall out onto the street.	8 Pine Creek Lane	Susan sent an email to the GFL rep.	No further action needed.	9/29/2021
9/30/21	Susan Blevins	Council Member	City entrance markers need to be power washed.	HV entrances	Susan asked Katherine Bodron if the beautification committee handles this.		
10/7/21	Susan Blevins	Paul Maddock	A fountain and other plumbing and electrical work is being done in the front yard.	7 Hilshire Oaks Ct	Susan sent a photo to BBG to stop the work and inspect the scope. Permits will be needed.	The homeowner submitted plans, plans were approved and permits will be issued.	10/15/2021
10/10/21	Susan Blevins	Multiple Reports	Water bill was higher than average, requesting a meter re-read.	Hilshire Village	Susan asked Inframark technician to investigate 5 addresses who asked for re-reads.	Time period was 7/24/21 - 9/27/21 All readings found to be normal except one. Will continue to troubleshoot that address.	10/13/2021
10/11/21	Cassie Stephens	Cassie Stephens	Swimming pool fencing is falling. This is an empty lot with a new owner still in the planning phase.	12 Pine Creek	Cassie sent an email to the new owner asking if the fencing can be improved or if a swimming pool demo permit can take care of it sooner.	Pool has already been filled in.	9/20/2021

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10/11/21	Cassie Stephens	Cassie Stephens	Perimeter security fencing was falling.	1123 Guinea Dr	Cassie emailed the contractor.	Contractor responded that he is aware and is having it repaired this afternoon. Gate was put back up.	10/14/2021
10/11/21	Cassie Stephens	Cassie Stephens	Lawn needs mowing and tree limbs and lawn debris cleaned up.	1306 Glourie Dr	Cassie emailed the realtor listing the lot.	Realtor non-responsive.	
10/11/21	Cassie Stephens	Cassie Stephens	Plant or clippings near driveway and ditch.	1315 Pine Chase Grove	Cassie emailed the homeowner asking to check it out and make sure ditch is clear.	Ditch is clear.	10/11/2021
10/11/21	Cassie Stephens	Cassie Stephens	Portable toilet is not screened anymore.	7907 N Villa Ct	Cassie sent an email to the construction supervisor to remove the portable toilet from the job site.	Contractor responded that he will schedule to have it picked up.	
10/11/21	Cassie Stephens	Cassie Stephens	Dead limbs and vines were left after the lot was mowed.	1202 Hilshire Villa Drive	Cassie sent an email to the owner of the lot to remove the debris.		
10/11/21	Cassie Stephens	Cassie Stephens	Lawn needs mowing.	8001 Bromley Rd	Cassie sent an email to the realtor managing the property.	Realtor responded that the property should be on a two-week schedule, he will find out what happened last week.	
10/11/21	Cassie Stephens	Cassie Stephens	Portable toilet is visible from the street.	7919 Hilshire Green Dr	Cassie sent an email to the contractor telling them to either move the portable toilet to the back yard or construct a screen around it.	Portable toilet was removed.	10/14/2021
10/11/21	Cassie Stephens	Cassie Stephens	Rocks in the right-of-way	8307 Creekstone Cir	Cassie emailed the homeowner, suggested submitting a design for a parking pad if that is the issue.	Homeowner says delivery vehicles tear up the yard and a parking pad wouldn't keep them from back up into their yard. Advised that he can come to council but the ordinance does not allow items in the right-of-way.	
10/11/21	Cassie Stephens	Cassie Stephens	Bench in the right-of-way	1319 Pine Chase Grove	Cassie emailed the homeowner, suggested submitting a design for a parking pad if that is the issue.	Homeowner said the bench is for their kids to wait for the school bus and the area is not big enough for someone to park. Cassie advised that the bench can be moved back into the yard on the inside of the ditch for the kids.	