

City of Hilshire Village  
Complaint Log

Date Notified	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
8/4/23	Archley/Ridgeley CenterPoint patch not fixed	Archley/Ridgeley Intersection	Contact Javier Vasquez to follow-up with CenterPoint Rep.		
9/5/23	Neighbor has mini excavator on the side of the house and possible dead tree	7 Hickory Shadows	Reached out, resident is performing work themselves, the scope discussed does not trigger a permit.	Will continue to monitor and encourage to get the machinery out asap.	
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.		
9/20/23	Water has very low pressure, said he has a hard time rinsing dishes.	1209 Pine Chase	Sent Inframark technician to test the psi at a spigot.	psi reading was ok	
9/20/23	Water has an odor, asking if this is still a city-wide issue	24 Hickory Shadows	Sent technician to flush hydrant		
9/20/23	Water has an odor	17 Hickory Shadows	Sent technician to flush hydrant		
9/21/23	water has odor	8001 Bromley	Sent technician to flush hydrant		
9/25/23	Said that this morning they had the worst pressure so far.	8202 Burkhart	Responded that the city is continuing to work with Houston and test water quality daily, but there was no eta as to when the water pressure will increase		
9/25/23	Water has an odor	8001 Anadell	Responded the answers for the smell and that the city is continuing to work with Houston and test water quality daily.		
9/25/23	Water has an odor, metallic taste, and low pressure in the upstairs bathroom	5 Pine Creek	Responded the answers for the smell and that the city is continuing to work with Houston and test water quality daily.		
9/26/23	Electricity outage	1249 Archley Dr	Contacted CenterPoint to conduct a street assessment	Waiting on updates from CenterPoint reliability group. The contact is out of office until 10/18	
9/26/23	Electricity outage	1221 Archley Dr	Contacted CenterPoint to conduct a street assessment	Waiting on updates from CenterPoint reliability group. The contact is out of office until 10/18	
9/26/23	Asking about the water quality, smelly.	13 Pine Creek	Responded the answers for the smell and that the city is continuing to work with Houston and test water quality daily.		
10/2/23	low water pressure	8111 Bromley	Responded that the city is continuing to work with Houston and test water quality daily, but there was no eta as to when the water pressure will increase		

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10/2/23	water has odor	1310 Pine Chase	Responded the answers for the smell and that the city is continuing to work with Houston and test water quality daily.		
10/2/23	Resident said there was dirt piled up behind his house where new construction was taking place at 1226 Glouire	7 Hilshire Grove	Sent inspector to check SWPP and perimeter fencing. Jobsite is in compliance	no further action at this time	10/3/2023
10/3/23	water has odor	7918 Hilshire Green	Responded the answers for the smell and that the city is continuing to work with Houston and test water quality daily.		
10/3/23	Regarding the National Night Out: Warning: Operation of a motor vehicle, bicycle, jog, or walk on the streets in our city, may be dangerous; support and obey TEXAS traffic and transportation laws. - Concerned Citizens	Civic Club National Night Out	No action required.		10/3/2023
10/3/23	Water has a fowl smell, asking if this is a city-wide issue and if so, what is being done.		Responded the answers for the smell and that the city is continuing to work with Houston and test water quality daily.		
10/4/23	recycling missed	1319 Glenhilshire	Contacted GFL to see if recycling was properly discarded		10/5/2023
10/5/23	Garbage was missed last week, wanted to make sure they come today.	1335 Friarcreek	Contacted GFL to make sure that they get her 2 full cans of garbage.		10/5/2023
10/7/23	Foul smell and taste in unfiltered water, neighbor confirmed they are having the same issue.	8009 Anadell	Responded explaining the cause and that the city is working with Houston to get the chemical residuals on track. The hope is that the rain and cooler weather will help.		
October	Removed sign advertising for Christmas light installation	Ridgeley @ Westview	Disposed of sign		10/9/2023
10/9/23	water has odor	18 Hickory Shadows	Responded the answers for the smell and that the city is continuing to work with Houston and test water quality daily.		
10/9/23	Asking for an update on the water quality status.	Westview Commercial	Responded that there is no relief in sight yet, but that we are doing everything we can.		
10/12/23	missed air filter in trash pickup	1221 Pine Chase Dr	Contacted GFL, they've notified operations to pickup the filter the following week	No further action required	10/12/2023
10/12/23	Picked up 5 Open House signs and spoke with realtor about sign ordinances, street parking	1249 Archley Dr	Realtors moved their cars to the driveway, I drove through the rest of the city and laid down 2 more signs.	10/13 Drove through city, found 2 signs still on the ground. Will contact the realtor to pick up the signs within 30 days.	10/13/2023