

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
2/25/22	Water valve covers are too high	7906 N Villa Ct	Susan informed Inframark to repair.	4/13 Covers appear to be at a reasonable height.	4/13/2022
3/2/22	Drainage issues in the right-of-way caused by hydrant flushing.	1324 Pine Chase Grove	Area was reported on 11/13/19 and addressed by DonMar Grading on 10/20/20.	Susan, Javier and Council Member Byrne met at the site. Inframark has changed their mode of flushing using a fire hydrant hose going out to street. City of Houston has been contacted and the City is awaiting approval of tye type and location of fencing	
3/4/22	A tree in the drainage area next to his house has erosion at the roots and has become a hazard.	1305 Ridgeley Dr	Susan contacted CenterPoint to see if they can remove the tree. CenterPoint arborist will do a jobsite visit.	4/7 CenterPoint responded that they will not cut it down. The area is small partial piece of property that appears to have been conveyed to Harris County Flood Control. Engineer Vasquez sent photos of the tree to HCFCD, service request number SR#85985	
3/14/22	Street light # 297553 is not working properly, off and on at night.	1000 Ridgeley	Cassie reported the issue to CenterPoint, tracking # 1405573083	CenterPoint completed the repairs and closed the service ticket.	3/18/2022
3/17/22	Sign	1231 Wirt	Cassie reached out to the church officials, asked them to remove the temporary sign.		
3/17/22	Gravel and reflector at the end of driveway.	1322 or 1326 Ridgeley	The small gravel area has metal edging and appears to be erosion control for the drop off at the end of their driveway from vehicles. The area is not big enough to be a parking pad and the reflector appears to be for safety and does not block proper parking.	No further action taken.	4/13/2022
3/22/22	Drainage pipes are blocked and shrubbery growing over the top of the overflow pipes	1209 Pine Chase	Cassie drove by the area and did not see evidence of shrubbery or debris blocking the flow of water.	No further action taken.	4/13/2022
3/23/22	Power has been out since 6 AM, says this happens regularly. She sent screenshots of notifications received over the last few months regarding outages at her address.	1221 Archley	Cassie checked the CenterPoint Outage Tracker and found estimated 15 affected addresses. Estimated repair time was within the hour. Will continue to check the status. Susan forwarded the screenshots to CenterPoint account representative.	CenterPoint made repairs. They will contact the property owner regarding outage history.	3/24/2022
3/28/22	Garbage was not collected	8013 Anadell	Garbage was removed.	No further action needed.	3/28/2022
3/28/22	Garbage was not collected	1210 Glourie Dr	Garbage was removed.	No further action needed.	3/28/2022
3/28/22	Garbage is compiled in his driveway from neighbors, wants to know when it will be collected.	20 Hickory Shadows	Garbage was removed.	No further action needed.	3/28/2022
3/29/22	Tree next door is dying, hazard	1200 Pine Chase	Unable to locate the tree in question by driving by. Will need more direction from the neighbor.		
4/1/22	Garbage was not collected as well as her neighbors	Hickory Shadows	Cassie sent a notice to GFL of the skipped subdivision.	No further action needed.	4/1/2022
4/1/22	Garbage was not collected yesterday	20 Hickory Shadows	Notified GFL of the missed service.	No further action needed.	4/1/2022
4/1/22	Bandit signs for SBISD election	Hilshire Green	Cassie submitted a Houston 311 request to have the signs removed. Case # 217586-2200402379	Cassie removed the signs, Houston is not responding. The election committee for each candidate will be notified.	4/13/2022
4/5/22	Lawn debris bags out on Tuesday	8210 Mallie Ct	Cassie contacted the owners, advised the bags need to be removed from sight.	bags were moved.	4/5/2022
4/7/22	Garbage was skipped, but lawn debris was taken.	1210 Glourie Dr	Susan sent an email to customer service stating the cans are visible but weren't emptied.	No further action needed.	4/7/2022

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4/8/22	Assisted Mrs. Lyons to get out of her driveway because there is a contractor vehicle blocking her.	14 Pine Creek Ln	Susan called the jobsite supervisor to have the vehicle moved.	Vehicle was moved.	4/8/2022
4/8/22	Cars parked on the street making it hard to get out safely.	1131 Glourie Dr	Susan emailed the supervisor to move the vehicles.	Vehicles moved.	4/8/2022
4/12/22	One garbage can was emptied, the other was not.	8013 Anadell	Cassie sent a message to GFL customer service to retrieve the remaining garbage.	No further action needed.	4/14/2022
4/13/22	Car parked on the street overnight	3 Hilshire Oaks	Cassie sent an email to the owners reminding of the overnight street parking ordinance.	No further action needed, SVPD will handle.	4/14/2022
4/13/22	Car parked on the street overnight	7902 N Villa Ct	Cassie sent an email to the owners reminding of the overnight street parking ordinance.	No further action needed, SVPD will handle.	4/14/2022
4/13/22	Political sign in the ROW	1220 Archley Drive	Cassie drove by and verified. Sent email to the owners to relocate the signs.		
4/13/22	Political sign in the ROW of a vacant address	1210 Ridgeley	No action, Mr. Byrne removed the sign.	No further action required	4/13/2022
4/13/22	Car parked on the street overnight	1306 Bridle Spur	Cassie sent an email to the owners reminding of the overnight street parking ordinance.	No further action needed, SVPD will handle.	4/13/2022
4/14/22	Cars lining the street, she couldn't get out.	14 Pine Creek Ln	Cassie called the contractor and discussed all of the concerns.	Contractor responded that he will make sure they are not blocking any driveways.	4/14/2022
4/14/22	Dumpster is full, trash is falling out onto the street.	14 Pine Creek Ln	Cassie called the contractor and discussed all of the concerns.	Contractor said the dumpster company is running behind but is scheduled.	4/14/2022
4/14/22	Contractors are speeding down the street.	14 Pine Creek Ln	Cassie called the contractor and discussed all of the concerns.	Contractor acknowledged the issues and will speak to the contractors.	4/14/2022
4/14/22	Deliveries to the construction site are not utilizing the Pine Creek Lane gate.	14 Pine Creek Ln	Cassie called the contractor and discussed all of the concerns.	Contractor said he has informed the delivery companies but when he is not able to be there they don't bother to come get a key. He will remind them.	4/14/2022