

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
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.	City of Houston has been contacted and we are awaiting a meeting to discuss the area. The homeowners do not want the area fenced.	
6/29/22	Water has strange smell	7914 Hilshire Green	Emailed resident City of Houston's public notice	Susan also notified the city engineer who contacted city of Houston Patrick Nguyen and Veronica Davis. The City continues to work with City of Houston for a resolution.	
8/30/22	Water bill high	1310 Pine Chase Dr	Asked resident to document the meter after shutting off the valve to rule out leaks		
9/6/22	The grass at the vacant house next door is getting tall.	8005 Anadell	Lisa will contact the owner/builder	Contractor cleaned the property.	9/30/2022
9/14/22	Grass at the vacant lot across the street needs to be mowed	1306 Glourie Dr	Cassie called the builder who said they would have someone come out to mow.	Lot was mowed.	9/19/2022
9/16/22	8005 Anadel backyard grass high and tree limbs hanging	8005 Anadell	Lisa will contact the owner/builder	Tree limbs trimmed and backyard mowed	9/21/2022
9/19/22	Why didn't the city notify homeowner of sanitation line being installed at the same time as the water line	12 Pine Ccreek	Sent email to Cassie	Cassie repsonded to builder that the decision to install both lines was up to the city and did not require approval from the homeowner	9/19/2022
9/19/22	Builder says that plumber destroyed portion of the fencing, plumber removed sign, and board preventing mud from spilling onto street	12 Pine Creek	Cassie sent email to builder stating that any remibursement the builder would need to provide receipts and approval would come from the city attorney	Builder has not sent receipts	
9/21/22	Power line down, blocking the street	1200 Block of Ridgeley, between Archley and Burkhart	CenterPoint, VFD and SVPD are working to restore the area.	Power restored	9/21/2022
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9/24/22	Resident complaining that plumber and asphalt crew did a haphazard and unworkmanlike job	12 Pine Creek	Susan and Lisa spoke with Mr. Harbison	Plumber went back to try and do additional cleaning of the street and curbs	
9/24/22	Resident complained about asphalt crew.	12 Pine Creek			
9/26/22	Resident came to City Office	12 Pine Creek			
9/26/22	tree thrown away by GFL	1103 Glourie Dr	Contacted GFL	GFL reimbursing the owner.	9/30/2022
9/26/22	palm trees dead, dead grass, trash cans	1317 Ridgeley	Contacted homeowner	Palm tress cut down	9/26/2022
9/30/22	The erosion control work at the ravine is causing vibrations from the driving of the pilings. Mr. Byrne said there is a better method and is concerned about the nearby gas main.	1310 Ridgeley	Contacted the owners of the erosion control project, advised they work with the neighbor.	No further action, the city cannot dictate methods of construction like this.	10/10/2022