

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
11/4/21	Cassie Stephens	Cassie Stephens	Construction materials visible on a lot that is no longer pending development. Also asked the current property owners to remove the large pots at the front of the ravine.	1210 Ridgeley	Property owner responded that they will have the items removed.	12/3 The pots were removed but the stacked wood remains. 2/10 The property was sold to a new owner. Cassie sent him a message to move the lumber or offer it to citizens to pick up on their own. The owner responded that they are happy to let citizens take it. Cassie spoke with Robert Byrne who suggested active boy scout family the Griffiths who will check out what's there. Another call was made and the wood was removed.	2/24/2022
11/18/21	Cassie Stephens	Russell Herron	Dead trees	1231 Wirt Rd	Cassie sent an email to the church office.	The church responded that they will have the trees inspected. 1/11/22 Cassie sent follow up email to the church board. They responded that they are waiting on one more quote then approval from the board. Trees were removed, permit complete.	2/25/2022
1/10/22	Cassie Stephens		Cement bump in front of the parking pad could be a trip hazard.	1306 Pine Chase Dr	Cassie sent a message to the property owner asking him to remove the extra concrete.	Owner said he would take a look.	2/15/2022
1/25/22	Susan Blevins	Paul Maddock	Culvert appears to be clogged.	1030 Glourie Circle	Susan spoke with the property owner who said the culverts are clear and during rain events water flows easily. He said they only mow every other week and allow the leaves to stay on the lawn to retain moisture because they don't have an irrigation system.	Cassie drove by and took a photo of the north end of the culvert under their driveway. There is an accumulation of leaves however it is not preventing the culvert from draining. Will continue to watch area 3/11/22 Cassie went by the site again, conditions are the same. Will monitor the area to be sure that water is able to flow freely as the owner has expressed.	
1/31/22	Susan Blevins	Paul Maddock	There appears to be a clogged inlet.	1025 Ridgeley	Susan sent Inframark technician Mickayla to investigate.	Mickayla removed the leaves and debris from the City's asset.	2/24/2022
2/14/22	Susan Blevins	Weltzien	Irrigation system has been off since November, but now there is billing showing usage. Also, the account is being billed for sewer and garbage rates erroneously.	1107 Glourie	Susan sent Inframark technician Mickayla to investigate.	Mickayla found that the address has two meters and the billing has been mixed up. She provided the readings for both meters. The customer does have a leak on the irrigation system and has been informed. Susan will corrected the billing issue with Inframark and a credit for undue charges was applied.	2/15/2022
2/14/22	Susan Blevins	Alex Martinez	Trash is blowing down the street from the construction site.	14 Pine Creek	Susan informed BBG Consulting to inspect the site for proper maintenance and issue a warning if needed.	Warning and red tag were issued.	2/25/2022

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2/15/22	Cassie Stephens	Kuehler	Street light out, pole # 297580	15 Hickory Shadows	Reported to CenterPoint, tracking number 1405546889	CenterPoint replaced the light.	2/17/2022
2/15/22	Cassie Stephens	Kuehler	Tree covering street light	13 Hickory Shadows	Reported to CenterPoint	CenterPoint checked the area.	2/17/2022
2/22/22	Cassie Stephens	Allan Torregossa	The irrigation system for the grassy area along Wirt Road had a leak at the vacuum breaker so the water was turned off at the meter. The repair has been made but the valve is so tight he can't open it.	Hickory Shadows	Cassie notified Inframark technician Mickayla to turn it on when she is in the area.	Mickayla opened the valve, system is working.	2/24/2022
2/22/22	Cassie Stephens	Knope	AT&T contractor cut limbs and did not remove the debris. It is too much for her to pick up.	1322 Glourie Dr	Cassie was unable to reach anyone at AT&T to confirm the trimming.	The homeowner will move a little at a time and have their lawn care company help.	3/1/2022
2/24/22	Cassie Stephens	Cassie Stephens	Sign in the right-of-way.	1217 Pine Chase	Cassie emailed the property owner instructing to move the sign behind the ditch.	Sign was moved then removed.	2/25/2022
2/25/22	Susan Blevins	Javier Vasquez	Water valve covers are too high	7906 N Villa Ct	Susan informed Inframark to repair.		
3/2/22	Susan Blevins	Brock Griffiths	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. A plan is being prepared to address the direction of flushing, landscaping for the area and safety measures for the equipment.	
3/4/22	Susan Blevins	John Roche	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. The area is small partial piece of property that appears to have been conveyed to Harris County Flood Control	CenterPoint arborist will do a jobsite visit	