

City of Hilshire Village  
Call Log

| Date Notified | Complaint/Issue  | Address of Concern                      | Action   | Results  | Date Resolved |
|---------------|--|---|--|--|---------------|
| 3/5/24        | Pet waste is often left in the grassy area behind the commercial buildings. She and her pets have stepped in it while walking.               | Pine Creek Lane grass area              | Exploring grants through the Watershed Protection Plan Program, TCEQ, other entities for pet waste stations, exploring cost of maintenance.  |  |               |
| 5/17/24       | Tree down blocking the street  | Pine Creek Lane                         | Unknown persons moved the tree to the side of the road.  | Tree contractors are making their way through the city.<br>Tree was removed.                             | 5/22/2024     |
| 5/17/24       | Tree down and fence fell, needed to talk to the rear neighbors. Also wanted to know how to contact tree removal company to clear the street. | 1315 Glenhilshire                       | Gave contact information for both rear neighbors and tree company working in the area  | No further action taken.   | 5/17/2024     |
| 5/17/24       | Tree limb fell and is hanging on the electrical wire.  | 1130 Ridgeley Drive                     | Reported to CenterPoint Work Order # 4983562   | CenterPoint repaired.  | 5/23/2024     |
| 5/17/24       | Inquired about electrical reconnection, asked to make sure he is on the distribution email list.   | 1303 Pine Chase                         | Unknown when service is to be restored. Added to Constant Contact  | No further action taken.   | 5/17/2024     |
| 5/17/24       | Asked if the neighbor reported the tree limb down, asked if it was safe for her to come home.  | 1126 Ridgeley                           | Tree has been reported, CenterPoint has not responded to the area yet and the line may still be live.  | Pending assessment by CenterPoint. Hazard is a communications line, street is accessible from Glourie.   | 5/20/2024     |
| 5/17/24       | Power pole broken - wires hanging low Pole #297566   | Bromley, right side of 8005 Bromley     | Street was closed off by Inframark   | Reported to CenterPoint, was advised there was already a work order created.                             | 5/17/2024     |
| 5/17/24       | Power lines down across road, tree on top of wires - Light pole # 297587   | Ridgeley curve near 1101 Ridgeley       | Street is blocked, lines are on the ground   | Reported to CenterPoint, was advised there was already a work order created.                             | 5/17/2024     |
| 5/17/24       | Power lines down across road, tree on top of wires.  | Ridgeley east near 1025 Ridgeley        | Reported to CenterPoint  |  | 5/17/2024     |
| 5/17/24       | Pole # 109551 snapped and wires are hanging low  | Westview, to the right of 8201 Westview | Reported to CenterPoint  |  | 5/17/2024     |
| 5/18/24       | Neighbors tree damaged during storm, worried that it will fall on their house.   | 13 Hilshire Grove Ln                    | Drove to site, took a photo of the fallen and broken tree leaning on the canopy of another tree. Determined hazardous, contacted the owners to remove and included ordinance language. | Tree is not justified to remove, neighbor has permission to cut off damaged section over their property. | 5/27/2024     |
| 5/20/24       | Asked if the City can report all debris at curb to Harris County   | 1314 Pine Chase                         | Harris County wants individual property owners to report directly for debris pickup  | Advised homeowner to report debris pick-up through Harris County until further notice                    | 5/20/2024     |
| 5/22/24       | Tried to report his debris ready for pickup, hotline voicemail was full.   | 8210 Mallie                             | Sent information to the Harris Co coordinator directly, informed of the hotline issue  | No further action taken.   | 5/22/2024     |

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| 5/23/24              | Reported a hole from an electrical truck getting stuck in the rear adjacent vacant lot while attempting to make repairs, wants the hole filled.   | 7 Hilshire Grove          | Contacted contractor. Hole was filled and trash removed   | No further action taken.  | 5/31/2024            |
| 5/23/24              | Fallen tree limbs are piled at the back of the property, said it can become a fire hazard.  | 7 Hilshire Grove          | Referred to new home builder.   | No further action taken.  | 5/23/2024            |
| 5/23/24              | Recycling was not collected.  | 1206 Pine Chase Drive     | Informed GFL, was told they were running behind   | Recycling collected on Saturday.  | 5/25/2024            |
| 5/24/24              | Asked when internet (Xfinity) will be restored.   | City-wide                 | Contractors are working in the area but we do not have an ETA for restoration.  | No further action taken.  | 5/24/2024            |
| 5/24/24              | Asked how the city is going to require that leaning trees be removed and require trimming on especially the large trees. Expressed concern over the proximity of a neighbor's trees to his house.   | 8001 Anadell              | Explained the scope of control we have with the ordinance and invited to attend council meetings to participate in the tree ordinance amendment discussions.  | No further action taken.  | 5/24/2024            |
| 5/26/24              | Reported contractors using a chainsaw working until 8 PM, asked about the construction hours.   | Pine Creek Lane           | Explained that there are temporary allowances for contractors making repairs for storm damage and that it should subside soon. Advised to call SVPD dispatch if it happens again to assess what is being done and if it is necessary at that time of night. | No further action taken.  | 5/26/2024            |
| 5/24/24              | Asked when Hickory Shadows will get debris collection   | Hickory Shadows           | Checking with Harris Co coordinator.  | Cul-de-sacs are scheduled at the last part of the first wave of collection. Verified Harris Co knew Hickory Shadows needed attention. | 5/24/2024            |
| 5/27/24              | AT&T lines are down in their yard causing a hazard, as well as their neighbors. They have attempted to contact AT&T, but unable to get any of the contractors that come out to do anything. Asking for help from the City to get some action. | 1307 Pine Chase           | Reported address to AT&T city contact.  | No further action taken.  | 5/28/2024            |
| 5/28/24              | Asked if the regular bulk trash will still run.   | 1238 Glourie              | Confirmed with GFL and reported her address.  | No further action taken.  | 5/28/2024            |
| 5/28/24              | He has additional debris and wanted to see when the collections will stop.  | 1205 Archley              | Informed that it will take weeks, and he is ok to add more debris to the street side.   | No further action taken.  | 5/28/2024            |

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| 5/28/24              | Small rain storm brought down two more trees that were damaged by the storm last week. Asked if they can still put it at the curb. | 1314 Ridgeley Dr          | Confirmed, said when they are ready to call back and I will report to Harris County for them.                                      | No further action taken.                | 5/28/2024            |
| 5/29/24              | Asked if bulk trash will run this week   | Ridgeley                  | Confirmed  | No further action taken                 | 5/29/2024            |
| 5/29/24              | Asked if there was anything wrong with the debris at their house because it hasn't been collected yet.                             | 1327 Pine Chase           | Drove by and saw no issue, it is a smaller pile though so they may have prioritized larger tree debris.                            | No further action taken.                | 5/31/2024            |
| 5/29/24              | Checking on internet connection status   | 15 Hickory Shadows        | Status unknown   | No further action taken                 | 5/29/2024            |
| 5/29/24              | Asked about a neighbor's house that hasn't been picked up yet, tree limbs scattered in front and rear yards.                       | 1123 Glourie              | Advised that we just made contact with the owner whose son is living at the property, said they were aware and would clean it up.  | No further action taken.                | 5/31/2024            |
| 5/29/24              | Asked about the status of AT&T internet connection.  | 1119 Glourie              | Status unknown   | No further action taken                 | 5/29/2024            |
| 5/29/24              | Asked for contact information for the vacant lot behind him, there are hazardous trees that need to be trimmed / removed.          | 1215 Wirt                 | Send contact information for the developer.  | No further action taken                 | 5/29/2024            |
| 5/29/24              | Said she has not been receiving city emails.   | 8214 Mallie Ct            | Checked constant contact, citizen unsubscribed from emails on 4/4. Asked if there was an alternate email they would prefer to use. | Confirmed email is good, re-subscribed. | 5/30/2024            |
| 5/31/24              | Concerned that the debris pile at her neighbors house is going to negatively affect buyers looking at her house.                   | 1302 Bridle Spur          | Advised that the area has already been reported and I do not have control over the vehicles.                                       | No further action taken.                | 5/31/2024            |
| 5/31/24              | Only part of his bagged lawn debris is being collected.  | 1205 Archley Drive        | Reported to GFL and asked why they cannot take regular bagged lawn debris since Harris County is taking care of the heavy items.   | No further action taken.                | 6/3/2024             |
| 5/31/24              | Frustrated that Hickory Shadows has not had debris collected yet   | Hickory Shadows           | Assured that they are making their way through the City and will get to Hickory Shadows.   | No further action taken.                | 5/31/2024            |
| 5/31/24              | Bagged leaves have not been collected.   | 1221 Pine Chase Dr        | Contacted GFL, debris collected  | No further action taken.                | 6/3/2024             |
| 5/31/24              | Asking for an update on the internet restoration.  | Glourie Drive             | Status unknown   | No further action taken.                | 5/31/2024            |
| 6/3/24               | Very upset that his address has not had debris collection yet.   | Hickory Shadows           | Contacted Harris Co rep to see when this area is scheduled.  | Debris was collected                    | 6/3/2024             |
| 6/3/24               | Asked when they will get debris collection.  | Hickory Shadows           | Already sent email to Harris Co asking for eta for collection.   | Debris was collected                    | 6/3/2024             |

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| 6/3/24        | Checking on the status of debris in Hickory Shadows. Said she called the Harris Co number again and was told that she could do it herself. | Hickory Shadows    | Called and spoke with Harris Co rep, contractor assumed the area was gated because of the exit gate, advised to keep going south until they got to the entrance. | Debris was collected   | 6/3/2024      |
| 6/7/24        | Their rear fence was taken down to work in the easement area, will the fence be replaced?  | 1315 Bridle Spur   | Contacted CenterPoint for resolution   | Instructed owner to file a claim with CenterPoint 713-207-7722 | 6/7/2024      |
| 6/11/24       | Has trees down in the drainage easement behind his house, asking for assessment by the city.   | 8206 Mallie Ct     | Contractor and City inspection of ravine area. Trees and debris removed 6/14/24  | No further action taken.                                       | 6/14/2024     |
| 6/11/24       | Streelight out, wire hanging   | 8206 Mallie Ct     | Identified pole # 297573 and reported to CenterPoint   | CNP Tracking number 1406370021                                 |               |
| 6/11/24       | Debris pile still hasn't been picked up, it's been several days. Low hanging cable above the pile might be the issue.                      | Mallie Ct          | At&T & Comcast confirmed downed lines are electric. Contacted Centerpoint to take immediate action. Debris piles to be collected by Harris County                |  |               |
| 6/11/24       | Stop sign was ran over, laying on the ground   | Mallie Ct          | Contacted Batterson, LLP for stop sign replacment and installation   | Waiting for invoicing and scheduling                           | 6/14/2024     |
| 6/11/24       | Dirt on road   | 1226 Glourie       | Contacted contractor to clean up site  | No further action taken.                                       | 6/14/2024     |
| 6/13/24       | Storm debris still not collected at Ridgeley Place   | 1101 Ridgeley      | Called and spoke with Harris Co rep, she confirmed that the debris will be collected   | No further action taken.                                       |               |