

City of Hilshire Village  
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
8/1/24	asking about status of street light repair end of Burkhart is out	8210 Burkhart	Light was reported, possible wiring issues.	Pole # 297579 - Checking to see if repairs were made, never received confirmation from CNP.	
8/13/24	Street light out and hanging wires. Pole #297579	8209 Burkhart	Reported to CenterPoint 8/13/24	Pole # 297579 - Checking to see if repairs were made, never received confirmation from CNP.	
8/28/24	Tree limb from the storm is hanging on the wires. CenterPoint was out to inspect and said it was a communication line.	1229 Ridgeley Drive	Sent notice to AT&T & Comcast to investigate.	Checking with owner to confirm no further issues with wires.	
8/28/24	Communication wire has been hanging since Hurricane Beryl, has not had success with AT&T or Comcast response.	1306 Glourie Dr	Received photos of wire from homeowner and forwarded to AT&T and Comcast reps for assessment.	Checking with owner to confirm no further issues with wires.	
9/17/2024	Street light still out, hanging wires since storms. Pole #297574	1240 Archley	Reported again to CenterPoint.	Contacting area rep to see what the issue is, never received confirmation of repair ticket after reporting issue.	
10/14/24	There are still low hanging lines in the back yard from the storms. Hazardous to anyone walking.	1027 Glourie Circle	Sent another follow up email to both AT&T and Comcast to try to get someone out. Homeowner has had technicians out to look but nothing has been done yet, trying to escalate.	Still no progress, confirmed lines are AT&T and waiting on their response.	
10/31/24	Street water doesn't drain, the pavement is being washed out every time it drains.	8 Pine Creek Lane	Informed the owner that there is an unpermitted parking pad which appears to be blocking the water. Advised of the procedure to get a permit and make corrections to the installation to resolve the issue.	No further action, waiting for permit application to make corrections.	12/1/2024
11/1/24	Manhole is backed up	1319 Pine Chase Grove	Sent Inframark to investigate	Manhole is surcharged, but downstream is clear. Ordering jet truck to clear blockage. Following up with televising line to see any blockages or potential collapse. Asked Inframark for an update.	
11/7/24	Dead trees in neighbor's yard, concerned about them falling.	7922 Hilshire Green Dr	Contacted owners and offered short list of contractors. Trees are obviously dead.		
11/11/24	Street light out for weeks.	1309 Glourie Dr	Reported pole # 297580 to CenterPoint for repairs.	Did not receive confirmation of repair ticket, contacting area rep.	

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11/14/24	Cable lying across the road, strung up a tree causing a trip hazard.	14 Pine Creek	Contacted AT&T & Comcast - this is not the first time this has been done this way, cable was cut last time.	Placed cones for pedestrian safety. Comcast confirmed these are their lines, they requested a ROW permit to bore under the street.	
11/19/24	Their dog got out of the backyard, asking if there have been reports. Mature yellow lab with collar and microchip.	Pine Chase & Glourie Drive area	Owner already called SVVPD who has a chip scanner, they have not seen or gotten reports yet.	No further action taken.	12/1/2024
11/20/24	Work being done outside of construction hours	1236 Archley Dr	Contacted the contractor	After hours ordinance violations need to be called in to SVPD so that a record and ticket can be created as needed, then we can fine them according to the ordinance.	12/1/2024
11/20/24	Rocks in street	1214 Ridgeley	Contacted contractor	Street was cleaned up, it was a temporary delivery but the contractor was told not to do it that way again.	11/20/2024
12/2/24	Neighboring construction site started work ahead of permitted hours. Sent photos of the workers and large machinery lights.	1214 Ridgeley	Fined contractor for working outside of hours.	Fine was paid. No further action taken.	12/2/2024
12/3/24	Complaint regarding the mural on the apartments on the north side of Westview.	8370 Westview	Unable to take any action as the complex is outside of city limits.	Caller provided their information in case other callers complain and wants to join together to appeal to the new complex owner.	12/3/2024
12/4/24	Complaint regarding the mural on the apartments on the north side of Westview. Said he had spoken to the owner months ago about the plans and asked him not to paint the brick because it would ruin it and destroy the appearance. Came home from holiday to find the giant mural which he sees from his bedroom window.	8370 Westview	Provided the contact information of the previous caller. Also advised to work within the Friarcreek HOA as well as with the Monarch Oaks HOA across Westview to appeal to the owner for a change.		12/4/2024
12/9/24	Asked to contact the neighbor again about the dead trees in their yard.	1317 Ridgeley Drive	Contacted the owners again, advised of the serious hazards and neighbor's concern.		
12/12/24	Hanging limb over the roadway, hazard to pedestrians.	Pine Chase Drive near intersection at Bromley	Locating the tree and contacting the owners, appears to be on the property line.		