

City of Hilshire Village
Complaint Log

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. 4/12/23 Engineer Vasquez and Cassie had a meeting with the two flanking homeowners. We discussed areas of improvement that are within the city's control for flushing practices, erosion repair and control, and general appearance of the area.	City Council approved survey cost not to exceed \$3,500 on 4/18. Pending signature from Mayor and scheduling.	
12/2/22	Fire hydrant doesn't have the Storz connector like others in the city.	4 Hilshire Grove	Village Firefighter visited site, said that it was possibly skipped because all three steamer caps are still present.	Fire hydrants are now painted, will order the adapter and ask VFD to install.	
4/4/23	Hickory Shadows is difficult to get in and out of, asked about potential traffic signal.	20 Hickory Shadows	Cassie researched TxDot requirements for an intersection light, also found that a Do Not Block median sign might be a better fit for the location	Advised the caller that after the Wirt Road sidewalk is installed there will be more evidence to protect pedestrians with a traffic light. Will continue to research median sign option.	
5/15/23	Crane blocking the road in front of 22 Hickory Shadows	22 Hickory Shadows	Contacted contractor (Richards Total Backyard)	Contractor paid double permit fee and project was inspected	5/24/2023
5/16/23	Bushes overgrown, difficult to see around the street corner	4 Pine Creek	Contacted homeowner	Bushes trimmed and street visibility is clear	5/19/2023
5/23/23	Milky white substance in Creek	Spring Branch Creek	Contacted Engineer Vasquez to ask who needs to be notified, he advised HCFCD.	Sent photos provided by the homeowner to Harris County Flood Control. 6/15 No response from HCFCD.	6/15/2023
5/23/23	Bridlespur easement overgrown foliage and debris close to outfall	Bridle Spur easement	Cassie sent photos to City of Houston public works to try to get them to clean it up. This is an outfall for storm water in Spring Branch.	Case Number: 12550307-230088518 Cas was closed, no resolution. Engineer Vasquez will do research on who owns the easement.	
5/30/23	Grass is not being mowed on the strip of land across the street, wasn't sure who is responsible.	Glenhilshire	Homeowner mowed the area. Each owner is responsible for the grass across the street on Glenhilshire.	No action required.	6/5/2023

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5/30/23	Stacks of limbs are left behind by lawn crews on Westview side and Glenhilshire side	Glenhilshire, Westview	Sent email to the homeowners of the closest address to see if they might know who is doing this.		
5/30/23	The mosquito fogging truck was driving through at 9:30 pm when she and several other pedestrians were out. Asked when they are supposed to come.	City Wide	Cassie called NW Pest and spoke with Mitzi, she set our schedule to be after midnight.	Called Mrs. Partidge back, informed of the change and asked to call back if it happens again.	5/30/2023
5/30/23	He is concerned about the elevation of the new construction next door, asked an inspector to check on the perimeter elevations.	11 Pine Creek	Reassured Mr. Harbison that the final survey will show whether the perimeter has been changed, and they will be required to re-establish the pre-construction conditions. Also checked the approved drainage plan, property will have swales on the sides leading to the rear (creek side). Offered to inform him of the engineer inspection date so that he may speak with him directly.	Mr. Harbison sent a letter via email to the builder of #12 Pine Creek Paul McHugh and requested it be forwarded to city engineers. City Engineers were made aware and conducted a site visit, including Mr. Harbison. Engineer Vasquez said that the topographical survey will be required to verify elevation. We have received photos of the mud accumulating in Mr. Harbison's yard.	
5/30/23	Garbage was missed yesterday.	20 Hickory Shadows	Sent email asking GFL if there was a reason.	GFL did not know why the trash was skipped, will make sure to pick up on Thursday.	6/1/2023
6/8/23	Lost power, asking for updates	7922 Hilshire Green	Sent email to CNP rep after checking outage tracker.	Power was restored.	6/9/2023
6/9/23	Lost power, CNP no longer providing time estimates. 210-216-5703	8206 Mallie Ct	Sent email to CNP rep after checking outage tracker.	Power was restored.	6/9/2023