

CITY OF HILSHIRE VILLAGE  
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
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. Inframark has changed their mode of flushing using a fire hydrant hose going out to street. City of Houston has been contacted and the City is awaiting a meeting to discuss the area. The homeowners do not want the area fenced.	
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. CenterPoint arborist will do a jobsite visit.	4/7 CenterPoint responded that they will not cut it down. The area is small partial piece of property that appears to have been conveyed to Harris County Flood Control. Engineer Vasquez sent photos of the tree to HCFC, service request number SR#85985	
3/17/22	Cassie Stephens	Susan Blevins	Sign	1231 Wirt	Cassie reached out to the church officials, asked them to remove the temporary sign.	The sign was removed.	5/6/2022
3/29/22	Susan Blevins	Vimal Patel	Tree next door is dying, hazard	1200 Pine Chase	Unable to locate the tree in question by driving by. Will need more direction from the neighbor.	Susan located the tree. The new property owner has been notified and sent a list of recent companies who have obtained a permit in Hilshire.	
4/13/22	Susan Blevins	Robert Byrne	Political sign in the ROW	1220 Archley Drive	Cassie drove by and verified. Sent email to the owners to relocate the signs.	Signs were moved.	4/15/2022
4/11/22	Susan Blevins	Bill Bristow	The material installed around the pole in yard to collect cresote needs to be changed out	1233 Pine Chase Dr	Susan notified CenterPoint	There is a new collar around the pole.	5/13/2022
4/16/22	Susan Blevins	Connie Castro	Did not get garbage collected on Thursday	1229 Archley	Susan notified GFL	Garbage was collected.	4/17/2022
4/18/22	Cassie Stephens	Osentowski	Construction project across the street is playing loud music.	8001 Bromley Rd	Cassie called the supervisor, he is on the way to the house and will address the noise.	The music was turned off.	4/18/2022
4/18/22	Susan Blevins	Robert Byrne	Roof work without a permit.	1003 Ridgeley Dr	Cassie contacted the property owner to obtain a permit.	The contractor applied for and was granted a permit.	4/25/2022
4/18/22	Susan Blevins	Robert Byrne	Mud and sand on the street from a contractor, leads to street inlet.	2 & 3 Pine Creek Ln	Susan and Cassie observed the residue and determined it to be from the unpermitted erosion control project. Several neighbors spoke with us about the contractors coming in and working on Saturdays.	Mess was partially cleaned, Susan met with the contractor, the property owner's attorney and the city engineer.	
4/22/22	Cassie Stephens	Yvonne Andrews	Asked about the digging near the lift station.	Ridgeley Lift Station	Cassie informed that it is the gas line installation for the new generator.	Cassie also advised the resident that the installation will impact the plants she installed and told her she could remove them before work starts.	4/22/2022
4/22/22	Cassie Stephens	Allan Torregossa	Street light #297583 is blocked by tree limbs.	Hickory Shadows	Susan has this area on the list for trimming.	The tree limbs were cleared by the city contractor, he also was to remove trees that were intertwined.	4/28/2022
4/25/22	Cassie Stephens	Ravi Meka	Has noticed that the mosquitos have been really bad lately, wanted to see when the city-wide mosquito starts.	8010 Anadell St	Cassie informed that the company has started working and will send them an email to make sure they go down Anadell Street.	No further action taken.	4/25/2022
4/25/22	Cassie Stephens	Susan Blevins	Grass needs to be cut	1326 Ridgeley Drive	Cassie sent an email to the owner.	The owner had the lawn mowed over the weekend.	5/2/2022
4/27/22	Susan Blevins	Spring Valley PD	Speed limit sign was knocked over by a delivery vehicle.	Ridgeley	Susan attempted to locate the delivery vehicle by calling local businesses who might have had a delivery that day.	Susan worked with Batterson to erect the sign in conjunction with other street sign locations.	4/28/2022
4/27/22	Cassie Stephens	Keith Young	Water spraying from the hose bib and possibly the backflow preventer. No technicians on site.	Pine Chase Grove	Susan went to the area to confirm it was water being intentionally released and not a break. She made contact with Inframark technician at City Hall to instruct proper procedure.	The technician said that he has never been given equipment to attach to the water assets in order to direct the water. Susan spoke with supervisor Carl who thought the equipment was on the technician's trucks, he said he will get them what they need. The technician now has the proper hose.	5/3/2022
4/28/22	Cassie Stephens	Patty Keys	Asked about the utility digging in front yards.	Hickory Shadows	Susan advised that CenterPoint is repairing a gas leak.	No further action needed.	4/28/2022
4/28/22	Susan Blevins		Trash was not collected	1210 Glourie Dr	Susan sent a message notifying GFL customer service.	Received response that they would rectify the issue.	4/28/2022

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4/28/22	Susan Blevins	Several Residents	Garbage lids have been left open and rain accumulates in the bin making it hard to maneuver and empty.	Hilshire Village	Susan notified the GFL customer service team.	They responded that they would correct the issue.	4/28/2022
5/2/22	Susan Blevins	Nancy Friedman-Taub	Political signs in Houston right-of-way	Wirt & Westview	Cassie removed the signs within Hilshire Village that were in violation of the ordinance.	Signs were removed after the election.	5/9/2022
5/2/22	Susan Blevins	Robert Byrne	Roof permit needed	Wirt	The owner contacted his contractor.	The contractor came to City Hall and received a permit, the final inspection passed and the permit is now closed.	5/6/2022
5/2/22	Susan Blevins	Mike Gordy	People are walking with their dogs unleashed.	Hilshire Village	Susan asked SVPD to stop and remind people of the leash law.	SVPD is aware	5/2/2022
5/2/22	Cassie Stephens	Magda Ramirez	Street light out near her driveway on Bromley.	1303 Pine Chase Dr	Cassie located pole #297578 and reported it to CenterPoint. Tracking number 1405614359	5/4/22 Received confirmation that the repair was made.	5/4/2022
	Cassie Stephens		Driveway curb was broken during a car accident years ago.	1035 Wirt	Cassie reported the issue to Houston 311 via the portal and an email.	Susan received a call from Houston technician attempting to locate the area. 5/4/22 Received electronic confirmation that the ticket was closed, "Rebar debris has been removed from the location". Cassie drove by and saw no changes. The owner will likely need to make their own repairs.	5/4/2022
5/5/22	Cassie Stephens	Rupinder Singh	Grass at the vacant lot next door is tall again.	1306 Glourie Dr	Cassie contacted the new owners.	Received a call back from a contractor asking what the issues are at the site. Informed him grass needs to be maintained. He said he would handle it. Grass has been cut.	5/13/2022
5/6/22	Cassie Stephens	Susan Blevins	Builder sign in the ROW	8001 Bromley	Cassie emailed the contractor.	Contractor relocated the sign to the inside of the ditch.	5/6/2022
5/6/22	Cassie Stephens	Nancy Polis	Water bill shows as unpaid for the second month even though she submits it to City Hall on time.	1210 Glourie Dr	Cassie explained that we are aware of the issues with billing and are adjusting our procedures to make sure the communication on received payments makes it to the right people at Inframark.	Received payments will be noted directly into the customer's account in Inframark's billing system by HV staff. An email will also be sent notifying our billing representative and general Houston Billing department of the receipt of payment. The check will then be forwarded to the designated PO Box.	5/9/2022
5/6/22	Susan Blevins	Mike Gordy	CenterPoint tree trimmers dropped big limbs in his flower beds and landscaping ruining plants.	1241 Archley Dr	Davey Tree has been contacted by the owner		
5/6/22	Cassie Stephens	Ron Presswood	Tree limbs trimmed by CenterPoint were left in his yard. He contacted them but they haven't picked them up yet.	8202 Burkhart	Davey Tree has been contacted by the owner		
5/7/22	Cassie Stephens	Hal Green	CenterPoint contractor Davey Tree knocked on his door at 8:20 waking him up. He said they should comply with the city's contractor hours.	1249 Archley Dr	Davey Tree was emailed the construction working hours as a reminder.		5/13/2022
5/7/22	Cassie Stephens	Glennie Scott-Allen	Her mailbox was knocked over by a delivery truck to the construction site at 7907 Hilshire Green.	7923 Hilshire Green	Cassie reached out to the general contractor of the new construction project.	He said that he would reset the mailbox and asked if the property owner knew which truck knocked it over. She didn't, but he will repair anyway.	5/9/2022
5/7/22	Susan Blevins	Harold Kuehler	HLP POLE 49 light out	I-10 & Hickory Shadows	Homeowner was told TxDOT in charge of pole	Cassie reported a complaint to TxDOT, reference case number 279035. 5/12 Received email from TxDOT asking to confirm the light location. Cassie responded with maps and Google images. 5/13/22 Repairs are being made.	5/13/2022
5/9/22	Susan Blevins	Ghosh	Lawn debris bag was not taken with garbage.	7922 Hilshire Green	Cassie sent an email to the GFL customer service team.	GFL confirmed that they would send a truck back.	5/9/2022
5/9/22	Cassie Stephens	Mohsenin	Contractor vehicle is blocking her driveway.	13 Pine Creek	Cassie contacted the supervisor.	Supervisor responded that he will get the vehicle removed and remind everyone about the parking requirements.	5/9/2022

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5/7/22	Cassie Stephens	David Randall	Large tree limb fell in the mailbox area of the cul-de-sac. He removed it from the road and put it in his backyard. He asked if the city had a contractor that picked up tree debris.	14 Hilshire Grove	Cassie informed that we do not have a standard contract.	The homeowner said he could cut and bundle it and would put it out at the curb.	5/7/2022
5/13/22	Susan Blevins	Mike Woodruff	Recycling can was not emptied.	1206 Archley Dr	Susan notified GFL customer service.		
5/13/22	Cassie Stephens	Cassie Stephens	Political signs in the right-of-way.	1323 Ridgeley	Cassie sent an email to the property owners to move the signs out of the right-of-way, being 20 feet back from the pavement edge for Ridgeley Drive.		
5/13/22	Cassie Stephens	Cassie Stephens	For sale sign is being erected and is too big.	1306 Glourie Dr	Cassie pulled over and spoke with the workers, showed them the ordinance and was able to get an email for the supervisor to send the section regarding for sale signs.	They broke down the sign immediately and will return with the proper size.	5/13/2022