

CITY OF HILSHIRE VILLAGE  
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/8/19	Susan Blevins	Alan Wolfe	The street sign at the intersection of Pine Chase Dr. and Pine Chase Grove on the West side of the street has been damaged.	Pine Chase Dr & Pine Chase Grove intersection	We will need to order a new pole.	Contractor will weld extension on to existing pole underground. Purchase order has been issued. Sent contractor email asking for work to be done ASAP. Contractor has started scheduling jobs again and we are on their list. Contractor was unresponsive, HDR Engineering is taking over the project.	
12/12/19	Cassie Stephens	Ana Short	The yield and street sign have not been replaced at the intersection yet. There is jagged metal sticking out of the ground and two holes that someone almost fell into this weekend. She said they have been putting boards and plywood over the area but the trash crew keeps collecting it. She is worried because she is liable for injuries on her property and is asking for the holes to be filled and remaining metal sticking up from the ground be removed.	Pine Chase Grove Intersection	Contractor will weld extension on to existing pole underground. Susan placed a City cone over the metal and holes. Placed an order with the vendor to install.	Purchase order has been issued. Requested contractor to start as soon as possible. Contractor has started scheduling jobs again and we are on their list. Contractor was unresponsive, HDR Engineering is taking over the project.	
2/11/20	Cassie Stephens	Javier - HDR Engineering	Illegal parking pad installed without permit.	8210 Burkhart	Emailed property owner with sections of ordinance in violation. Asked for plan to achieve compliance.	Property owner said he would have the rocks removed from the ditch but wants to seek a variance for the parking pad considering the existing terrain and material choices. Susan will discuss with council.	
9/23/20	Susan Blevins	Yvonne Andrews	Guardrail on Westview was damaged by a vehicle a while back.	Westview, in front of 8399	Cassie submitted a 311 request to Houston, service request number is 101004293652	Received response that they do not operate in Hilshire Village, Cassie sent back that it is Houston's right-of-way. Case was escalated after email response from Cassie that Houston is responsible for the area. Case was closed stating no safety hazard found, did not find any type of damage to the permanent barricade over the crosswalk sidewalk at the location. Susan requested that a supervisor call her to discuss. Houston is unresponsive, Cassie will re-submit the request and try to get a supervisor.	

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2/2/21	Cassie Stephens	Deborah Luik	Rear neighbors were having a party in the backyard with loud music and yelling profanities. She measured the volume level through an app on her phone but found no ordinance for Hilshire Village defining what level was acceptable. She is suggesting that a basic ordinance be adopted before it becomes a problem.	1 Pine Creek Ln	Cassie said she would research the two ordinances that the homeowner had found, City of Houston and recently City of Bunker Hill and present to Council.	Cassie will present findings to the Council.	4/15/2021
3/9/21	Susan Blevins	Inframark	Fire hydrant at 1257 Archley was leaking	1257 Archley Dr.	Inframark decommissioned fire hydrant Susan called Fire Department	Inframark supervisor is checking the fire hydrant since this is the second time leaks have been reported	
3/10/21	Cassie Stephens	Cheryl Wolfe	Construction site has standing water in the temporary ditch and the connection to the fire hydrant is leaking.	1330 Glourie	Cassie asked Mickayla with Inframark to investigate.	Mickayla found a small leak either underground or at a valve. In order to repair she would have to shut the hydrant off but that would terminate service to the construction site. Cassie advised that the permanent meter should be installed next week and we will have the repairs made.	
3/15/21	Susan Blevins	HV Residents	Received 2 thank you calls for WCA service, callers said the truck team is going over and above.	Hilshire Village	No action taken		3/15/2021
3/17/21	Cassie Stephens	Yaas Mohsenin	She heard a bang likely a transformer blew, no electricity	13 Pine Creek	Cassie reported the outage to CenterPoint.	Mrs. Mohsenin called back: CenterPoint workers were at the pole at the end of Pine Creek, the power came on for a moment then went back off again. The workers left but power is still out. Cassie checked the outage tracker, found service request had been escalated. Service was restored.	3/17/2021
3/17/21	Cassie Stephens	Phyllis Ogden	Their power is out	14 Pine Creek	Informed a service ticket is already open and includes at least 9 homes without power on Pine Creek Lane.	CenterPoint updated the outage to include at least 30 addresses. Service was restored.	3/17/2021
3/19/21	Cassie Stephens	Lisa Ferchau	(after hours voicemail) Lawn bags were not picked up.	14 Hickory Shadows	Cassie sent Luis with WCA an email asking him to retrieve the bags.	Received out of office reply from Luis, Cassie forwarded the message to another department.	3/22/2021
3/19/21	Cassie Stephens	Cassie Stephens	Lawn bag on wrong street front for collection.	1326 Ridgeley	Homeowners informed that it is not their bag but they moved it to the Ridgeley side anyway.	Bag was collected.	3/22/2021
3/22/21	Cassie Stephens	David Labbe	He has been trying to get Inframark to change the mailing address but has not been able to, asked for assistance also with adding his wife to the account.	1311 Pine Chase	Cassie sent an email to Inframark requesting the changes.	Received response that the mailing address was updated.	3/22/2021
3/23/21	Susan Blevins	Mark Woodmansee	Saw ravine work being done and asked for assistant with his own erosion.	Friarcreek	Cassie contacted the property owner who appears to be doing erosion work.	Pipes are temporary for the pool, they are working on plans to submit to the city.	3/23/2021

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3/21/21	Cassie Stephens	Sandra Parker	Neighbors have lawn maintenance contractor doing work on Sundays.	8013 Bromley	Cassie emailed the owner on file informing of the rules for third party lawn maintenance contractors.	Cassie asked Mrs. Parker to notify us if the problem persists.	3/23/2021
3/24/21	Cassie Stephens	Annalie Grubbs	Contractor vehicles are blocking the road	1330 Glourie	Cassie called the supervisor and left a message asking that they move vehicles blocking access to the street.	Cassie drove by about an hour later and saw that vehicles were parked in the church parking lot and Glourie appeared clear.	3/24/2021
4/1/21	Cassie Stephens	Lisa Ferchau	Noticed gas smell while walking.	Between 1003 & 1007 Ridgeley	Cassie asked Inframark technician Mickayla to drive by to see if she smelled anything. She said it was more noticeable at 1007 Ridgeley but it could be either.	Cassie called the owners of 1003 Ridgeley who said they recently had CenterPoint do a test but nothing was found. They said repairs are being made next door. Contacted the owner of 1007 Ridgeley who said there was no leak in the house but he did notice a smell when parking on the street and will contact CenterPoint.	4/1/2021
4/1/21	Cassie Stephens	Cynthia Essmyer	Asked if the rug she put out today will be collected, it is 8X12.	1122 Glourie Drive	Cassie advised that they require rugs and carpets to be cut into 4 foot strips so they don't clog the machine.	She said if they don't take it today then she will figure out how to get someone to help her cut it.	4/1/2021
4/1/21	Cassie Stephens	Michael Mochon	Trash was not taken, he put it out at 6:30 am.	8310 Creekstone	Cassie emailed Luis with WCA to see if we could get a truck over.	Luis reponded that he would send a truck back.	4/1/2021
4/1/21	Cassie Stephens	Ann Baumgartner	Utility contractor parked a vehicle on the median.	Ridgeley cul-de-sac	Cassie called SVPD asking for an officer to respond to the area.	Contractor moved vehicle.	4/1/2021
4/5/21	Susan Blevins	Jack Meller	His lawn contractor did not dispose of the dead palm fronds after removing them from the yard, he is working on getting them bundled for collection and wanted to let us know.	6 Pine Creek Ln	No action taken		4/5/2021
4/6/21	Cassie Stephens	Anne Gray	Her irrigation system is not working correctly, wanted to know if the City is experiencing lower than normal pressure.	1327 Friarcreek Ln	Cassie advised that the best pressure we get is between 35-40 psi.	She said she has never had issues like this before with the irrigation and is aware of the generally low pressure. She will continue troubleshooting with her irrigation contractor.	4/6/2021
4/6/21	Cassie Stephens	Nathan Sims	Someone appeared to be soliciting, said they were with asset management for the county.	1314 Friarcreek Ln.	Cassie called SVPD asking for an officer to respond to the area and keep an eye out for a grey Nissan sedan in the city.		4/6/2021
4/8/21	Susan Blevins	Susan Blevins	Address marker missing or is not clearly visible.	1306 Bridle Spur	Susan contacted the homeowners to install address or make more visible.		
4/9/21	Cassie Stephens	Leslie Appling	Bench was not collected by trash team yesterday.	8209 Mallie	Cassie emailed Luis with WCA asking for an explanation. Also asked him to make sure that they are leaving notes if they cannot collect items at the curb.	Items were collected.	4/12/2021