

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. | |
| 10/10/24 | Sign in yard advertising interior design, against ordinance as there is no permit issued. | 1307 Pine Chase Drive | Contacted the contractor to remove the sign, also sent sign specifications for when the permit is issued. | Sign removed | 10/17/2024 |
| 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. | |
| 10/21/24 | Asking why his garbage cans have to be at the street when he used to get backdoor pickup. | | Advised of the change in contract back in 2016 due to liability concerns. | Issue resolved. | 10/21/2024 |
| 10/26/24 | Another dead whole fish found in her yard. | Glenhilshire grassy area | Fish looks to be a small tilapia, possibly wildlife activity. Owner does have a camera but it doesn't reach this far across the street. Caller also found a carcass of a catfish nearby, will ask neighbors if they know of any cats or coyotes that have been around. | Owner contacted SVPD to see if they had any other reports. SVPD located a neighbor who had been tossing the dead fish over the wall when they died in his tank. | 10/26/2024 |
| 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. | | |

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| 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. | |
| 11/5/24 | Foam pad and chairs outside of the building, needs to be removed. | 8373 Westview Dr | Contacted a board member to address the debris. | Items were removed. | 11/7/2024 |
| 11/5/24 | Fourth dead fish found near the brick wall on Glenhilshire | Glenhilshire grassy area | Advised to contact SVPD if these incidents are becoming targeted or if the caller becomes concerned that it might escalate, provided contact information. | No further action taken at this time. | 11/6/2024 |
| 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. | | |
| 11/8/24 | Cars parked on both sides of the street making it difficult for vehicles to pass | 1118 & 1117 Guinea | Contacted both contractors to notify sub-contractors to not impede the flow of traffic | No further action taken at this time. | 11/8/2024 |
| 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. | |
| 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. | |