

City of Hilshire Village
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
10/14/24	There are still low hanging lines in the back yard from the storms. Hazardous to anyone walking.	1027 Glourie Circle	Citizen reached out multiple times with no response, asked for help. Cassie provided the information to make a BBB complaint and report to the Public Utility Commission of Texas. AT&T responded shortly after that they sent this to their construction team for review.	Following up with property owners, no update from AT&T yet.	
1/29/25	Dead tree in Houston ROW causing a hazard, citizen reported to Houston, Parks department created a work order to remove the tree but no action since. Asking for help to escalate.	Westview Drive outside Pine Chase Grove	Sent the photo of the door tag from the Parks department to a contact at City of Houston for assistance.	Both City Hall and citizen have been following up regularly with no success.	
2/6/25	Found a Comcast cable lying in the ditch, travels through culverts and is a hazard.	8201 Mallie Ct, traversing 1109 Ridgeley Drive	Comcast created a subsequent work order to relocate the wires. Pending confirmation.	Following up with property owners, no update from Comcast yet.	
2/10/25	Hanging wires in backyard	8010 Anadell	Comcast tech stated that the homeowner had been notified the hanging lines are Tat's responsibility. Contacted AT&T 4/4/25	Following up with property owners, no update from AT&T yet.	
5/15/25	Newly installed street lights are too bright.	Pine Creek Lane	Contacted CenterPoint to explore options. It is fairly easy to remove a fixture, there aren't any attachments available to guard the light without creating other issues. A citizen suggested lowering the lamp itself.	Executed order with CNP to remove middle lamp. Also was informed that shields can be installed at no cost, requested that shields be installed on all 3 lights which can be installed quickly while waiting for the middle to be removed which could be 30-60 days pending schedule availability.	
6/4/25	(2) street lights out.	Glourie & Bromley	Reported poles 297546 & 297585 to CenterPoint	Tracking # 1406834799, 1406834770 CenterPoint made the repairs 6/7.	6/9/2025
6/5/25	Street light out.	Ridgeley @ Bromley	Reported pole 297542 to CenterPoint	Tracking # 1406836766 CenterPoint made the repairs 6/11	6/11/2025
6/6/25	Mosquito Spraying at 9pm, too early, people are out walking	Glourie & Bromley	Contacted pest control company to ask for fogging when less people are on the street.		6/6/2025