

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.	

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
11/25/20	Paul Maddock	Patel	Neighboring house is empty and needs exterior maintenance.	8005 Anadell	Asked Mr. Patel to provide photos of his view into the yard as we cannot trespass onto private property.	12/31/20 City received photos, will have the city arborist out to perform an official inspection. City Arborist reported that the tree appears to have been struck by lightning and possibly has a beetle infestation. She said to watch for the pine needles to turn brown to indicate if the tree will need to be cut down. Cassie informed the caller of the findings.	1/26/2021
12/16/20	Cassie Stephens	Paul Maddock	Garbage cans and debris visible in the front yard.	1035 Wirt	Cassie sent an email to the two addresses on file	Son of the owners responded that they moved the trash cans and removed the debris. He said his parents are elderly and they get some roadway debris from Wirt, but he will be more attentive. Cassie responded advising to reach out to the City if they ever need help.	1/19/2021
1/14/21	Susan Blevins	Jay Fort	Pile of debris and trash visibly left outside.	1030 Glourie Circle	Cassie sent an email to the owners of the property asking if it was intended to be collected by garbage team. Explained construction materials will not be collected and they should be moved from view or disposed of otherwise.	Owners responded that it was originally supposed to be collected by WCA, but after they learned that construction materials will not be collected they obtained a quote. Materials have been removed.	1/20/2021
1/19/21	Susan Blevins	Jay Fort	AT&T solicitors came to his door and are in the area.	Glourie Circle	Company did not have permit to solicit.	Susan asked SVPD to contact the solicitors and advise them to leave as they don't have a current permit to be going door to door.	1/19/2021
1/19/21	Cassie Stephens	Cassie Stephens	Realtor and open house signs in the right of way.	Wirt & Ridgeley, Wirt median, Wirt & Hilshire Villas entry	Cassie removed the signs from the Hilshire Village side (2) and relocated one to the inside of the stop sign at Wirt from Hilshire Villas. Left the one in the median because traffic was unsafe.	Also checked inside the subdivision for more signs and saw the realtor's car. Called and was able to meet with her to give her the signs and explain the rules. She was thankful and understands what is needed. Also had her remove one realtor sign in the front yard of the address that was a duplicate.	1/20/2021
1/21/21	Cassie Stephens	Anonymous	While jogging she saw the garbage team put garbage and recycling together in the same truck, and has seen it before.	Hilshire Village	Cassie emailed Luis with WCA to ask if the garbage and recycling is being combined for some reason.	Luis responded with screenshots of the GPS tracking of both trucks in the City at different locations. He said there is no reason to combine garbage and trash.	1/21/2021

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
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.		
2/1/21	Susan Blevins	Mary Beth Burrow	Garbage was not taken today.	9 Hickory Shadows	Susan emailed Luis asking for them to come back.	2/2 The homeowner called back asking if they will be coming to collect the garbage. Cassie called Luis who said they would be there in the early afternoon.	2/2/2021
2/3/21	Cassie Stephens	Allan Torregossa	Said the garbage men are not going behind the gate to pick up the garbage like they always have.	9 Hickory Shadows	I advised that the contract states that they are supposed to collect cans from the top of the driveway and should not be going through any doorways or gates. I said if they have been doing that then it was a courtesy but technically against the contract. The "back door pickup" language is misleading and new crew members don't know where everyone stores their cans.	He said he would advise the tenant to move the can to the front for Thursday collection.	2/3/2021
2/4/21	Cassie Stephens	Robert Byrne	Green and blue paint marking the road and catch basin in his yard and across the street.	1305 & 1306 Bridle Spur	CenterPoint Gas is changing out a gas line	Susan explained	2/5/2021
2/5/21	Susan Blevins	Sushanta Ghosh	They are still getting electronic billing notifications from Inframark. Susan has previously requested Inframark stop the e-mail notices but was told the homeowner had to do it themselves.	7922 Hilshire Green	Susan reminded the homeowner that they need to log in online to change the settings.		2/5/2021
2/8/21	Cassie Stephens	Cassie Stephens	Saw people moving what appeared to be chairs and shelving into the building,	8373 Westview	Cassie sent an email to the organization's contact reminding him that the building is not to be used for any purposes until it has passed building and fire code inspections.	Contact confirmed that he received the message but did not offer details on the items that were moved inside.	2/9/2021