

City of Hilshire Village  
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
5/15/25	Newly installed street lights are too bright.	Pine Creek Lane	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.	Middle lamp was removed and shields were installed. Survey results shared with Council 10/21, on-going discussion.	
10/29/25	Concerned about dark spots and streetlighting throughout the city	City-Wide	Advised for the resident to speak at the next upcoming council meeting	On-going discussion.	
12/20/25	Asking for information on the tree and brush clearing in the drainage easement for Spring Branch Creek. They are encroaching and removing materials outside of the easement.	Mallie Ct	Unable to verify location or scope of work, we did not get notice from HCFCD.	Advised to contact Harris County, citizen had already submitted an open records request for the plans and scope.	
12/23/25	Section of bushes in the right-of-way has died, asked if it could be due to city work.	8 Hickory Shadows	Disturbed area around transformer box. Confirmed CenterPoint had done work within the last 2 months at that address through an 811Dig request.	Unfortunately improvements within the right of way are subject to disturbances when utility and/or city work is done. No further action taken.	
12/30/25	HCFCD is doing tree cutting in the easement, encroached on private yard. Workers had no maps or designated work areas and couldn't answer citizen questions.	Mallie Ct	Reviewed plat maps with citizen, advised we have no information on the planned work.	Contacted HCFCD with inquiry and asking for supervisor to be on site when cutting, communicate with owners.	
1/6/26	Inquired about construction hours, heavy noise work started early in the morning.	Archley Drive	Advised the hours for construction are M-F 7-7, Sat 9-6, no construction on Sundays or City Holidays. Offered to contact the builder to request that heavy noise activities be delayed in early morning hours.	No further action.	1/7/2026
1/8/26	Water pressure low over the weekend, has improved slightly but not back to normal yet.	1309 Ridgeley	No other calls regarding water pressure, sent Inframark technician to investigate.		
1/12/26	Neighboring dumpster vendor regularly honks horn during service period. Asked business to correct issue causing the honking.	Westview Drive	Neighboring business explained that the school children enjoy engaging with the garbage truck driver who honks so they can watch the truck empty the dumpster.	Citizen understood and appreciated the explanation and context, will now enjoy the sound of the honking knowing what it is for.	1/16/2026
1/15/26	Neighboring construction started at 6 AM.	Bromley	Contacted contractor who had permitted through City of Houston, informed of construction hours and issued double-fee permit for work started.	No further action	1/15/2026