

City of Hilshire Village  
Complaint Log

Date Notified	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
8/4/23	Archley/Ridgeley CenterPoint patch not fixed	Archley/Ridgeley Intersection	Contact Javier Vasquez to follow-up with CenterPoint Rep.	CenterPoint repaved both patches	2/1/2024
9/7/23	His truck was stolen from his driveway. Although his doorbell camera caught some footage, the license plate of the accompanying vehicle was not able to be seen. Requesting a Flock LPR on Hilshire Green.	7906 Hilshire Green	Talking with council about additional cameras in next year's budget. Investigating possible grants.		
9/26/23	Electricity outage	1249 Archley Dr	Contacted CenterPoint to conduct a street assessment	Waiting on updates from CenterPoint reliability group. The contact is out of office until 10/18  1/8/24 Repairs were made to the lines for this area, will wait to see if conditions improve.	1/8/2024
9/26/23	Electricity outage	1221 Archley Dr	Contacted CenterPoint to conduct a street assessment	Waiting on updates from CenterPoint reliability group. The contact is out of office until 10/18  1/8/24 Repairs were made to the lines for this area, will wait to see if conditions improve.	1/8/2024
12/27/23	Multiple neighbors are having construction work done and contractors are parking in front of their mailbox, wanted to know if anything can be done about it.	Hilshire Oaks	Researched laws against parking in front of a mailbox, found none. Advised caller to continue to reach out to their neighbors to have contractors park in driveways. Also advised to call if there is a specific person constantly parking there.	No further action taken.	12/27/2023
12/27/23	Appears that construction is happening on the inside, inquired about a permit.	1209 Archley Dr	Contacted Safebuilt to conduct a jobsite maintenace inspection	Resident is making repairs to pool (that do not require a permit) no signs of additional construction	1/3/2024
12/28/23	Water line break causing flooding next to their driveway, cannot figure out where it is coming from.	7918 Hilshire Green	Sent Inframark technician to investigate.	No dectectable leak on City-Side. Tag left for resident, potential irrigation leak. No further action required.	12/28/2023
12/28/23	Aksed if we could send a city-wide email informing citizens that they could drop off their christmas trees for recycling.	1134 Glourie Drive	Created email with contact information.	No further action taken.	12/18/2023
12/28/23	Garbage had not been collected, was worried he was skipped.	1317 Ridgeley Drive	Sent notice to GFL to return for collection.	Garbage was collected.	12/28/2023

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1/3/24	Communication cable down across the road, hazardous to pedestrians	14 Pine Creek	Contacted AT&T	1/5 AT&T responded that this is not theirs but Comcast's. Called Comcast, work order ticket ref # ECM0005543879. Was advised it should be resolved within 1 week. Line was cut	2/1/2024
1/5/24	Garbage was not collected	20 Hickory Shadows	Contacted GFL	No further action required	1/6/2024
1/8/24	Power outage, asking for help to escalate repairs	8206 Mallie Ct	CenterPoint advised that the wires need to be replaced, they were swaying in the wind and sparking.	Repairs were made	1/8/2024
1/9/24	Construction site to the rear of his property has a metal door that is blowing with the wind and banging against something very loudly.	1222 Glourie Drive	Door not visible. Contacted contractor to have dumpster debris removed	No further action required	1/10/2024
1/10/24	leak at meter	1218 Glourie Drive	Meter leaking, contacted Inframark to turn off water and assess the situation	No further action required	1/10/2024
1/12/24	Tree fallen at Birdlespur easement	8157 Westview	Contacted 311 to remove tree case # 12591688-2400016362	Tree was removed by Harris County Flood Control, No further action required	2/1/2024
1/16/24	Hickory Shadows interconnect leaking	Hickory Shadows	Called Inframark to repair	Inframark found a valve frozen open. The water is coming out of the dedicating screen at the bottom, closed both wheeled valves to stop the water flow.	1/17/2024
1/16/24	Water was off when she returned home, asked if a technician found a leak and turned it off at the meter.	1327 Glourie	Sent Inframark technician to the house.	No turn off order was created, helped the owner find the house shut off which was frozen. Found a leak on the irrigation system, turned secondary meter off for repairs.	1/16/2024
1/17/24	Ditch was not protected, driveway and culvert have been removed as part of construction	1306 Glourie Dr	City Engineer inspected culverts and driveway gave notes on how to remediate the issue	GC compliant	1/18/2024
1/17/24	Pile of small tree limbs are at the end of the driveway, not bundled properly for collection	Glourie Drive, between 8001 Bromley and 8002 Anadell	Contacted contractor, debris was removed	No further action required	1/18/2024
1/17/24	Political sign in ROW	1220 Archley Dr	Called resident to move sign	Signed was moved out of the ROW	1/17/2024
1/17/24	Offcuts from plywood and a pallet are in the ditch for driving equipment into the construction site. This is not up to standard and the items cannot be left in the ditch.	8002 Burkhart Rd	Contact GC, only whole sheets of plywood can be placed in the ditch and must be removed when not in use	GC compliant	1/18/2024

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1/25/24	People driving fast on Glourie and a lack of speed signs throughout the city	1122 Glourie	Informed SVPD	No further action required	1/25/2024
1/30/24	Median on Wirt Road turning into Ridgeley is broken and rebar is sticking out. Hazardous to drivers.	Wirt median @ Ridgeley	Submitted service request to Houston 311. Tracking # 12597005-2400048024	2/5 Houston closed out the ticket without action, stating that there was no hazard found. 2/13 Re-submitted the email with new photos showing hazard remains.	
2/1/24	Neighbor is not picking up after their dog. Also, their trash can is visible every day.	9 Pine Creek Lane	Spoke with the owner	No further action required	2/1/2024
2/2/24	Construction material and debris in front yard of new construction	1306 Glourie Dr	Contacted contractor to reinstall perimeter fencing or pickup and store debris in a nonvisible area.	Contractor cleaned up and stacked materials. The driveway is being poured but there is no sod in yet.	2/3/2024
2/5/24	Follow-up call RE: construction fencing and materials	1306 Glourie Dr	Lisa drove by to look at the site. Contacted BBG to confirm if security fencing is needed or if the remaining silt fencing is enough.	Inspector said that the contractor is at the building stage where fencing comes down. However, he would contact the GC about the pile of debris in the front yard. No further action required.	2/8/2024
2/8/24	Water is coming out of the shared meter box in his neighbor's yard.	1303 Friarcreek & 1307 Friarcreek	Sent Inframark technician to investigate.	Technician reported that the leak is on the domestic side for 1303 Friarcreek. He was able to speak with the homeowner who asked to leave the water on, she was getting a plumber out to make repairs.	2/8/2024
2/12/24	A lot of dog feces in the grass, when mowed it sprays.	Pine Creek Lane grass area	Preparing a city-wide email reminding of the ordinance	2/13 Sent email with reminders to the general interest group in constant contact.	2/13/2024
2/12/24	Lawn companies are working on Sundays against the ordinance.	City-wide	Preparing a city-wide email reminding of the ordinance	2/13 Sent email with reminders to the general interest group in constant contact.	2/13/2024
2/12/24	Political, event and contractor signs in ROW	City-wide	Removed (2) signs for an event and advertising a moving company. Preparing a city-wide email reminding of the ordinance	2/13 Sent email with reminders to the general interest group in constant contact.	2/13/2024
2/15/24	Garbage was not collected, but recycling was.	1100 Ridgeley Dr	Contacted GFL to return.	2/16 Followed up with GFL on collection, waiting for update.	
2/16/24	Construction site is not kept clean, mud tracked on the street.	1236 Archley Dr	Contacted the contractor to make sure the site and roadway are clean each day.	Contractor said he is ordering a different type of rock for the on-site parking pad. He is also cleaning the street.	