

City of Hilshire Village  
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
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.	
2/10/25	Hanging wires in backyard	8010 Anadell	Comcast tech stated that the homeowner had been notified the hanging lines are AT&T'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.	
7/8/25	Street sign is fading and not reflective anymore - said he saw a company refurbishing street signs in Spring Branch by sanding and refinishing, asked if we could do the same since we have nice signs.	Hickory Shadows	Other signs are also damaged, researching vendors.		
7/9/25	Expressed concern that city ordinances are not being consistently enforced across the city and stated that he intends to pursue legal action.	City-Wide	Reviewing discussion topics for potential action.		
7/18/25	Questioned why circular driveway appeals have been approved by City Council as she feels this is direct conflict with the ordinance, and expressed concern that a conditional certificate of occupancy had been issued when the property has pending revisions	City-Wide	Reviewing discussion topics for potential action.		
7/21/25	Work being done outside of construction hours at 6:30am on Saturday	1311 Pine Chase	Advised the resident to contact SVPD. Sent a warning notice to the contractor and asked Spring Valley dispatch to monitor construction on the weekends	no further action	7/21/2025
7/22/25	Street sign illegible from Wirt.	Hilshire Grove Lane @ Wirt	Other signs are also damaged, researching vendors.		
7/30/25	Dead raccoon on Westview in front of VOE	Westview @ Valley Oaks Elementary	Submitted 3-1-1 to Houston, Case # 2500299069	Animal collected same day by 3-1-1.	7/30/2025
8/11/25	Garbage skipped	21 Hickory Shadows	Contacted GFL to investigate, this has happened several times over the last few weeks.	GFL stated gate was locked, homeowner disagrees. Continuing to work with both parties.	
8/5/25	Tree limb fell on power line causing hazard.	Burkhart @ Ridgeley	Limb was on the ground when observed, no longer an immediate hazard.	no action taken	8/5/2025