

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/2/22	Susan Blevins	Brock Griffiths	Drainage issues in the right-of-way caused by hydrant flushing.	1324 Pine Chase Grove	Area was reported on 11/13/19 and addressed by DonMar Grading on 10/20/20.	City of Houston has been contacted and we are awaiting a meeting to discuss the area. The homeowners do not want the area fenced.	
12/2/22	Cassie Stephens	Brian Wilks	Fire hydrant doesn't have the Storz connector like others in the city.	4 Hilshire Grove	Checked hydrant, there is no attachment present.	Firefighter visited site, said that it was possibly skipped because all three steamer caps are still present. City will need to purchase another adapter to install and/or look into whether this was counted in the installation, could have been installed on a City of Houston hydrant mistakenly.	
12/5/22	Cassie Stephens	Connie Castro	Wondering how long the temporary street patch will be in place.	Archley & Ridgeley	Informed that the patch will remain until they are finished with the ROW construction.	Patch repair made incorrectly, Engineer Vasquez coordinating with contractor on proper installation.	
12/5/22	Cassie Stephens	Connie Castro	Asked when the fire hydrants will be painted.	Hilshire Village	Susan requested a quote	Cassie is waiting on responses from two companies	
1/19/23	Lisa Ray	Robert Byrne	Trees not replaced	7906 N Villa and 1310 Pine Chase	Verified replacement plantings.	7906 N Villa complies.	1/19/2023
1/23/23	Lisa Ray	Anonymous	Water vault at Terrace church slowly leaking	1203 Wirt Road	Submitted service request to Houston 311.	Outside of city bounds, notifications are not provided	1/23/2023
1/23/23	Lisa Ray	Charles Arnold	Possible water leak	1111 Glourie	Contacted Inframark tech to go by and test the line	Tech could not detect leak on city side. Meter was replaced because there was no shut-off valve	1/24/2023
1/25/23	Lisa Ray	Paul Maddock	Street light flickering off and on	Ridgeley in front of Hilshire Grove	Report light problem to CenterPoint	Light repaired, Tracking number:1405864117	1/25/2023
1/26/23	Cassie Stephens	Mike Gordy	Speed limit sign is down.	Ridgeley near Westview intersection	Cassie picked up the sign, will contact Batterson for reinstallation.		
1/30/23	Cassie Stephens	Alex Martinez	Neighbor's dog was loose and went through his garbage, patrolling officers woke him up attempting to find the owner of the dog.	8 Pine Creek Lane	Cassie said that the City does not have an animal control officer or contract for those services, but would speak with the homeowner.	Spoke with the homeowner, issue should not recur.	1/31/2023
1/30/23	Cassie Stephens	Richard Raines	Spoke with an officer about the overnight street parking ordinance and needed clarification.	9 Pine Creek Lane	Cassie explained the ordinance, sent an email to Chief Schulze to discuss with officers.	Police handled	1/31/2023
2/6/23	Cassie Stephens	John Cope	Fence falling down at the ravine behind his house, wanted to know if it was his responsibility.	1339 Friarcreek	Cassie is working on contacting Harris County	Harris County responded that the channel is maintained by the City of Houston. Forwarded information to Houston 311.	
2/7/23	Cassie	Stephanie Vulpes	Walkers are putting dog waste bags in her trash can after it had been empty, making the can and her garage stink.	1206 Pine Chase Drive	Cassie suggested leaving the cans at the top of their driveway for collection service as we have garage door pickup.	Homeowner said she would no longer take the cans to the street.	2/8/2023

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2/8/23	Cassie Stpehens	Allan Torregossa	City of Houston Flock camera was hit by a vehicle and has been down for about a week.	Wirt & I-10	Cassie sent an email to Houston 311.	Case number 12530760-2300762693 @ 8204 Katy Fwy was closed by 311 as repaired but camera was still down. Spoke with Chief Schulze, Flock knows when a camera is down and should be working on it.	2/11/2023
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