

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.		
8/8/23	Water pressure low.	Hickory Shadows	Inframark is flushing and shutting off lines to increase chlorine residuals. HDR has contact COH to increase chlorine dosage.	No further action taken	
8/9/23	Water pressure is very low, sprinklers are not running properly.	8202 Burkhart	Inframark is taking measures to correct chemical residuals, possibly causing low pressure.		
8/11/23	Water has an odor	1307 Glenhilshire	Working with Inframark and HDR on entire system		
8/14/23	low water pressure	8315 Creekstone Circle	Working with Inframark and HDR on entire system		
8/15/23	low water pressure	1201 Pine Chase	Working with Inframark and HDR on entire system		
8/15/23	water smells like rotten eggds	7914 Hilshire Green	Contacted Inframark tech to flush hydrant	No further action taken	
8/15/23	trash missed	12 Pine Creek	Contacted GFL	trash picked- Monday	8/21/2023
8/16/23	Dead tree in the right of way just outside of Pine Creek Lane on Pech, offered to remove it	1340 Pech Road	Cassie submitted a 311 request to have the tree removed by CoH	Tree was removed	8/25/2023
8/16/23	Water pressure low again this morning.	8202 Burkhart	Investigating utility system with Inframark and city engineers		
8/16/23	Water pressure really low in the mornings, gets better throughout the day		Investigating utility system with Inframark and city engineers		
8/16/23	Water pressure very low	1311 Glenhilshire	Investigating utility system with Inframark and city engineers		
8/16/23	Water pressure very low	10 Hickory Shadows	Investigating utility system with Inframark and city engineers		
8/16/23	Response to city-wide email regarding issues with water pressure, "unacceptable"	1209 Pine Chase			
8/21/23	Water has bad smell	1307 Glenhilshire	Inframark flushing hydrant and placing orodor blocker on sewer manhole		
8/21/23	Missed trash	1221 Pine Cahse	Contacted GFL	trash picked-up Tuesday	8/22/2023
8/22/23	Water pressure very low, 28 psi, and irrigation does not have pressure no matter the time of day	1131 Glourie Dr	Inframark tested the lines	Pressure was above 30 psi, no further action taken	8/22/2023
8/21/23	Dead tree in the backyard	8002 Anadell	Contacted property owner, they are aware and are currently trying to hire a contractor	Permit issued	8/25/2023

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8/21/23	Leaning electrical pole in the backyard	1314 Pine Chase	Advised resident to call CenterPoint to get the pole assessed	No further action taken.	8/21/2023
8/28/23	Water pressure is at 25 psi	1302 Friarcreek	Responded that the pressure is low throughout the city, and that we are working with City of Houston.	Asked him to contact us if he gets a reading below 20 psi	
8/26/23	Suspicious person on doorbell video	24 Hickory Shadows	Forwarded photos and information to SVPD	SVPD contacted the homeowner for more details.	8/26/2023
8/29/23	Water has an odor	24 Hickory Shadows	Informed of the current actions to test the water and working with CoH public works. Advised to call back if water gets worse or they lose all pressure.	No further action taken	
8/30/23	In response to Red Flag Weather Warning, said there is not enough water pressure to put out a fire.	1209 Pine Chase	Responded that the low pressure is a factor in the Red Flag Warning, and assured that if there was something we could do then we would do it.	No further action taken	
8/31/23	Water has an odor	1303 Pine Chase	Infarmark tech checked pressure, PSCI above 30	Called back resident and informed him of the tech results	
8/31/23	Water has an odor	1205 Archley	Smell due the chlorine residuals	No further action taken	
9/5/23	Neighbor has mini excavator on the side of the house and possible dead tree	7 Hickory Shadows	Reached out, resident is performing work themselves, the scope discussed does not trigger a permit.	Will continue to monitor and encourage to get the machinery out asap.	
9/5/23	Water has an odor	2 Hickory Shadows	Smell due the chlorine residuals	No further action taken	
9/6/23	Water has an odor	8201 Burkhart	Smell due the chlorine residuals	No further action taken	
9/7/23	Water has an odor and residue	1249 Archley Dr	Smell due the chlorine residuals	No further action taken	
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.		
9/7/23	Water has an odor	1127 Glourie	Smell due the chlorine residuals	No further action taken	
9/8/23	Water has an odor	7 Hilshire Oaks	Smell due the chlorine residuals	No further action taken	
9/11/23	low water pressure	18 Hickory Shadows	Responded that the low pressure is a factor in the Red Flag Warning, and assured that if there was something we could do then we would do it.	No further action taken	

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9/12/23	Tap water has an odor, asking if this is happening elsewhere in the city	8399 Westview & 8381 Westview	Smell due the chlorine residuals	No further action taken	
9/12/23	leak at meter, and water has odor	1303 Pine Chase	Sent inframark technician to check meter leak. Odor due to cholrine residuals	Gasket needs repair, work order was created.	9/7/2023
9/13/23	A lot in Spring Branch was clear cut and she was very upset, wanted to know how Hilshire protects its trees and who she could call to complain about the lot.	8120 Westview Dr (Spring Branch District of Houston)	Informed the caller about our ordinance and how we handle new construction tree removals.	Provided the phone number at the callers request for Spring Branch District as well as Amy Pech's office. Caller also said there was a robust discussion about the property on NextDoor.	9/12/2023