

City of Hilshire Village
Complaint Log

Person Taking Call	Date Notified	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
Lisa	8/4/23	Archley/Ridgeley CenterPoint patch not fixed	Archley/Ridgeley Intersection	Contact Javier Vasquez to follow-up with CenterPoint Rep.		
Cassie	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.		
Lisa	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	
Lisa	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	
Lisa	10/31/23	missed trash	1221 Archley Dr	Contacted GFL, they've notified operations to pickup trash	No further action required	10/31/2023
Cassie	11/3/23	water leaking from meter	1118 Glourie	Inframark Technicain going out to shut off water and assess the problem	Leak coming from 1114 Glourie, notified resident	11/3/2023
Lisa	11/6/23	missed trash	Hilshire Grove	Contacted GFL, they've notified operations to pickup the filter the following week	No further action required	11/6/2023
Cassie	11/8/23	Electricity outage	Archley Drive - 16 homes	Found that the outage was already on the Centerpoint Outage Tracker, reached out to representatives to get a reconnect ETA	Representative was not aware of the outage, was looking into the issue with their engineers.	
Cassie	11/15/23	Requested a bulk trash pickup, confirmed that the items can be taken.	9 Hickory Shadows	Sent message to GFL to expect the mattress and box spring.	Items were collected.	11/16/2023
Cassie	11/16/23	Water valves missing protective caps in easement	1213 Archley	Inframark technician made sure the valves were open and put caps back on	No further action required	11/16/2023