

City of Hilshire Village
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
5/15/25	Newly installed street lights are too bright.	Pine Creek Lane	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.	Middle lamp was removed and shields were installed. Survey results shared with Council 10/21, on-going discussion.	
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.	Signs have been ordered, will be installed by different vendor once received.	
7/22/25	Street sign illegible from Wirt.	Hilshire Grove Lane @ Wirt	Other signs are also damaged, researching vendors.	Signs have been ordered, will be installed by different vendor once received.	
10/27/25	Streetlight on Burkhart out again	Burkhart	Reported streetlight to Centerpoint with notation that this is the 2nd repair request in less than 6 weeks, tracking number 1407044996	Streetlight repaired	11/26/2025
10/29/25	Concerned about dark spots and streetlighting throughout the city	City-Wide	Advised for the resident to speak at the next upcoming council meeting	On 11/18 agenda	
10/30/25	Street signs unreadable, deteriorating	Hickory Shadows	Received quote, working with vendor.	Signs have been ordered, will be installed by different vendor once received.	
11/25/25	Dogs are unleashed and left unattended in the front yard, and people are speeding	Pine Chase Drive	Advised the resident to contact SVPD		
12/9/25	Debris in the street from equipment off loaded	Bridle Spur	Contacted GC	Contractor resolved the issue	12/10/2025
12/11/25	Concrete truck ran used ROW to turn around causing ruts, would like to erect a temporary fence during the duration of construction	Bridle Spur	Advised the resident that city doesn't allow structures of any kind in the Citys ROW, offered an assessment for possible parking pad.		