

City of Hilshire Village
Complaint Log

| Date Notified | Complaint/Issue | Address of Concern | Action | Results | Date Resolved |
|---------------|--|------------------------|--|---|---------------|
| 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 in next year's budget. Investigating possible grants. | Camera's will be considered in next budget cycle | |
| 1/30/24 | Median on Wirt Road turning into Ridgeley is broken and rebar is sticking out. Hazardous to drivers. | Wirt median @ Ridgeley | Submitted service request to Houston 311. Tracking # 12597005-2400048024 | 2/5 Houston closed out the ticket without action, stating that there was no hazard found. 2/13 Re-submitted the email with new photos showing hazard remains. 2/19 Received a call from CoH, need to contact TxDOT for repairs. Submitted request via TxDOT web portal. | |
| 2/15/24 | Garbage was not collected, but recycling was. | 1100 Ridgeley Dr | Contacted GFL to return. | 2/16 Followed up with GFL on collection, waiting for update. | 2/16/2024 |
| 2/16/24 | Construction site is not kept clean, mud tracked on the street. | 1236 Archley Dr | Contacted the contractor to make sure the site and roadway are clean each day. | Contractor said he is ordering a different type of rock for the on-site parking pad. He is also cleaning the street. | |
| 2/20/24 | Broken limb hanging from street in the middle of the street | 1303 Pine Chase | Contacted resident to remove limb, homeowner said contractor would trim tree 2/22/24 | Tree limb trimmed, confirmed 2/29/24 | 2/29/2024 |
| 2/20/24 | Tree removed over the weekend | 1314 Bridle Spur | Went and spoke with the contractor. Sending inspector 2/21/24 to shut down work done without a permit | Contractor applied for dumpster permit, interior work does not require permit | 2/26/2024 |
| 2/20/24 | Trash left out and overflowing | 1306 Bridle Spur | Sent notice to the resident | | |
| 2/22/24 | Trash pick-up at church happening between 3am-4am | 7901 Westview | Contacted Church admin | Church asked GFL to change pick-up time during office hours | 2/29/2024 |
| 2/23/24 | Trash picked up between 3-4am | 7901 Westview | Emailed Church admin to request different pick-up time | Admin requested for GFL to pick-up during office hours | 2/28/2024 |
| 2/27/24 | Meter box full of water, meter not running | 1241 Ridgeley | Sent Inframark tech to assess situation | Inframark tech made minor repair | 2/27/2024 |
| 2/7/24 | Large dead tree in utility easment | 8014 Burkhart | Contacted homeowner to reach out to CenterPoint and see if eligible for removal | 2/27/24 CenterPoint will not remove tree, homeowners responsibility | |
| 3/1/24 | Trash pick-up missed | 20 Hickory Shadows | Contacted GFL, and asked if pick-up time has changed. Resident is putting trash out morning of and at 8am. | Spoke with resident, they need to put trash bin out by 7am | 3/1/2024 |

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| 3/5/24 | Pet waste is often left in the grassy area behind the commercial buildings. She and her pets have stepped in it while walking. | Pine Creek Lane grass area | | | |
| 3/18/24 | Sign in yard advertising sale off premises | 1301 Glourie Dr | Cassie emailed the property owners | | |