

CITY OF HILSHIRE VILLAGE  
COMPLAINT FORM

| Date Notified | Person Taking Call | Resident Reporting Problem | Complaint/Issue  | Address of Concern                            | Action   | Results   | Date Resolved |
|---------------|--------------------|----------------------------|--|---|--|---|---------------|
| 3/8/19        | Susan Blevins      | Alan Wolfe                 | The street sign at the intersection of Pine Chase Dr. and Pine Chase Grove on the West side of the street has been damaged.  | Pine Chase Dr & Pine Chase Grove intersection | We will need to order a new pole.  | Contractor will weld extension on to existing pole underground. Purchase order has been issued.<br>Sent contractor email asking for work to be done ASAP.<br>Contractor has started scheduling jobs again and we are on their list.<br>Contractor was unresponsive, HDR Engineering is taking over the project.   |               |
| 12/12/19      | Cassie Stephens    | Ana Short                  | The yield and street sign have not been replaced at the intersection yet. There is jagged metal sticking out of the ground and two holes that someone almost fell into this weekend. She said they have been putting boards and plywood over the area but the trash crew keeps collecting it. She is worried because she is liable for injuries on her property and is asking for the holes to be filled and remaining metal sticking up from the ground be removed. | Pine Chase Grove Intersection                 | Contractor will weld extension on to existing pole underground. Susan placed a City cone over the metal and holes. Placed an order with the vendor to install. | Purchase order has been issued.<br>Requested contractor to start as soon as possible.<br>Contractor has started scheduling jobs again and we are on their list.<br>Contractor was unresponsive, HDR Engineering is taking over the project.   |               |
| 2/11/20       | Cassie Stephens    | Javier - HDR Engineering   | Illegal parking pad installed without permit.  | 8210 Burkhart                                 | Emailed property owner with sections of ordinance in violation. Asked for plan to achieve compliance.  | Property owner said he would have the rocks removed from the ditch but wants to seek a variance for the parking pad considering the existing terrain and material choices.<br>Susan will discuss with council.  |               |
| 9/23/20       | Susan Blevins      | Yvonne Andrews             | Guardrail on Westview was damaged by a vehicle a while back.   | Westview, in front of 8399                    | Cassie submitted a 311 request to Houston, service request number is 101004293652  | Received response that they do not operate in Hilshire Village, Cassie sent back that it is Houston's right-of-way. Case was escalated after email response from Cassie that Houston is responsible for the area. Case was closed stating no safety hazard found, did not find any type of damage to the permanent barricade over the crosswalk sidewalk at the location. Susan requested that a supervisor call her to discuss.<br>Houston is unresponsive, Cassie will re-submit the request and try to get a supervisor. |               |
| 3/9/21        | Susan Blevins      | Inframark                  | Fire hydant at 1257 Archley was leaking  | 1257 Archley Dr.                              | Inframark decomissioned fire hydrant Susan called Fire Department  | Inframark supervisor is checking the fire hydrant since this is the second time leaks have been reported  |               |

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| 3/10/21       | Cassie Stephens    | Cheryl Wolfe               | Construction site has standing water in the temporary ditch and the connection to the fire hydrant is leaking. | 1330 Glourie        | Cassie asked Mickayla with Inframark to investigate.   | Mickayla found a small leak either underground or at a valve. In order to repair she would have to shut the hydrant off but that would terminate service to the construction site. Cassie advised that the permanent meter should be installed next week and we will have the repairs made.  |               |
| 4/8/21        | Susan Blevins      | Susan Blevins              | Address marker missing or is not clearly visible.  | 1306 Bridle Spur    | Susan contacted the homeowners to install address or make more visible.  | Address has been installed.  | 5/7/2021      |
| 4/19/21       | Susan Blevins      | Zandra Anderson            | Trash was not picked up last Monday nor Thursday. Recycling was collected though.                              | 8214 Mallie Ct      | Susan sent an email to Luis with WCA asking for assurance that the garbage will be collected today.  | Garbage was collected.   | 4/19/2021     |
| 4/21/21       | Cassie Stephens    | Cassie Stephens            | Political signs in the right-of-way at the church which is a voting station.                                   | 7901 Westview       | Cassie sent an email to the church office advising them to relocate the signs to the inside of the sidewalk and utility poles or they will be removed by city officials.   | Church responded, was misinformed about their authority on moving political signs. Cassie sent sections of the Election Code, TxDOT standards and reference to the Tx SOS website. The emails to the candidates were sent to me from the school district holding the election. I contacted each candidate and they had the signs moved within 24 hour of notice. | 4/26/2021     |
| 4/27/21       | Cassie Stephens    | Lorena Gomez               | Trash and boxes at the curb only partially collected by WCA.   | 7902 N Villa Ct     | Cassie reminded the new homeowner of the trash and recycling schedule as well as the times allotted for putting out trash bins and bulk trash.                             | Homeowner apologized, said she will re-read the provided materials regarding trash collection.   | 4/27/2021     |
| 4/27/21       | Cassie Stephens    | Cassie Stephens            | Saw illegal sign in front yard for developer.  | 7907 Hilshire Green | Emailed the homeowners and David Weekley representatives to remove the sign. Also sent information on submitting plans and required meetings with the city.                | Sign was removed.  | 5/4/2021      |
| 4/29/21       | Susan Blevins      | Scott Hunsaker             | New neighbors trash that wasn't collected is flying around other lots.   | 7910 N Villa Ct     | Informed the new homeowner has already been spoken with and the issue should be resolved with today's collection.  |  | 4/29/2021     |
| 5/3/21        | Susan Blevins      | Zandra Anderson            | Trash was skipped again last week.   | 8214 Mallie Ct      | Susan sent an email to Luis with WCA asking to make sure the trash gets picked up.   | Trash was collected.   | 5/3/2021      |
| 5/5/21        | Cassie Stephens    | Allan Torregossa           | Asked if dumpster was permitted.   | 2 Hickory Shadows   | Cassie contacted the homeowner to see what kind of work is being done, they at least need a dumpster permit.   | Work is for repairs from freeze, no construction permit needed. Issued dumpster permit.  | 5/7/2021      |
| 5/7/21        | Cassie Stephens    | Cassie Stephens            | New signs in the right-of-way for COVID vaccines.  | 7901 Westview       | Contacted the church again stating that they are responsible for complying with ordinances and need to move the signs. If not relocated by Monday then I will remove them. | Church rep responded that they did not know who placed those signs but will inform the board. Signs were removed completely by 9 am.   | 5/10/2021     |

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| 5/10/21              | Cassie Stephens           | Paul Maddock                      | Over the weekend there was a large truck that pulled the overhead utility lines to the ground. A neighbor has pictures of the truck. CenterPoint was called but they said it wasn't their lines, Comcast needs to repair. | Ridgeley near Wirt intersection | Cassie will monitor the area, if repairs are not made within the next 7-10 business days then she will contact Comcast.  |  |                      |
| 5/12/21              | Cassie Stephens           | Martha Reid                       | Sewage smell coming from neighbor's yard, saw a pipe and water flowing.   | 1209 Pine Chase                 | Cassie asked Inframark technician James to investigate.  | Issue was coming from homeowner's lift station. Susan contacted the homeowner to inform him that he had an issue and needs to call a plumber for repairs. She provided the name of the company that pulled a permit to install the system. |                      |
| 5/12/21              | Susan Blevins             | Sherri Green                      | Neighbor is cutting down big trees.   | 1253 Archley Dr                 | Cassie drove to the house, tried to speak with the contractor but they didn't speak english. It appeared that they were only trimming trees, did not see any trees down or evidence of a recent cut. | Neighbor provided photos but it is unclear what was cut. Cassie will drive by again to inspect. Susan left a voicemail for the homeowner.  |                      |
| 5/12/21              | Cassie Stephens           | Robert Byrne                      | Street had dirt from temporary culvert and construction entrance.   | 8006 Anadell St                 | Cassie contacted the contractor asking him to clean the street pavement at the end of each workday.  | Contractor acknowledged and agreed.  | 5/12/2021            |
| 5/12/21              | Cassie Stephens           | Cassie Stephens                   | Grass overgrown at vacant house.  | 1326 Ridgeley Dr                | Cassie emailed the homeowners asking when they will have the lawn mowed.   |  |                      |