

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. Sent contractor email asking for work to be done ASAP. Contractor has started scheduling jobs again and we are on their list. 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. Requested contractor to start as soon as possible. Contractor has started scheduling jobs again and we are on their list. 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. 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. Houston is unresponsive, Cassie will re-submit the request and try to get a supervisor.	

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2/2/21	Cassie Stephens	Deborah Luik	Rear neighbors were having a party in the backyard with loud music and yelling profanities. She measured the volume level through an app on her phone but found no ordinance for Hilshire Village defining what level was acceptable. She is suggesting that a basic ordinance be adopted before it becomes a problem.	1 Pine Creek Ln	Cassie said she would research the two ordinances that the homeowner had found, City of Houston and recently City of Bunker Hill and present to Council.		
2/15/21	Cassie Stephens	Sushanta Ghosh	(voicemail) electricity is out, asking when it will be restored.	7922 Hilshire Green	Susan was unable to get a response on utility reconnections.	Electricity was restored.	2/22/2021
2/16/21	Cassie Stephens	Kevin Madden	(voicemail) electricity is out, asking when it will be restored.	1209 Pine Chase	Susan was unable to get a response on utility reconnections.	Electricity was restored.	2/22/2021
2/16/21	Cassie Stephens	Ann Baumgartner	(voicemail) Electricity has been restored, asking about water status.	1015 Ridgeley	Susan was unable to get a response on utility reconnections.	Water service was restored.	2/22/2021
2/17/21	Cassie Stephens	Lamar McCorkle	Asking for his water to be shut off at the street.	1321 Glourie	Susan sent Inframark technician.	Line was closed.	2/17/2021
2/18/21	Cassie Stephens	Hal Green	He is disappointed with the water service disruption. Inframark is not answering customer service number.	1249 Archley Dr	Susan was unable to get a response on utility reconnections.	Water service was restored.	2/22/2021
2/18/21	Cassie Stephens	Judy Buchanan	Has been calling Inframark to turn off the water but gets no answer.	2 Hickory Shadows	Susan was unable to get a response on utility reconnections.	Water service was restored.	2/22/2021
2/21/21	Cassie Stephens	Joe Carrabba	Checking on water status.	20 Hickory Shadows	Susan was unable to get a response on utility reconnections.	Water service was restored.	2/22/2021
2/21/21	Cassie Stephens	Jaehne	Sewage is backing up in their lines and commodes aren't working.	17 Hickory Shadows	Inframark had line jetted	blockage was cleared	2/21/2021
2/22/21	Susan Blevins	Stuber	They still have low water pressure.	7 Hickory Shadows	Inframark technician Mickayla was asked to investigate 2/23.	problems was not city's	2/22/2021
2/22/21	Susan Blevins	Sushanta Ghosh	After trash pickup there were two piles of debris with glass pieces and nails. She picked it all up.	7922 Hilshire Green	Susan notified WCA.	asked WCA to be careful	2/22/2021
2/22/21	Cassie Stephens	Alex Martinez	Two mattresses were dumped in the creek and he is worried about the upcoming rain and water flow blockage.	Spring Branch Creek near Pech bridge	Susan asked Spring Valley to see if they can take the mattresses out.	Spring Valley public works removed	2/23/2021
2/22/21	Cassie Stephens	Tommy Chmores	Water leak @ Mennonite Church	1231 Wirt	Houston 311 Tickets 101004565960 & 101004575364 have been opened.	Repairs have been made by City of Houston	3/8/2021
2/22/21	Susan Blevins	Tommy Chmores	Meter boxes have two meters in them, he was trying to cut off the meter for #6 and couldn't find it.	7 Hilshire Grove	Susan called Inframark out. He told the Inframark tech that he couldn't find it, the tech said it was turned sideways.	Inframark addressed	2/23/2021
2/22/21	Cassie Stephens	Cynthia Essmyer	She is only getting water from some of her taps and believes there are no more leaks in the house.	1122 Glourie Drive	Cassie asked Inframark to investigate the meter and city side.	City side was working	2/23/2021
2/22/21	Cassie Stephens	Russ Bourquein	Wanted to know if he increases the pressure at the street is it ok to run the dishwasher or washing machine.	1327 Glourie Dr	I advised we are still under boil notice but he should have pressure.	Water service was restored.	2/23/2021

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2/22/21	Cassie Stephens	Lisa Ferchau	Asked if they are pulling diapers from the lift station again. She said another letter needs to be sent to the residents not to flush their adult diapers.	Ridgeley Lift Station	Cassie said she was unsure but Inframark would inform of the issue.	Inframark did not see an abundance of diapers	2/23/2021
2/23/21	Cassie Stephens	Nancy Friedman	Garbage was not collected yesterday	1313 Pine Chase	Cassie sent an email to WCA asking to make sure they pick up this address on Thursday.	called	2/23/2021
2/23/21	Susan Blevins	Mike Gordy	Plumbers parked their trucks blocking the road and intersection access.	Ridgeley & Wirt	Cassie sent an email to the homeowner.	Susan call SVPD and the addressed	2/24/2021
2/24/21	Cassie Stephens	Tom Steffen	Meter box lid is missing.	1233 Ridgeley Dr	Cassie asked Inframark technician Mickayla to check it out.	new lid installed	2/26/2021
2/24/21	Susan Blevins	Christy Naponic	Strong sewage smells coming from the bathroom, asked for Inframark to check their sewer line.	22 Hickory Shadows	Susan scheduled Inframark technician for 2/25 morning.	Technician suggested flushing and cleaning with disinfectant to clear out residual backup. 2/26 Homeowner called again, smell is no better and is in half the house now. Inframark technician Mickayla responded and discovered a dead animal smell, not sewage. Homeowner is locating a pest control company to remove it.	2/26/2021
2/24/21	Cassie Stephens	Cassie Stephens	Pile of debris and trash bags in front of the house from the effects of the recent winter storm.	1003 Ridgeley	Cassie sent an email to the owner advising of the bulk trash rules and that not all of it will be removed at one time because of the volume. WCA indicated that they were having a meeting to discuss bulk trash pickup. Also informed that a plumbing repair permit will be needed if significant repairs needed.	Owner's father responded that they are working on getting all of the wet things out of the house and currently the water is shut off. He said they will bundle the items as requested. They have not had a plumber make repairs yet but will contact the office when they do. Garbage was removed by WCA.	2/25/2021
2/25/21	Cassie Stephens	David Hay	Worried that his garbage was skipped, he saw the truck come through.	13 Hilshire Grove	Cassie advised he may have seen the recycling truck, but will send a message regardless.	Cassie sent an email to Luis asking him to make sure the garbage bags get picked up.	2/25/2021
2/26/21	Cassie Stephens	Dwight Riley	His neighbor's generator has been cycling on and off disturbing his sleep. He called SVPD who said they can ask the neighbor about reducing the noise but there is no ordinance against it.	1118 Glourie Dr	Mr. Riley also sent a certified letter to the Mayor received at City Hall 3/3/21.	Susan spoke to the Building Official he said it would be too costly to do the things Mr. Riley suggested. It would be up to council.	
2/27/21	Susan Blevins	Ann Arp	Water line broke	Between 1027 Ridgeley and Hickory Shadows	Inframark scheduled to make emergency repair	Repairs made.	2/27/2021
3/3/21	Cassie Stephens	Sandra Parker	They still have low water pressure.	1302 Pine Chase	Cassie asked Inframark technician to investigate shut off valve and meter.	City's side is normal	3/3/2021
3/3/21	Cassie Stephens	Cynthia Essmyer	Asked if the water is potable, she still has some repairs to make but wasn't sure of the status.	1122 Glourie Drive	Advised she can drink the water but should clean out her faucets first.	boil water notice was lifted	3/3/2021

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3/8/21	Cassie Stephens	Suzanne Tacconnelly	Street light is out on Pine Chase.	8013 Anadell	Cassie reported pole #297564 to CenterPoint for repairs. Tracking number 1405240362	CenterPoint completed the repairs and closed the service ticket.	3/11/2021
3/9/21	Susan Blevins	Inframark	Fire hydrant at 1257 Archley was leaking	1257 Archley Dr.	Inframark decommissioned fire hydrant Susan called Fire Department	Inframark supervisor is checking the fire hydrant since this is the second time leaks have been reported	
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.	