

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/2/22	Susan Blevins	Drainage issues in the right-of-way caused by hydrant flushing.	1324 Pine Chase Grove	Area was reported on 11/13/19 and addressed by DonMar Grading on 10/20/20.	City of Houston has been contacted and we are awaiting a meeting to discuss the area. The homeowners do not want the area fenced.	
11/14/22	Cassie Stephens	Tarp on chimney and cars sitting in the driveway.	1103 Glourie	Called resident, said that a contractor will be addressing this in the months to come		
12/2/22	Cassie Stephens	Fire hydrant doesn't have the Storz connector like others in the city.	4 Hilshire Grove	Checked hydrant, there is no attachment present.	Researching work orders with Inframark to get adapter replaced.	
12/5/22	Cassie Stephens	Wondering how long the temporary street patch will be in place.	Archley & Ridgeley	Informed that the patch will remain until they are finished with the ROW construction.	Contacting contractor to check on status	
12/5/22	Cassie Stephens	Asked when the fire hydrants will be painted.	Hilshire Village	Susan requested a quote	Received contact information for a company that has worked with Inframark in the past. Will reach out to them to get pricing.	
12/13/22	Cassie Stephens	Street light dim and flickers.	1202 Ridgeley	Cassie reported light to CenterPoint tracking # 1405825293	Repair was made.	12/15/2022
12/15/22	Lisa Ray	street light out	1222 Ridgeley	Cassie reported light to CenterPoint tracking # 1405827932	Repair was made.	12/20/2022
12/19/22	Susan Blevins	Garbage collectors are not closing the lid to the can after emptying and rain is getting in.	1138 Glourie Dr	Contacted GFL	Emailed coorespondence between GFL and the city to the resident per request.	12/20/2022
12/20/22	Lisa Ray	Centerpoint repairing transformrer and tree clips and branches left in the ravine	8200 Mallie	Contact Davey Tree Utility and left message to remove debris	After working with CenterPoint and Davey Tree, debris was removed.	12/29/2022
12/23/22	Cassie Stephens	Water leak at the Pine Chase Grove interconnect going onto his property.	1324 Pine Chase Grove	Homeowner called the Village Fire Department who was unable to turn it off.	Inframark responded and made the repair.	12/27/2022
12/24/22	Susan Blevins	Neighbor reported water leaking from the yard.	1327 Glourie	Susan contacted the owners.		12/24/2022
12/30/22	Lisa Ray	Right of way is muddy and creating mess on the street from contractors parking at jobsite.	1210 Ridgeley	Contacted the builder to install rock or gravel to the edge of the roadway for parking. Consulted with HDR and BBG on materials and maintenance inspections to protect drainage ravine.	Rocks placed, will continue to monitor jobsite.	1/3/2023
12/30/22	Cassie Stephens	Street light has been out for 6 months.	1221 Archley Dr	Asked for clarification on which light was out, sent CenterPoint's street light map for reference.	Reported pole #297575, have not yet received a tracking number, will report again.	
1/12/23	Cassie Stephens	Garbage was not collected	1210 Archley Dr	Sent request to GFL to return.	Received response that the collection team was notified to return. Will follow up with homeowner.	