

City of Hilshire Village
Call Log

Date Notified	Message	Address of Concern	Action	Results	Date Resolved
10/14/24	There are still low hanging lines in the back yard from the storms. Hazardous to anyone walking.	1027 Glourie Circle	Sent another follow up email to both AT&T and Comcast to try to get someone out. Homeowner has had technicians out to look but nothing has been done yet, trying to escalate.	Citizen reached out multiple times with no response, asked for help. Cassie provided the information to make a BBB complaint and report to the Public Utility Commission of Texas. AT&T responded shortly after that they sent this to their construction team for review.	
11/7/24	Dead trees in neighbor's yard, concerned about them falling.	7922 Hilshire Green Dr	Contacted owners and offered short list of contractors. Trees are obviously dead.		
11/14/24	Cable lying across the road, strung up a tree causing a trip hazard.	14 Pine Creek	Contacted AT&T & Comcast - this is not the first time this has been done this way, cable was cut last time. Placed cones for pedestrian safety. Comcast confirmed these are their lines, they requested a ROW permit to bore under the street. Permit has yet to be issued.	Cable was cut and wrapped in the tree. Sent photo to Comcast for removal	
1/6/25	A street light was not replaced after the pole was reinstalled after Beryl.	1322 Pine Chase Drive	Reported to CenterPoint, requested to have lamp reinstalled.	Lamp was reinstalled	3/1/2025
1/14/25	Feels unfairly treated by the No Parking Zone and worried that she will not be able to use the parking pad on Ridgeley Drive anymore.	8201 Mallie Ct	Will speak with the Council regarding the zone location and signage.	Addressed council at Jan meeting. Discussion planned for 2/18 council meeting. Traffic study information requested from council.	
1/14/25	Asked about the No Parking Zone sign in her yard, why she wasn't notified. Was advised that they almost hit the sign across the street when exiting their driveway.	1007 Ridgeley Drive	Apologized for not sending a notice for the signs and explained the ordinance language. Will speak with council regarding her concerns.	Addressed council at Jan meeting. Discussion planned for 2/18 council meeting. Traffic study information requested from council.	
1/29/25	Dead tree in Houston ROW causing a hazard, citizen reported to Houston, Parks department created a work order to remove the tree but no action since. Asking for help to escalate.	Westview Drive outside Pine Chase Grove	Sent the photo of the door tag from the Parks department to a contact at City of Houston for assistance.	Houston found the work order, advised that they had been stopped by police (unsure which agency) when they previously attempted the work. Requested that they re-schedule and advise on the date, I will inform SVPD.	
2/6/25	Found a Comcast cable lying in the ditch, travels through culverts and is a hazard.	8201 Mallie Ct, traversing 1109 Ridgeley Drive	Took photos, sent to Comcast representative for correction. 2/17/25 Comcast buried the sections between the culverts. Responded that no wires should be ran through the ditches, will only cause problems and hazards.	Comcast created a subsequent work order to relocate the wires. Pending confirmation.	
2/10/25	Hanging wires in backyard	8010 Anadell	Reported to Comcast to determine if it is their responsibility. Comcast sending technician to assess situation 2/11/25. Lines identified as Comcast. Request for repair ticket update 3.27.25 & 4.1.25	Comcast tech stated that the homeowner had been notified the hanging lines are AT&T's responsibility. Contacted AT&T 4/4/25	
3/17/25	For sale sign is in the ROW, very close to roadway.	1031 Ridgeley Dr	Contacted the seller. Home has been sold, will remove the sign.	Sign was removed	3/24/2025
3/18/25	Garbage was skipped yesterday.	1206 Glourie Dr	Reported to GFL to ensure collection on Thursday.	Garbage was collected	3/20/2025
3/20/25	Garbage not yet collected.	City-wide	Confirmed with GFL truck will service by 7 PM.	There was an issue with collecting on Thursday, truck ran Friday morning.	3/21/2025
3/27/25	Garbage bin missing	1241 Archley	Reported to GFL that a recycling can was potential taken and discarded.	GFL checking truck video footage did not show any evidence that crew took can, gave replacement to resident	4/3/2025
3/31/25	Garbage not collected twice	1210 Ridgeley	Contacted GFL and requested the trash be collected	Garbage was collected	4/3/2025
4/5/25	Asked if the City provides locking trash cans, they are having issues with rats getting into the trash.	24 Hickory Shadows	Advised that the City only provides recycling cans, but sent online links for straps that can be added to regular garbage cans to keep wildlife out.	no further action	4/5/2025
4/7/25	Garbage was not collected.	9 Pine Creek Lane	Sent notification to GFL, make sure to collect on Thursday.	Garbage was collected	4/11/2025