

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	
1/14/25	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 Tat's responsibility. Contacted AT&t 4/4/25	
4/29/25	Garbage not collected on entire street	Burkhart	Contacted GFL and requested the trash be collected	Garbage was collected 4.29.2025	4/29/2025
4/29/25	Garbage not collected on entire street	8206 Burkhart	Contacted GFL and requested the trash be collected	Garbage was collected 4.29.2025	4/29/2025
5/6/25	Vehicle is being parked next to the driveway in the yard.	16 Hilshire Grove	Sent the owners information on parking, advised to discontinue parking in the yard.	Resident was contacted and activity has stopped	5/6/2025
5/13/25	Garbage was not collected.	1221 Pine Chase	Contacted GFL and requested the trash be collected	Garbage was collected 5.13.2025	5/13/2025
5/13/25	Garbage was not collected.	21 Hickory Shadows	Contacted GFL and requested the trash be collected	Garbage to be picked up 5.13.25	5/14/2025
5/15/25	Garbage was not collected 5.12.25.	1229 Archley	Contacted GFL and requested the trash be collected	Garbage to be picked up 5.15.25 and GFL returned 5.16.25 for additional missed debris	5/16/2025
5/15/25	Garbage was not collected.	21 Hickory Shadows	Contacted GFL and requested the trash be collected	Garbage to be picked up 5.15.25	5/15/2025

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5/15/25	Newly installed street lights are too bright.	Pine Creek Lane	Contacted CenterPoint to explore options. It is fairly easy to remove a fixture, there aren't any attachments available to guard the light without creating other issues. A citizen suggested lowering the lamp itself.	Added it to the council meeting agenda for discussion, assessment of locations, light saturation.	