

CITY OF HILSHIRE VILLAGE
COMPLAINT FORM

Date Notified	Person Taking Call	Resident Reporting Problem	Complaint/Issue	Address of Concern	Action	Results	Date Resolved
3/2/22	Susan Blevins	Brock Griffiths	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.	
6/29/22			Water has strange smell	7914 Hilshire Green	Emailed resident City of Houston's public notice	Susan also notified the city engineer who contacted city of Houston Patrick Nguyen and Veronica Davis. The City continues to work with City of Houston for a resolution.	
8/15/22	Cassie Stephens	Cheryl Wolfe	Rocks have been placed in the ditch.	1330 Glourie Drive	Javier with HDR Engineerring inspected the rocks and found other activity requiring further review. The street was cut 2-3 inches in preparation for a parking pad that had not yet been permitted. Additionally, a concrete walking path was being poured in the back yard. This was not included in the approved as-built drainage plan. The impervious coverage does not allow for any more ground coverage.	The rocks have been removed and Javier continues to coordinate with the homeowners. The address as well as the two flanking addresses have been added to the ditch grading project list.	8/20/2022
8/19/22	Susan Blevins	Yvonne Andrews	The lift station are has erosion.	1035 Ridgeley Dr	The area will be considered during the ditch grading project.		8/20/2022
8/22/22	Susan Blevins	Andrew Steffan	Neighbor's tree is hanging over into property in mulitiple areas	1238 Glourie Dr	Susan coordinating infromation between both neighbors		8/22/2022
8/25/22	Susan Blevins	Hal Green	backyard neighbor removing trees w/o permit	1303 Friarcreek	Emailed Javier to contact homeonwer		
8/30/22	Lisa Ray	Paul Sedita	Water bill high	1310 Pine Chase Dr	Asked resident to document the meter after shutting off the valve to rule out leaks		
9/1/22	Cassie Stephens	Fred Lyu	A person is sleeping under their exterior staircase and has left a sleeping bag.	8393 Westview Dr	Casse sent the information to SVPD Captain Lane.	SVPD went by the area after dark but could not find anyone there, Captain Lane said they will continue to monitor the area.	9/2/2022
9/1/22	Cassie Stephens	Connie Castro	Garbage cans are not being put back in the storage spot that they are kept in.	1229 Archley	Cassie sent a notice to GFL customer service.		9/1/2022
9/6/22	Cassie Stephens	Vimal Patel	The grass at the vacant house next door is getting tall.	8005 Anadell	Lisa will contact the owner/builder	Front yard was mowed, still working with contractor to take care of the rest of the lawn and fallen tree limbs.	
9/12/22	Lisa Ray	Lauren Price	Smells gas while walking by 1123 Guinea	1119 Guinea	Contacted CenterPoint and Village Fire Department		9/12/2022
9/14/22	Cassie Stephens	Gary Van Liew	Grass at the vacant lot across the street needs to be mowed	1306 Glourie Dr	Cassie called the builder who said they would have someone come out to mow.		
9/15/22	Lisa Ray	John Mathews	Water Leak, contractor hit tap pass the curb stop, ditches filled with water	1311 Friarcreek	Called Inframark to get a crew to come to property and make necessary repairs	Inframark repairing leak	9/15/2022