

**FREQUENTLY ASKED QUESTIONS (FAQ)**  
**WHITE HEATHER STORM SEWER PROJECT – PHASE 4**  
**OCTOBER 4, 2012**

Beginning 10/29/12, for the next 365 days, storm sewer and street construction will be in your immediate area. We want you to do all you can to be prepared for the disruption.

**Project reconstruction necessities:**

| <b>Character traits</b>  | <b>Materials</b>   | <b>Work</b>   |
|--|--|---|
| Patience<br>Good Humor<br>Safety consciousness<br>Neighborly support | Mud boots<br>Dust mask<br>Extra house air filters<br>Flashlights<br>Solar walkway lights | Light up your house numbers<br>Buy manual sprinklers<br>Move key landscaping plants<br>Shift play areas to backyards only |

- **How long is this project going to take to complete?**

The entire project is scheduled: Start 10/29/2012 End: 10/29/2013. These dates are only estimates. The project schedule depends on weather and the contractor production rates.

- **What is going to be replaced / installed in this project?**

Included in the scope of this project are: streets, sidewalks, curbs, street lighting, water lines and sanitary sewers.

**Who provided this project?**

Funded by the City of Houston to address drainage needs in the area.

Contractor  
 Angel Brothers Enterprises, Ltd.  
 P.O. Box 570  
 Baytown, Texas 77522-0570  
 Office: 281-421-5721

- **Mike Eagan, Project Superintendent – 713-962-6500 (Primary construction contact for residents)**
- Robert Barrow, Project Manager – 832-691-2025

**City of Houston - Project Management Team:**

- Willie Raymundo, Project Manager - 832-395-2370, [willie.raymundo@houstontx.gov](mailto:willie.raymundo@houstontx.gov)
- Mike Beezley, Senior Inspector - 281-217-3446
- Art Becker, Inspector – 713-562-3943

## **Council District K Project Liaison:**

- Claude Foster, District K Constituent Services, 832-393-3237, [claudе.foster@houstontx.gov](mailto:claudе.foster@houstontx.gov)

## **Where to call to report problems?**

- *Emergency needs (i.e. water off, toilets not flushing):* Contact Contractor’s Superintendent or Project Manager (listed above); if unable to reach them call the City of Houston – Project Management staff also listed above.
- *Non-emergency needs:* Dial 311 - Mention to the operator the following 3 things along with your issue:
  - WBS Number of the project (M-000262-0004-4 – White Heather Paving and Drainage, Phase 4)
  - That this is City of Houston CIP project
  - Refer the complaint to the “Engineering & Construction Division”.

## **Do you have special needs?**

If you have special needs, please visit the District K website at [www.districtk@houstontx.gov](http://www.districtk@houstontx.gov), access the *White Heather Storm Sewer – Phase 4* link and download a *Special Needs* form or contact us at 832-393-3016 to have a form e-mailed or dropped off at your home.

## **Where can residents look up Street Reconstruction design plans?**

Visit the District K website at [www.districtk@houstontx.gov](http://www.districtk@houstontx.gov), access the *White Heather Storm Sewer – Phase 4* web-link

## **On streets under construction, what is the procedure for trash and recycling pick up?**

Please put your receptacles on the non affected side of the street

## **What should residents with sprinkler systems be prepared for?**

We recommend that you take pictures of the sprinkler heads in the “on” position and be sure the pictures clearly show how many and the location of the sprinklers/heads that you have in the right of way area near the street/curb. The construction company will make the effort to cap off your sprinklers in the right of way that will be torn up with the intent to keep your sprinklers working in the rest of the yard. The pictures should resolve any questions when it comes time for the construction company to repair them. It is entirely possible your system or at least certain zones may stop working once your yard is dug up as wires do occasionally get clipped. Be sure to have a garden hose and traditional sprinklers ready to use during this period.

## **What about French drains?**

We also recommend residents take pictures of any drains/pvc tubing that you have going to the curbs so you have evidence for replacement. During restoration, the construction company will replace drains to the curbs.

## **Why have various markers and protective barriers been placed in some yards around trees, etc.?**

For most of the residences in this area, the City of Houston right-of-way extends about 11 feet into yards from the curb. As a result, the City and the contractors are granted full access into this right-of-way for this and any related projects. Once complete, the City is required to restore the yards to City of Houston standards. Both the City of Houston and the

contractor are taking precaution to protect existing trees and resident property as best as they can. Additional right-of-way markers are in some yards, and removal of these causes added delays and expense. Please do not remove these markers or any protective precautions that have been provided in your yard.

**Are they going to dig up my yard, or just my street?**

Both. Installing new water lines is also part of this project. In doing so, they are going to use a boring process whenever possible, in which they will have some digging areas, but these are minimized by the boring capabilities of equipment and procedures that bore and lay water pipe horizontally. Once completed, the existing "old" water lines will be abandoned, thereby avoiding the need to dig them up for removal. Once installed, tested, and approved by the City, then the contractor will disconnect your water meter from the "old" line and reconnect to the "new", having bored under the street to access the new line, if necessary. Some sanitary sewer lines will also be built with this project.

As mentioned, streets will be completely reconstructed. This is typically accomplished by reconstructing one complete side of the street first, then returning to reconstruct the other side of the street. During this process, access to driveways will be maintained as best as possible for personal access. On some days, you will be asked to park nearby, but this usual occurs on specific days that specific work is in front of, or blocking a given driveway at a given time. Naturally, weather will have some impacts on these occurrences. We suggest that you share your driveways with your neighbors, where possible.

**At some point, will I lose my water?**

Yes, it is the City of Houston's responsibility to notify residents 24-48 hours in advance of a scheduled shut-down for the main line connections. Typically, water is out up to 4 hours. When transferring water service to the new water lines, the process usually takes 2-3 hours.

There may be periods where service is accidentally interrupted due to inaccurate location of existing waterlines. When this occurs, it is the contractor's top priority to restore service as quickly as possible.

**At some point, will I have issues parking in my driveway or garage?**

Yes! As mentioned, streets will be completely reconstructed. This is typically accomplished by reconstructing one complete side of a street first, then returning to reconstruct the other side of the street. During this process, access to driveways will be maintained as best as possible for personal access. On some days, you will be asked to park nearby, but this usually only occurs on specific days that specific work is in front of, or blocking a given driveway at a given time. Naturally, rain and weather will have some impacts on these occurrences. We suggest that you share your driveways with your neighbors, where possible. Typically, you will be restricted from your driveway for 7-10 days or less.

**What about the new sidewalks?**

All streets will receive new sidewalks on both sides of the street. Any streets or blocks that currently do not have sidewalks will receive new sidewalks. Most sidewalks will be 5-foot wide. The location of the sidewalks may vary due to obstructions. Please consult the plans for specific sidewalk locations.

**What about our trees and landscaping?**

As mentioned earlier, the right-of-way extends about 11 feet from the back of the curbs into your yards. The City and contractor will make all attempts to protect existing trees in accordance with the tree protection plan provided in the

plans. The City Arborist will make recommendations where new trees will be planted to compensate for any removed trees. Affected residents will be informed in advance.

Right-of-ways extend well into your yards. While these areas are maintained by the abutting property owners, the right-of-ways grant the City of Houston full access and utilization as deemed necessary. If you have specific landscaping that you would like to save, we suggest you (personally) relocate

**What about landscaping near streets, sidewalks and curbs?**

Again, right-of-way does extend well into our yards. We all mow and maintain these areas that we consider "our property", but right-of-way grants them full access and utilization as deemed necessary. If you have specific landscaping that you would like to save, we suggest you (personally) relocate such plant materials NOW!! Grass will be restored in yards upon completion of all construction.

**What about my driveway?**

New driveway aprons are a necessary part of this project, as required to meet and connect properly to the new streets, as well as to meet all local and federal regulations for sidewalk specifications, which will require meeting ADA (American with Disabilities Act) standards. As such, you can expect to have your driveway apron reconstructed with a different entry slope.

**What if I have an improved or special/decorative driveway and/or walkway?**

As this portion of your driveway (and front walkways) is located in the right-of-way, the City is only required to return your driveway to City of Houston codes and standards.

**What about any school buses that typically drive on the affected streets?**

The City of Houston and the contractor will work with the schools and bus routes to address the individual needs of the schools.

**Will the contractor consider individual requests from residents to re-do entire driveways?**

The contractor has a very tight deadline to complete this project so they will not be able to assist residents with these types of improvements.

**Will my street be at a different elevation than it is today?**

Over the past 40-50 years, the topography of the area has obviously shifted. The intent of this project by the City of Houston is to minimize any street elevation change as best as possible, although some change may be required to establish the proper flow of storm-water, both above and below the streets for proper drainage for years to come.

**Will the flood plan change post construction?**

No, it is not affected although standard runoff and drainage will be improved.

**How can residents feel comforted that all restoration will occur properly?**

Restoration of yards, sprinkler systems, etc. will occur once all construction is complete. Additionally, the city will not approve of final payment to the contractor until they complete their own assessment to ensure restoration is sufficient. If there are issues which are still evident after the yards have been restored, please report these issues to 311.

**Will updates be provided to residents?**

A representative from Council Member Larry Green's office will attend the monthly contractor status meetings and will periodically provide updates to the civic association.