

FREQUENTLY ASKED QUESTIONS (FAQ)
42" Waterline Installation Project and Small Diameter Waterline Replacement
NORTHFIELD AND SOUTHWOOD PLACE
August 22, 2013

Beginning 8/26/13, for the next 270 days, street construction will occur on the streets listed below.

- **West Bellfort Ave. from Braes Forest Dr. to Pembridge Dr.**
- **Pembridge Dr. from West Bellfort Ave. to Ludington Dr.**
- **Ludington Dr. from Pembridge Dr. to Sandpiper Dr.**
- **Sandpiper Dr. from Ludington Dr. to West Airport Blvd.**

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

The entire project is scheduled: Start 8/26/2013 and End: 5/23/2014. The dates are only estimates. The project schedule depends upon weather conditions and contractor's production rate.

- **What is going to be replaced / installed in these projects?**

Included in the scope of this project are: large diameter water lines, small diameter water line, portion of the streets, curbs, street lighting, and possibly some sanitary sewers and storm sewers.

Where to call to report problems?

- *Emergency needs (i.e. water off, toilets not flushing):* Contact Contractor's Superintendent or the 24-hour provided by the contractor.
- **Ramesh Pavaluri, Project Manager – 832-473-4271 *(24 hour Primary construction contact for residents)**
- **Mark Trahan (Superintendent) – 832-435-5316**

- *Non-emergency needs:* Dial 311 - Mention to the operator the following 3 things along with your issue:
 - WBS Number of the project (S-000900-0111 – 42" waterline project)
 - Refer the complaint into 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, access the *Water Line Project in Brays Oaks Area* link and download a *Special Needs Form* or contact us at 832-393-3016 to have a form e-mailed.

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 sidewalk or to the curb so you have evidence for replacement. During restoration, the construction company will replace drains to the curb and if your drain only went to the sidewalk, they are likely to extend it to the curb/street.

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 project right-of-way will extend about 2 feet into yards from behind the curb. However, small diameter waterline replacement will leave some residents with bore pits in their yards at times. Small diameter waterlines are installed using directional drilling, so not every resident will be affected by an open cut trench.

As a result of this Capital Improvement Project, 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 impacted area of 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 tunnel 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.

At some point, will I lose my water?

Yes, but the construction company's goal is to notify residents 72 hours in advance. Typically, water is out up to 4 hours. When transferring water service to the new water lines, the process takes 2-3 hours.

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

Yes! The portion/side of the street being repaired with the waterline replacement will be completely reconstructed. 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 landscaping near streets, sidewalks and curbs?

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 slightly reconstructed and different entry slopes may result in some areas.

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.

If warranted, special provisions will be considered, but all related costs of improvements over-and-above the City of Houston standards will be at the sole cost of the resident, payable in advance to cover the extra costs upon acceptance and approval of this additional work by the contractor (if applicable), or a contractor of your choice. One example is a decorative or pebbled walkway or driveway; the contractor will be unable to replace with like product. The City will not warrant this work.

Will SER Construction consider individual requests from residents to re-do entire driveways?

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

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.

Will updates be provided to residents?

A HOA representative(s) is invited to attend the monthly contractor status meetings and will periodically provide updates. Also, Barbara Hite from the District K council office will attend these monthly meetings.