

PROJECT INFO & FAQs

Water Line Replacement in Glen Iris Area | WBS # S-000035-0198-4

Project Information

Q: What is going to be replaced/installed on this project?

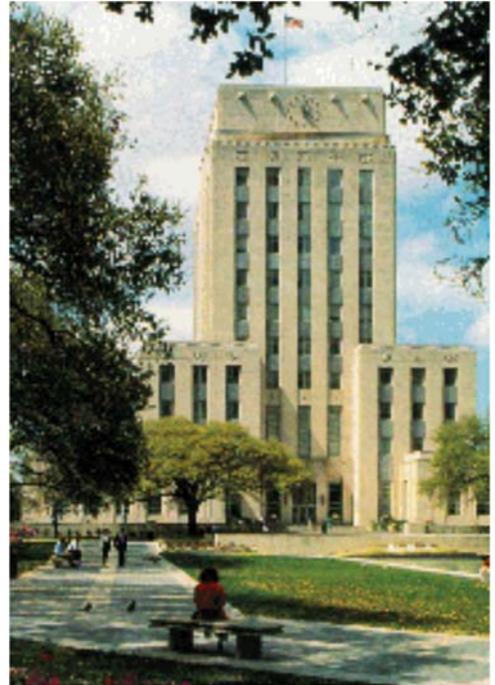
A: Included in the scope of this project are: large diameter water lines, small diameter water lines, portion of the streets, curbs, and possibly some sanitary sewers and storm sewers.

Q: What streets will be affected?

A: 3100-3499 *Wuthering Heights Dr.* (Townwood to Ambrose)
3100-3499 *Tidewater Dr.* (Townwood to Ambrose)
3100-3499 *Knotty Oak Trail* (Townwood to Ambrose)
3100-3499 *Trail Lake Lane* (Townwood to Ambrose)
3100-3499 *Ebbtide* (Townwood to Ambrose)
13200-13499 *Townwood Dr.* (Dragonwick to Ebbtide)
13300-13499 *Waterloo Dr.* (Wuthering Heights to Beran)
13200-13499 *Ambrose* (Dragonwick to Ebbtide)
13400-13499 *Woodring* (Knotty Oaks Trail to Trail Lake)
13400-13499 *Boonway* (Knotty Oaks Trail to Trail Lake)

Q: When is the project starting and long is that project?

A: The project is divided into Area 1 (District K) and Area 2 (District D). The Contractor begin construction on August 28, 2017. However, construction on Area 1 started October 2017. Construction duration is 261 calendar days ~ 9 months.



Construction FAQs

Q: Will I be without water service? If so, for how long?

A: Utilities in some areas will be temporarily shut off to install a waterline connection or to transfer services. This normally only takes a few hours unless the Contractor runs into an unforeseen issue. You will be notified a minimum of 24 hours in advance of any shut offs. There are times when a utility line is not shown and the Contractor may hit it accidentally. In that case your water may be shut off for a period of time while repairs are made.

Q: What should the residential homes with sprinkler systems be prepared for?

A: 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.

Q: What about French drains?

A: 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.



Construction

Q: Why have various markers and protective barriers been placed around trees, etc.?

A: For most of this area, the City of Houston project right-of-way will extend about 2-feet into the property from behind the curb. However, small diameter waterline replacement will leave some residents with bore pits in their yards at times.

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 grounds to City of Houston standards. Both the City of Houston and the contractor are taking precaution to protect existing trees and property as best as they can. Additional right-of-way markers may be placed along the curb and sidewalk area, and removal of these causes added delays and expense. Please do not remove these markers or any protective precautions that have been provided to the adjacent property.

Q: Are they going to dig up the front of my yard or just the street?

A: 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 the water meter from the "old" line and reconnect to the "new", having bored under the street to access the new line, if necessary.

Q: How will residents along the affected street of the project be properly notified of water disruption?

A; The contractor will place advance notification notices along the front door of each home. The construction company's goal is to notify residents 72 hours in advance.

Q: At some point, will I have issues accessing my driveway?

A: Yes! The portion/side of the street being repaired with the waterline replacement will be completely reconstructed. During this process, access to your driveway will be maintained as best as possible for access. The contractor should give notice if they need to work on the driveway access that fronts your home. The contractor will try to minimize any disruptions to these particular driveway access points.

Q: What about landscaping near streets, sidewalks and curbs?

A: Right-of-way does extend well into the edge of the property line. Homeowners mow and maintain these areas that the City of Houston consider "our property", but right-of-way grants them full access and utilization as deemed necessary. If you have specific landscaping that would like to be saved, we suggest the homeowner relocate such plant materials NOW!! Grass will be restored in areas upon completion of all construction.

Monthly Progress Meeting

A Glen Iris Civic Club representative(s) is invited to attend the monthly contractor status meetings and will periodically provide updates.

Also, Martha Castex-Tatum from the District K council office will attend these monthly meetings.



Construction

Q: What about my driveway access?

A: 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 the driveway apron slightly reconstructed and different entry slopes may result in some areas.

Q: What if my home has an improved or special/decorative driveway and/or walkway?

A: As this portion of your driveway (and front walkways) is located in the right-of-way, the City is only required to return the driveway access points 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 homeowner, 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.

Q: Will D. L Elliott Enterprises, Inc. consider special requests from the homeowner to re-do the entire driveway?

A: D.L. Elliott Enterprises, Inc. has a very tight deadline to complete this project so they will not be able to assist the homeowner with these types of improvements.

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

A: Restoration of adjacent property, 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.

Q How can I access this FAQ fact sheet?:

A: If you need to access this FAQ to share with your neighbors, please visit the District K website at www.districtK@houstontx.gov and access the Glen Iris Water Line Project link or contact us at 832-393-3016 to have a PDF of this fact sheet e-mailed.

Contact Info

Non-emergency needs:

- ◆ Dial 311 - Mention to the operator the following 3 things along with your issue:
- ◆ WBS number and name of the project (S-000035-0198-4 / Waterline Replacements in Glen Iris Area)
- ◆ Refer the complaint to the "Capital Projects".

Emergency needs: Contact Contractor's Superintendent or the 24-hour provided by the contractor.

- ◆ **D.L. Elliot Enterprises, Inc.**
Robert Flores, Superintendent/ 713-817-7006
Dwayne Schroeder, Project Manager/ 281-838-4220
- ◆ **Department of Public Works & Engineering**
Willie Raymundo, Project Manager/ 832-395-2370
Walker Hudgins, Inspector/ 281-901-7553

For a complete listing of Frequently Asked Questions please visit:
<https://www.publicworks.houstontx.gov/ecd/faqs.html>

HELPFUL LINKS

Project Specific Concerns

- pweqip@houstontx.gov

General Concerns

- 3-1-1 or 713-837-0311
- www.houston311.org

ReBuild Houston

- www.rebuildhouston.org

