

FREQUENTLY ASKED QUESTIONS (FAQ)

Waterline Replacement Project

WINDSOR VILLAGE AREA

July 18, 2013

The entire project is scheduled: Start: **7/22/13** and End: **4/22/2014**. The dates are only estimates. The project schedule depends upon weather conditions and contractor's production rate. The waterline replacement construction will occur on the streets listed below.

- **Oakham from Croquet to west end of Oakham**
- **Oakham from Heatherbrook to Birdlington**
- **Darlinghurst from Oakham to west end of Darlinghurst**
- **Heatherbloom from Oakham to west end of Heatherbloom**
- **Heatherbrook from Sims Bayou to Croquet**
- **Heatherbrook from Croquet to west end Heatherbrook**
- **Paddington from Heatherbrook to west end of Paddington**
- **Caradine from Heatherbrook to Darlinghurst**
- **McKinstry Blvd. from Warkworth to Delbury**
- **Sheringham from Tiffany to Oakham**
- **Newquay from Croquet to west end of Newquay**
- **Tiffany from Croquet to west end of Tiffany**
- **Warkworth from Oakham to Tiffany**
- **Croquet from Sims Bayou to Grapevine**
- **Heatherbloom from Amble to Altair**
- **Altair from Darlinghurst to Heatherbrook**
- **Amble from Darlinghurst to Heatherbrook**
- **Darlinghurst from Croquet to Altair**
- **Heatherbrook from Sims Bayou to South Post Oak Rd.**
- **Prudence from South Post Oak Rd. to Catina**
- **Abide from Darlinghurst to north end of Abide**
- **Caradine from Newquay to Tiffany**

How long is this project going to take to complete?

The entire project is scheduled: Start 7/22/2013 and End: 4/22/2014. 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: small diameter water line replacement with service lines from the new lines to the existing water meters.

Where to call to report problems?

- *Emergency needs (i.e. water off):*
- Juan Arriaga, Inspector – 832-884-9554
- Zachery Martin, Project Manager – 832-731-7299 (cell) *(24 hour Primary construction contact for residents)

- Alex Rahal (Superintendent) – 713-298-0887 (o)

- *Non-emergency needs:*
 1. Call or use the City 311 features,
 2. Use the 311 mobile app available on the City of Houston web site (www.houstontx.gov), or
 3. Send an e-mail to PWECIP@houstontx.gov. Mention to the operator the following 3 things along with your issue:
 - WBS Number of the project : S-000035-0150-4
 - Project Name: Waterline Replacement Project in Windsor Village Area
 - 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 Windsor Village 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?

This project will not affect trash or recycling pickup. Place your trash and recycling receptacles as you normally would. If it is in the contractor’s way, they will move it.

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. If you believe that your sprinklers systems were damaged during construction, please contact the project manager at **832-731-7299 (cell)** so that he can investigate and schedule repairs.

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. If you believe that your drains were damaged during construction please contact the project manager at **832-731-7299 (cell)** so that he can investigate and schedule repairs.

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 18 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. Minimal work will be performed in the actual street.

At some point, will I lose my water?

Yes, but the City of Houston's goal is to notify residents 72 hours in advance. Typically, water is out up to 4 hours when connecting the main lines. 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?

No.

What about landscaping near streets, sidewalks and curbs?

Right-of-way does extend well into your yards. You all mow and maintain these areas and consider this area your property. However, the existing roadway right-of-way grants City of Houston full access and utilization to this right of way as deemed necessary. All efforts will be made not to disturb your landscaping during this project. However, if you have extensive landscaping in your yard, some of it may be impacted with the construction. If you have a specific plant you would like to save, we suggest you (personally) relocate such plant materials. Grass will be restored in yards upon completion of all construction.

What about my driveway?

Driveways will not be impacted with this project.

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

At this time, we do not anticipate impacting any special or decorative driveway and/or walkways. However, it should be noted that 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 by 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.

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

DCE 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. The contractor has taken pre-construction photos of every yard impacted on the project. Additionally, the City will not approve final payment to the contractor until they complete their own assessment to ensure restoration is sufficient.

If you have concerns, please call 311 and document those concerns so that they can be addressed at the end of the project. Do not make the repairs yourself! The contractor will make them at the appropriate time during the course of construction.

Will updates be provided to residents?

A Windsor Village Civic Club representative is invited to attend the City's Monthly Progress Meeting and can obtain project updates from this meeting. Also, Claude Foster from the District K council office will attend these monthly meetings.