

# PROJECT INFO & FAQs

NEIGHBORHOOD STREET RECONSTRUCTION PROJECT NO. 468 - CRESTMONT SUBDIVISION | Project No. N-000401-0001-4

## Project Information

**Q: What is the purpose of this project?**

A: The purpose of the project is to construct storm drainage improvements that address and reduce the risk of structural flooding in the area by improving street conveyance and sheet flow.

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

A: The project includes replacing storm sewer, sanitary sewer, and pavement throughout the project area. In order to facilitate the construction of these improvements, some water lines will be relocated.

**Q: How long is this project going to take to complete?**

A: Construction will begin December 3, 2018 with completion set for January 7, 2020. The project schedule may change due to weather conditions, contractor's production rate, and other factors.

**Q: What are the construction work days?**

A: The contractor will work Mon-Sat between the hours of 7:00 am and 7:00 pm. There are situations when the contractor may work outside of these hours in order to complete a critical connection on a utility, concrete pour, or in the rare case of an emergency.



## Construction FAQ's

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

A: For most of the residential streets in the City of Houston, the right-of-way extends about 16 feet into yards from the back of the curb. As a result, the City of Houston 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 disturbed areas to City of Houston standards. 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 projective precautions that have been provided in your yard.

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

A: If a waterline installation is required for your project, the contractor is going to use the boring process whenever possible to install the waterlines. This process requires minimal digging within the right-of-way. Once the new lines have been installed, the existing ("old") water lines will be abandoned, thereby avoiding the need to dig them up for removal. Once the new waterlines have been installed, tested, and approved by the City, the contractor will disconnect your water meter from the "old" line and reconnect to the "new". Construction is usually accomplished by completing reconstruction of one side of the street, then returning to reconstruct the other side of the street. During this process, access to driveways will be maintained as best possible for personal access. On some days, you may be asked to park nearby, but this usually occurs on days that work is in front of, or blocking a given driveway at a given time. Naturally, weather will have some impact on these occurrences. We suggest that you share your driveways with your neighbors, when possible.

**Q: What about our trees?**

A: 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.



## Construction

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

A: Yes. As mentioned, for paving and drainage projects, streets will be completely reconstructed. This is typically accomplished by completely reconstructing one 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 possible for personal access. On some days, you will be asked not to park in your driveway. However, you will be given ample notification of this condition through door hangers which will be distributed by the contractor. This will only occur on days that construction is being performed in front of your driveway. Naturally, rain and weather will have some impact on the duration of these occurrences. We suggest that you share your driveways with your neighbors on the opposite side of your street, when possible. Typically, you would be restricted from your driveway for 7-10 days.

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

A: The City of Houston and contractor will work with the local school principals and school transportation coordinator to address the individual needs of the schools.

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

A: If waterline replacement is a part of the project, you may lose water service periodically during the course of construction. 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 off for 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 water lines. When this occurs, it is the contractor's top priority to restore service as quickly as possible and notifications will not be provided.

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

A: Over the past 50-60 years, the topography of our area has 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.

## RIGHT OF WAY

For most of the homes in the area, the City of Houston project right-of-way will extend about 2-feet into the property from behind the sidewalk. However, storm sewer and sanitary sewer line replacement will leave some residents with open excavations 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.



## Restoration

### **Q: How can residents feel assured that all restoration will occur properly?**

A: 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 the City completes 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.

### **Q: What should residents 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 the number and the location of the sprinkler 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 area of the right-of-way that will be reconstructed, with the intent of keeping your sprinklers working in the rest of the yard. The pictures should help resolve any questions when the construction company restores the sprinkler system. It is entirely possible your system (or at least certain zones) may stop working once work has commenced in the right-of-way as wires and lines do occasionally get cut inadvertently. Be sure to have a garden hose and traditional sprinklers ready to use during this period. If you believe that your sprinkler systems were damaged during construction please contact the project manager.

### **Q: What if I perceive that there has been damage to my property?**

A: The Contractor is required to take pre-construction photos of all property prior to commencing work. If you perceive that damage has been done to your property, you may report the damage to the City using the 311 System or by emailing [PWECIP@houston.tx.gov](mailto:PWECIP@houston.tx.gov). A City representative will meet with you and will compare your property to the preconstruction photos to determine if any damage has been done. If so, the City will direct the contractor to repair the damage.

### **Q: What about my driveway?**

A: For paving and drainage projects, new driveway aprons are a necessary part of this project as they are required to meet and connect existing driveways to the new streets. Depending on elevations your driveway apron may be reconstructed with a different entry slope. It may be necessary to obtain a right-of-entry from the property owner to enter your property if this new slope exceeds the maximum allowable design standards. This right-of-entry will allow the City to connect to the existing driveway further away from the street which will lower the slope of the new driveway.

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

A. For portions of driveways (and front walkways) located in the right-of-way, the City is only required to return the driveway/walkway to City of Houston codes and standards. Residents are given two options:

**Option 1.** The City will replace driveways/walkways with plain concrete at no cost to the homeowner.

**Option 2.** The City will form the driveway/walkway to meet the new grades/slope. Homeowner would have the driveway completed with their desired finish at their cost. The driveway must be finished 2 weeks after it's been prepped by the contractor.

# Contact Info

## Non-emergency needs:

Dial 311 - Mention to the operator the following 3 things along with your issue.

1. Project number (N-000401-0001-4)
2. Name of the project (NSR 468- Crestmont Area)
3. Refer the complaint to "Capital Projects".

**24/7 Emergency needs: Contact the Construction Manager or the Inspector**

## City of Houston (Oversight)

Darrell Donahoe, Inspector / (713) 493-5118

Alvin Jackson, Construction Manager / (713) 560-3548

James Bielstein, Project Manager / (832) 395-2378

## Main Lane Industries (Contractors)

David Cox, Vice President / (346) 229-5302

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

Today's presentation and additional project information can be found at:  
<https://rebuildhouston.org/community-engagement>

## HELPFUL INFO

### Project Specific Concerns

- [pwecip@houstontx.gov](mailto:pwecip@houstontx.gov)

### General Concerns

- 3-1-1 or 713-837-0311
- [www.houston311.org](http://www.houston311.org)

