



For more information on this project, please contact the Houston Service Center by dialing 3-1-1 or (713) 827-0311; access <u>www.houstontx.gov</u> and click on the 3-1-1 icon or download our mobile app for Android & Apple iOS. You may also send an e-mail to <u>PWECIP@houstontx.gov</u>.

As in all construction work, there will be designated work areas for excavation and moving equipment. Please be advised to exercise appropriate caution when traveling in or through these areas. Also, there may be times that water and/or sewer service may temporarily be lost. Every effort will be made to inform you of planned shutdowns of service. However, emergency situations may arise which may force the immediate shutdown of service. In these instances, every effort will be made to restore your service as quickly as possible.

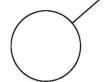
Driveway access will be affected as a part of this project. There will be times you may have to share a driveway with your neighbor while pavement/ driveways are being replaced in front of your house. All work is to be performed within the City's right-of-way (ROW). This ROW extends 5 to 20 feet from the back of the existing curb, depending on the area.

During the design of this project, an arborist was engaged to perform an assessment of the trees in the area and to develop a tree protection plan. This plan will be implemented by the contractor to ensure adequate protection of the trees during construction.

Restoration of yards, sprinkler system, etc. will occur once all construction is complete on the street. If your spinkler system is broken by the construction, please contact 311 to report the break and PWE will ensure that the contractor makes the repair as quickly as possible.

The contractor has taken pre-construction photos of the project. If you perceive that damage has been done to your property, please report the damage via 3-1-1 and PWE will meet with you to review the damage.

REBUILDHOUSTON.org better streets. better drainage. better future.



REBUILDHOUSTON.org

better streets. better drainage. better future.

The ReBuild Houston Initiative is the City of Houston's voter-initiated plan to rebuild drainage and street infrastructure. ReBuild Houston will improve the quality of life and mobility for residents through the reconstruction and proper maintenance of drainage and street improvements.

Sylvester Turner, Mayor

Chris Brown, City Controller

Council Members

Brenda Stardig Jerry Davis Ellen Cohen Dwight Boykins Dave Martin Steve Le Greg Travis Karla Cisneros Robert Gallegos Mike Laster Larry Green Mike Knox David Robinson Michael Kubosh Amanda Edwards Jack Christie





Construction

Q: Why are you doing this project in my neighborhood?

A: The Department of Public Works and Engineering has determined that the infrastructure in your neighborhood requires upgrading and improvements to meet current standards.

Q: Where do I call to report problems?

A: Prior to construction on your street the contractor is required to give you written notification of the work that is to be performed. In the notification is the contractor's 24-hour emergency contact telephone number. The information is also located on the last page of this packet.

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

A: Residents may see markers placed to indicate the location of private utilities as well as survey stakes. In addition, both the City of Houston and the contractor are taking precaution to protect existing trees and will use indicators as needed. Please do not remove these markers or any protective precautions that have been provided in your yard as doing so may cause added delays and expense.

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 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 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.

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 if 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 accidently interrupted due to inaccurate location of existing waterlines. When this occurs, it is the contractor's top priority to restore service quickly as possible and notifications will not be provided.

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

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.

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

A: If the streets are going to be completely reconstructed, 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. However, you will be given ample notification of this condition through door hangers which will be distributed by the contractor. Naturally, weather will have some impacts on these occurrences. We suggest that you share your driveways with your neighbors on the opposite side of your street, where possible. Typically, you will be restricted from your driveway for 7-10 days.

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

A: Over the past 40-50 years, the topography of the area has shifted. When reconstructing a street the intent of any project by the City of Houston is to minimize any street elevation change as much as possible. Some change may be required to establish the proper flow of storm-water to ensure proper drainage for years to come.

Q: What about any school buses that typically drives 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: On streets under construction, what is the procedure for trash and recycling pick up?

A: Please put your receptacles on the non-affected side of the street.

Sidewalk, Trees & Lighting

Q: What about my sidewalk?

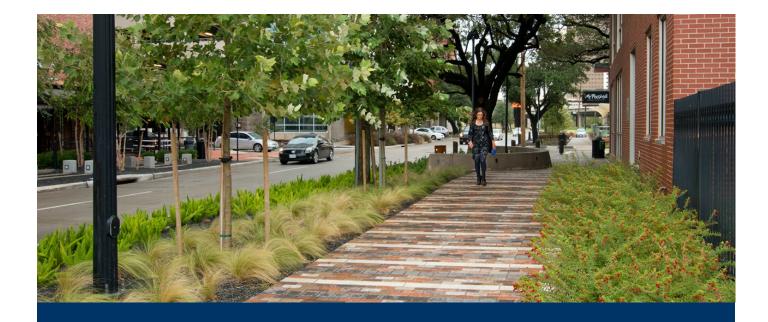
A: Not all streets will receive sidewalks. However, any street or block that is receiving a sidewalk will be 5-feet wide where possible. The location of the sidewalks may vary due to obstructions.

Q: What about our trees?

A: The right-of-way extends about 16 feet into yards from the back of the curb into your yard. The City and the contractor will make all attempts to protect existing trees in accordance with the tree protection plan provided. These plans are developed by a certified arborist. 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.

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

A: While these areas are maintained by the abutting property owners, the right-of-way, extending approximately 16 feet from the back of curbs, grants the City of Houston full access and utilization as deemed necessary for the construction of the project. If you have specific landscaping within the public right-of-way that you would like to save, we suggest you relocate these special items to a protected location. Grass will be restored in yards upon completion of all construction.



Restoration

Residents are encouraged to take photos of their property prior to construction. Typically, restoration occurs following completion of construction activities, but the contractors will make every effort to perform restoration activities during construction when possible.



Restoration

- Q: How can residents feel comforted that all restoration will occur properly?
- A: Restoration of yards, sprinkler system, 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 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. In addition, where sidewalks extend through these aprons, the sidewalks must meet all local and federal regulations for sidewalks. This requires the sidewalks to meet ADA (American with Disabilities) standards. As such, you can expect to have your driveway apron 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 your driveway to City of Houston codes and standards.
- 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 e- mailing PWECIP@houstontx.gov. A City representative will meet with you and will compare your property to the pre- construction photos to determine if any damage has been done. If so, the City will direct the contractor to repair the damage.

CONTACT INFO

Non-Emergency Needs

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

- WBS Number M-000285-0001-4
- Project Name Garden Oaks and Shepherd Park (Central)
- Refer the concern to the 'Engineering & Construction Division' -or-
- Department of Public Works & Engineering Dotun Ogundare - Project Manager 832-395-2389

Emergency Needs

 JFT Construction, Inc. Joseph Tahtouh - Contract Project Manager 281-250-7733
(24 hour primary construction contact for residents) -or-Ismael Hernandez - Superintendent 832-274-1726

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



HELPFUL LINKS

Project Specific Concerns

pwecip@houstontx.gov

General Concerns

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

ReBuild Houston

www.rebuildhouston.org

