



# JUNO ISLES - WEST SIDE WATER MAIN & LOW-PRESSURE FORCE MAIN IMPROVEMENTS



## FREQUENTLY ASKED QUESTIONS

### What inconveniences can be expected?

During the construction period temporary detours and/or dust and work being done in the roadways and sidewalks can be expected. Vibration and noise could be caused by heavy equipment. Individual driveways, roadways and sidewalks may be closed for short periods of time as pipe installation progresses and restoration work is completed. Coordination with homeowners will be done in advance for those occurrences. Maintenance of traffic devices (the familiar orange cones) will be placed to inform motorists and pedestrians of areas where construction is taking place and advise on alternate routes. Construction related easements may be needed and will be requested if required.

### Will my driveway, mailbox or landscaping be affected?

Potentially, but if they are, the impacted items will be replaced "in kind". Daily delivery of your mail should not be impacted during construction.

### When is construction expected to start?

We expect construction to start early 2024.

### Who do I contact with additional questions?

You can call the project hotline at 561-815-4770, email [Info@themerchantstrategy.com](mailto:Info@themerchantstrategy.com), or submit a question under "Contact Us" below.

### Will I have access to my property when you are working in front of my house?

Efforts will be made to ensure residents have access to their property during the construction work, but this may be limited or restricted in certain situations for safety reasons.

### How long will you be working in front of my house?

The duration of work in front of your house may vary depending on the complexity of the scope of work being performed. Keep in mind that construction work can be affected by unforeseen factors such as weather or other unforeseeable circumstances.

### I have irrigation, will it be affected?

If you have an irrigation system installed in the swale area adjacent to your residence, it may be temporarily impacted to ensure it does not interfere with the proposed improvements. Please note that any existing irrigation system that is impacted by the construction work will be restored once the work has been completed at no cost to you.

### Will you damage or remove the trees and landscaping in front of my house.

To minimize the impact on trees and landscaping, extensive efforts were taken during the design phase of the neighborhood improvement project. However, it is possible that the sod in front of your house may be impacted, depending on the specific scope of work being performed in that area. We want to assure you that any existing landscaping or sod that is impacted by the construction work will be restored once the work has been completed, at no cost to you.

# FREQUENTLY ASKED QUESTIONS CONT.

## **What can I expect if my driveway is damaged or removed during construction?**

If your driveway is damaged or needs to be removed due to the improvement project, it will be restored to its original condition at no cost to you. You will be notified in advance if your driveway needs to be removed to facilitate the construction work or the restoration of your driveway. During the replacement work, you may experience some temporary inconvenience, and access to your driveway may be restricted or temporarily unavailable. However, crews will work with you to ensure that you have alternate access to your property. It is important to note that efforts will be made to minimize impacts.

## **When will restoration take place?**

The timing of restoration work will depend on the phasing of the improvement project. Typically, restoration work is performed at the end of the project or, if the project is constructed in phases, the restoration will be performed as the construction of each phase is completed. Please note that unforeseen circumstances or changes to the project scope could impact the anticipated timeline for restoration work.

## **Who do I contact if I notice damage to my personal property?**

In the event that you discover any damage to your personal property during the neighborhood improvement project, it is imperative that you promptly contact the project team. You will be provided with the contact information on the Construction Commencement Notifications, which will be distributed to all residents before construction begins.

When reporting the damage to the project team, it is advisable to provide as much detail as possible, including the date and time the damage was observed, the specific location of the damage, and any other pertinent information. If feasible, it is also recommended that you take photographs of the damage to document the situation.

It is important to note that prior to the commencement of any construction activity, the contractor will produce a Pre-Construction Video that documents the existing conditions throughout the project limits. The project team will refer to this video to verify the reported damage, assess the extent of the damage, and determine an appropriate course of action.

## **Will my water service be affected?**

During the water main improvements, it is anticipated that there will be temporary water service interruptions in order to facilitate water service transfers and water main tie-ins. The duration of each interruption will vary depending on the scope of work being performed.

To minimize the inconvenience to residents, we will provide advance notice of the anticipated date and duration of each water service interruption. This will give residents sufficient time to make any necessary arrangements and prepare for the temporary interruption in their water service.