



PUBLIC SERVICES

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Frequently Asked Question – Cleveland Sewer Project

1. [How many houses will benefit from this project?](#)
 - a. Hundreds of homes will be served by this project.
2. [How many houses will be inconvenienced by this plan?](#)
 - a. Homes along Main Street, Cleveland Street, West Monroe Street, Keeney Street, Harlem Avenue, Waukegan Road, Oconto Avenue, Octavia Avenue, Odell Avenue, Oketo Avenue, and the adjoining streets near intersections will all be impacted by the construction.
3. [Who will assume responsibility for tree roots being damaged during construction and potential liability going forward?](#)
 - a. The Village of Niles Forrester will make the final call regarding structural issues with the trees.
4. [How will owners be notified of trees being lost and how much notice will they be given?](#)
 - a. Residents will receive notification of trees being removed in advance of take-down whenever it is practical. Occasionally a tree may need to be removed on short notice due to significant structural issues.
5. [What factors determine what trees will be lost? Is it the tree location or the tree condition?](#)
 - a. There are several factors determining which trees will have to be removed or relocated. Factors include tree species, tree spacing, tree condition, presence or absence of overhead wires, proximity and depth of existing and proposed facilities and methods of construction selected by the contractor.
6. [It is our understanding that some of these repairs are upgrades to the current system and some are new. Please describe what is an upgrade and what will be new.](#)
 - The project does not differentiate between new facilities and repaired facilities
 - Existing sewers along the route will be replaced
 - Existing pavement along the route will be replaced
 - In many cases the pipes installed are much larger than the existing pipes



7. Please describe all inconveniences the Village anticipates this project causing residents.
 - Dust
 - Noise
 - Smells
 - Vibration
 - Detours
 - Reduced access
 - Other general inconveniences

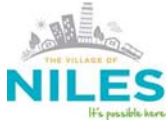
8. Please describe all positive impacts the Village anticipates this project having on residents.
 - Reduced likelihood of structural flooding and basement backups
 - Preservation of home values
 - New pavement
 - Reduced frequency and severity of street flooding within the service area

9. Please describe the Village's plan to prevent flooding during the construction process.
 - a. The contractor is responsible for maintaining sanitary sewer and storm sewer operation during the construction.

10. Please estimate how many nights residents can expect to not have access to their driveway over the course of this project.
 - a. The contractor and his crew will only be allowed to work during the day. The time during the day will be determined by the Village of Niles. Village staff will work with the contractor to minimize resident impacts as much as possible. Due to the nature of the work there will be isolated instances where access to a driveway is blocked overnight.

11. What happens if the contractor damages my property and how can I protect my property ?
 - a. You may wish to inquire with your homeowners/renters insurance company how they would address this situation. They may recommend documenting the condition of your property prior to construction starting. The Village of Niles requires the contractor to maintain insurance which is intended to provide coverage for damages which may be caused by the contractor's activities.

 - b. The Village of Niles strongly recommends that residents take pictures of their foundations before construction begins. The pictures will provide proof of damage. In addition, the pictures serve as evidence in case of fire or theft.



12. Would the Village provide any assistance (either financial or administrative) to homeowners that experience damage to their houses or flooding to their houses as a result of this project?
 - a. It is prudent for homeowners to document the condition of their home or property prior to the beginning of construction. It may also be advisable to contact your homeowner's insurance company so that they are aware of this documentation, and can advise you on any other steps that may be helpful in processing a claim. Any claims will follow standard Village procedures.
 - b. If the homeowner wishes to initiate a claim, they should contact both their own insurance company and the contractor's insurance company.
 - c. The contractor will be videotaping the entire project area to document any existing damage to property.
 - d. It is prudent for homeowners to document the condition of their home or property prior to the beginning of construction. It may also be advisable to contact your homeowner's insurance company so that they are aware of this documentation, and can advise you on any other steps that may be helpful in processing a claim.

13. What other alternatives were considered and why were they dismissed?
 - a. Our consultants reviewed several alternative alignments. The routes selected were chosen in order to maximize the flood risk reduction and address constructability issues while minimizing costs.

14. What type of communication can we expect to see?
 - a. Prior to starting construction, all residents affected by the work will be invited to a public information and ground breaking meeting.
 - b. The Village intends to create a project webpage on Vniles.com which contains additional updates. The Village will also maintain an e-mail list to distribute project updates. Please contact tjp@vniles.com to be added to the list.

15. Where can we find documentation of these flooding issues?
 - a. Documentation of flooding issues can be found in the Village of Niles Stormwater Relief Program document. This can be accessed by scheduling a meeting with Public Services Staff or going to the stormwater commission webpage:
 - b. <https://www.vniles.com/392/Stormwater-Commission>

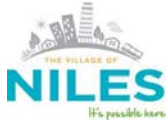


16. Who can we call during the project with questions and concerns?
- Questions or concerns during the project may be directed to the Village's Engineering Department.

***Timothy O'Brien, Civil Engineer at:
Village of Niles, Public Services Department
6849 Touhy Avenue, Niles, IL 60714-3174
Phone: 847-588-7923
Email: tco@vniles.com***

***Thomas Powers, Village Engineer at:
Village of Niles, Public Services Department
6849 Touhy Avenue, Niles, IL 60714-3174
Phone: 847-588-7925
Email: tjp@vniles.com***

17. Will there be phases? What will each phase entail?
- Most likely, exact phasing TBD
18. Please describe the number of machines and types of machinery a resident can expect to see on their street.
- Preliminary indications are that the contractor will utilize a very large backhoe to excavate a very large trench in which to place the pipes. The contractor may employ a crane or other backhoe to place the pipes down into the trench. Soil excavated from the trench will be trucked away in dump trucks and recycled, crushed concrete will be brought back in to replace the soil excavated from the trenches. During paving operations concrete trucks and concrete pavers and asphalt trucks and asphalt pavers will be present on the roadway. There is no doubt this type of equipment is going to be loud, along with the trucks required to haul out the spoiled material and bring in specified backfill. Vibrations will have to be monitored but due to the setback of the homes from the street, they are not anticipated to be severe.
19. What size trenches will be dug?
- The size of the trenches will vary based on the size of the pipe being installed. Along Cleveland Street and West Monroe Street (between Oketo Avenue and Harlem) the trenches will be approximately the width of half the street. Trench widths will be correspondingly smaller in the other streets. Another major factor determining trench width would be soil conditions. Soil conditions can vary greatly during project and will have to be monitored during construction.



20. How much trench will be open at once?
 - a. The amount of trench open at once will vary by street and sequence of construction. Generally speaking the contractor will backfill closely behind the pipe laying operation to minimize the amount of trench open at any given time.

21. Why not use a smaller backhoe?
 - a. Large backhoes are required to lift and set the large diameter pipe.

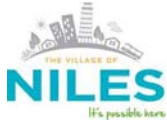
22. Where will the staging area for construction materials be? Pipes, gravel, etc.
 - a. The staging area is not known at this time, and will be discussed during preconstruction meetings. It will be necessary to stage pipe and manholes along the side of the trench sometime prior to installation.

23. What hours will the proposed contractor be allowed to work? How many days of the week will they plan on working?
 - a. Under the Village's Municipal Code contractors may work from 7:00am to 6:00 pm, Monday through Saturday without special permission. Until we have our preconstruction meetings, their actual hours of operation are unknown but will likely vary due to their schedule.
 - b. Special provisions for working outside of the schedule may be granted after discussions with the Village. If the contractor can utilize a different schedule to minimize disruption or speed completion of the project their request will be considered.

24. How much notice will homeowners be given about driveway inaccessibility, sewage disruption, and water disruption?
 - a. The contractor is required to notify resident one days in advance of any planned disruption regarding accessibility or utility disruption. There will, however, likely be times during construction when circumstances do not allow for advance notification of every possible contingency. An example of this may be a water main break in the area of construction. Both the Village and contractor will work to keep these occurrences to a minimum.

25. What happens if a homeowner's lateral is damaged during the project?
 - a. Any damage to a lateral caused by the contractor will be repaired prior to backfilling. In many cases the homeowner's lateral will be left in better condition than it was prior to the construction starting. Portions of the lateral being replaced will be brand new.

26. How do you secure the work site overnight for the safety of kids?
 - a. It is the contractor's clear responsibility under the contract to provide workplace safety for everyone. Specifics about how they plan to provide this measure of safety will be discussed during the preconstruction meetings.



27. Who from the Village will be our point of contact for problems? Name, phone number and e-mail.

**Timothy O'Brien, Civil Engineer at:
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28. Will there be clauses in the contract to promote the quality of life for residents? Incentive to ensure project is completed within expected timeline? Incentive to deter home owners' prolonged inaccessibility.

a. The contract does include penalties if the mainline pipe installation is not completed on time. It should be noted that time extensions can be given for delays that are not considered the responsibility of the contractor. It should also be noted that no one is planning to cut off utilities to residents any longer than absolutely necessary.

29. How much insurance will the proposed contractor take out for this project and who is their insurance company?

a. The Village of Niles will determine the minimum amount of insurance for this project. The Village will provide the contractors Insurance information upon request.

30. Who issued the proposed contractor's performance bond? What is the amount of the bond?

a. The contractor's performance bond provides assurance to the Village that it will be able to pay for the completion of the project if the contractor becomes nonresponsive. The payment bond will be in the full amount of the contract.

31. What is the Village's plan of communication relating to the project? Will there be weekly e-mails sent?

a. There will be updates of the project posted in the Village website and direct communication to residents immediately affected by utility work or property access issues. Residents will also be able to contact the construction inspector or call the Village Public Services 847-588-7900 or Village Hall 847-588-8000 .