

Integrated renewal of Arnhem Street and Apeldoorn Avenue (CP000672)

Frequently Asked Questions

	Theme	Questions	Responses
1	Sprinkler systems	Concerns regarding impacts on private sprinkler systems were raised by several attendees.	Addresses where private sprinkler systems have been identified to the project team have been marked on construction drawings. Residents are required to temporarily remove the portion of the sprinklers which are on City property prior to construction. Efforts will be made to have the contractor confirm with the homeowners that sprinklers have been moved prior to starting work which may cause damage. Residents are asked to have sprinkler systems temporarily removed from within the City right of way prior to May 31, 2025.
2	Concerns about traffic calming	Concerns were raised about traffic calming elements, notably the speed humps that are proposed on both streets.	After receiving feedback from the public at the initial public consultation, the number of speed humps was decreased from 10 to 5. There will be two per block on Apeldoorn Avebye and one on Arnhem Street. A post construction speed survey will be completed to determine if the proposed traffic calming measures have resulted in vehicular speeds consistent with the City's 30 km/h neighborhood objectives. If post construction speeding concerns are noted, they will be further reviewed by the City.
3	Concerns about tree protection	There is work proposed close to trees; will they be protected? Can the design be adjusted to provide additional clearance?	All trees within the project limits were reviewed by a landscape architect and the City's forestry team as part of the design. Adjustments were made to the design where vulnerable trees existed to increase clearances to proposed construction activities. Modified service installation is planned throughout the project to minimize impacts to existing mature trees where necessary. There is also opportunity to adjust the plan on a case-by-case basis once construction has begun should new information come to light during the works.
4	Driveway reinstatement	Several questions were raised about driveway reinstatement, including questions about width and material that will be used for reinstatement.	Driveways will be reinstated to match existing conditions to the extent possible. For example, interlock driveways will be reinstated with interlock and paved driveways will see new asphalt placed where existing asphalt was removed or disturbed by construction activities. A similar approach will be taken with private walkways.
5	Lead service replacement	If property owners want to replace the private side of the service connections, when should that work be scheduled relative to the proposed construction?	If a property owner wants to replace a service on private property, it is the responsibility of the homeowner to coordinate with an independent contractor before or after this reconstruction project. A City of Ottawa program is available to help subsidize the cost of replacing your lead service. Additional information on the Lead Pipe Replacement Program can be found at ottawa.ca/leadpipes .

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6	Access to driveways	Several questions were asked about maintaining access to properties during construction activities.	Periodically, vehicular access to your property may be unavailable. The contractor is required to provide 24-hour notification of temporary loss of vehicular access/egress to your property. A temporary On-Street Parking Permit will be made available to allow on-street parking within two blocks of your residence when these disruptions occur. Residents with electric vehicles will need to find alternative charging arrangements when access is restricted. The use of extension cords within the public right of way is not permitted. If you require a disability-related accommodation, please contact the City project manager to discuss alternatives.
7	Parking during construction	How will on-street parking be impacted during construction?	As the various road reconstruction activities are in progress, on-street parking will be restricted. Local access will be maintained to residents, business owners and emergency vehicles but you may need to park vehicles further away from your desired destination than usual. Accessibility is an important consideration for the City of Ottawa. The City makes every effort to provide access through and around construction sites.
8	Communication prior and during construction	How will the City communicate with residents before the start of construction and during construction?	The City remains committed to keeping the public informed of projects occurring in their neighbourhood and may use a variety of communication methods to update residents including but not limited to, mailed notices, project website updates and ottawa.ca. Residents should expect to receive a mailed notice 1-2 weeks prior to the start of construction and should expect to receive door hanger style notifications 24-48 hours prior to water supply interruptions. For time sensitive notifications or discussions there will be verbal interactions directly with the contractor and/or on-site City representatives. Members of the project team are available to answer questions from the public, their coordinates will be provided in the mailed pre-construction notice.
9	Survey pins / Existing infrastructure	If construction disturbs privately owned features, who is responsible to replace them?	The reconstruction is within the City's right of way but may result in some disruption to part of the private property directly adjacent to the work. The City will reinstate sections of landscaping, driveways and walkways that are disturbed by construction. However, if you have plants or any other assets located within the City's right of way that you want to preserve, we suggest that you move them in preparation for the construction work. Any damage to private property will be the responsibility of the contractor to repair.
10	Fire hydrants	Concerns about the placement of fire hydrants affecting property aesthetics	Efforts were made to place fire hydrants on property lines between homes. In some instances, that was not possible due to other constraints such as minimum distances from driveways, other utilities, or impacts to trees. Where a hydrant is shown in front of a home, it's generally because other constraints prevented placement elsewhere and a hydrant was required in that location to meet maximum distance requirements between adjacent fire hydrants.

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11	Inquiry about consent and encroachment	If access to private property is required during construction what is the process?	The City of Ottawa will communicate with the affected homeowner and execute a Consent to Enter Agreement. This will outline the purpose of entry, approximate timelines and the City's responsibilities.
12	Weeping tile/Storm and sanitary lateral replacement	Questions were received regarding sanitary and storm laterals and how they will be replaced and reconnected.	The public portion of existing sanitary and storm laterals are planned to be replaced to the property line and reconnected to the new sewer. Any issues with the laterals, such as sag or displaced joints will be corrected by this work. Defects on the private side of the sewer laterals are the responsibility of the homeowner.
13	Poor drainage	Drainage concerns were flagged at the Falaise Road intersection.	Drainage was considered during the design of the new roadway, and the issue is expected to be resolved once construction is complete.
14	Landscape reinstatement	Questions were received about soft landscaping reinstatement plans.	Grassed areas are planned to be reinstated with 100mm of topsoil and sod. The contractor will be responsible for maintaining and watering the sod during the warranty period, which is 60 days after installation. Residents are asked not to cut the sod during this time or risk voiding the warranty. Other soft landscaping features will be reinstated to pre-construction conditions or better and may necessitate discussions with the homeowner on a case-by-case basis.