

Melbourne, Ravenhill, Kenwood and Greenwood avenues integrated renewal (CP000889) Frequently Asked Questions

	Questions	Responses
1	What will be the duration of construction?	It is anticipated that construction will be 2-3 years in length starting in spring 2026 pending budget approval. A more precise timeline will be established as part of the detail design.
2	With construction comes construction-related noise. What is the City doing to mitigate noise?	<p>The City's contractor will typically operate within the parameters of the Noise By-law:</p> <ul style="list-style-type: none"> • Monday-Saturday: Between 7 am and 10 pm • Sundays and holidays: Between 9 am and 10 pm <p>Some night or weekend work may be required during construction to limit daytime water or traffic disruptions. Night work outside of the typical operating hours requires an approved Noise By-law exemption and residents will be made aware in advance of the work.</p> <p>The City's contractor will take every precaution to minimize interruptions to everyday life but, as you can appreciate, there may be some inconvenience during the course of the work, such as delays when travelling around the construction zone, noise, dust and vibrations.</p>
3	Will I get a new driveway?	The City's contractor will be responsible for reinstating any damaged portions of your driveway with a similar material (i.e., asphalt, interlock, concrete); however, this may result in a construction joint, which is typical practice within the City.
4	Will utilities to nearby residents be impacted during the reconstruction? How will residents be notified when utilities (i.e. water, gas, electricity) are shut off?	During construction, there may be times where utilities, such as gas or water, will need to be interrupted. The City will provide 48 hours of notice of planned service disruptions; however, there may be instances when unforeseen construction issues will result in water, gas and hydro disruptions.
5	My child attends the Churchill Alternative School. Will they be impacted?	During construction, access to the school will be provided at all times, for vehicular, cyclists and pedestrian traffic. The major works in front of the school are anticipated during the summer break. Noise, dust, and vibrations will be mitigated where feasible during construction.

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6	Will garbage/recycling pick-up and snow removal be impacted during the road closure?	The City's contractor is responsible for coordination of garbage/recycling pick-up and snow removal within the construction zone. Homeowners can put their bins out as normal, and the contractors will ensure they are picked up. All City services outside of the construction zone will continue as normal. The project team will monitor these activities closely during construction.
7	I have decorative landscaping and gardens in my front yard, what will happen to them?	<p>Work within the City's property limits, including replacing water and sewer services up to the property line, often requires removal of existing landscaping features within the areas of excavation. Prior to construction, existing vegetation and landscaping will be documented and the contractor will be required to reinstate the disturbed areas to existing conditions; however, the City's Right of Way group may not permit certain landscape features from being reinstated for maintenance and snow removal purposes (i.e., boulders, riverstone, retaining walls, etc.).</p> <p>However, if you have plants or any other sentimental assets located within the City's right of way that you want to preserve, we suggest that you may want to move them in preparation for the construction work.</p>
8	Will the City's contractor be replacing our services to the building?	<p>As part of this assignment, the City's contractor will be installing new water and sewer services within the City of Ottawa Right of Way (ROW) in areas where the watermain and sewers are to be replaced. Service lateral will be replaced up to the property line.</p> <p>The private services beyond the City property line will not be included in this work. If homeowners would like to replace the private portion of the service, it will be their responsibility to organize this work at their costs.</p>

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9	I think I have a lead service, what should I do?	<p>Given the maturity of this neighbourhood, you may have a lead water service. As part of this project, all residential water services will be replaced to the property line but will not extend the new service onto private property.</p> <p>If residents wish to replace services 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.</p> <p>Additional information on the Lead Pipe Replacement Program can be found at ottawa.ca/leadpipes.</p>
10	I recently had my lead service replaced; do you still need to replace my service?	A new service will be installed to your property line, regardless of the condition of the existing service, to ensure that there are no potential points of failure (splices/connections) on your service under the roadway or sidewalk.
11	Why are you installing traffic calming measures?	<p>The intention of the traffic calming measures is to reduce traffic speeds and promote a safer corridor for pedestrians, cyclists, and motorists.</p> <p>Under the direction of the City's Strategic Road Safety Action Plan (RSAP), this project is following a Safe Systems approach to road safety with a goal of reducing community speeds to 30km/hr. Our strategic design approach echoes the City's commitment to the Vision Zero concept that one fatality or serious injury is one too many.</p>
12	Why are you installing sidewalks?	Sidewalks are being provided to improve safety and walkability in the neighbourhood in accordance with the City of Ottawa Pedestrian Plan, that specifies sidewalks in urban areas that lead to schools, recreation centers, and collector roads. These design measures will make the streets more accessible to all users by being consistent in design, have intuitive and predictable routes, and include tactile walking surface indicators at curbs. The inclusion of sidewalks on City streets also falls under the City's Strategic Road Safety Action Plan (RSAP)

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13	Will we lose on-street parking?	In general, on-street parking will still be permitted following construction on both sides of the street. Parking will be restricted opposite mid-block narrowings and curb extensions at intersections. Intersection sight lines are being reviewed throughout the project limits, and parking restrictions within some intersection areas is being considered from a pedestrian safety perspective.
14	Will the staircase at the corner of Melbourne and Ravenhill be replaced?	At this time, there are no planned improvements to the existing staircase; however, we are reviewing the option of enhancing pedestrian safety by replacing the existing wooden fence with a chain-link fence.
15	How will I be able to access my home and driveway?	Access to your home will be maintained at all times. At times when construction is directly in front of your home, you may not have access to your driveway for a few days. You will be notified in advance of this, and temporary on-street parking passes will be distributed to residents which will allow you to park on nearby streets. This is typical of road reconstruction projects. If you have any accessibility requirements, please inform the City Project Manager to determine if accommodations can be made.
16	Drainage in my yard is a concern, how will you address this?	<p>Drainage concerns on private property are not within the City's scope for this project. However, during design, we will review proposed road cross-sections and determine suitable tie-in elevations to existing properties to help promote drainage toward the roadway.</p> <p>Where this is not achievable, we will consider the use of catch basins behind curbs or sidewalks within the City right of way to provide drainage. Furthermore, the existing roadway does not have curbs and sidewalks, and stormwater runs off into yards and poorly maintained existing drainage systems.</p> <p>With the proposed design, stormwater from the roadway and sidewalk will drain toward new road catch basins and keep more stormwater within the road limits.</p>

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17	I have a reverse slope driveway, what will happen to that?	Your existing reverse slope driveway will remain as-is following construction; however, a small driveway hump may be proposed near the roadway to help encourage stormwater to remain within the road limits and not spill down your driveway.
18	I'm having home renovations, items delivered to my house, or I'm moving on a certain date, do I need to postpone this, or will my contractor/mover be able to access my house?	Our project team will be happy to help accommodate any resident requests and will work with the City's contractor to ensure minimal disruption.
19	Who do I call if my property is damaged due to the construction activities?	<p>As part of this contract, the contractor is assuming full responsibility for the construction work until it is entirely complete as well as any damages to private property resulting from these construction activities. In the event of such occurrences, all claims for damages should be immediately reported both verbally and in writing to the contractor and to the City's on-site representative. This will ensure prompt notification of appropriate authorities to complete the claim investigations.</p> <p>Please note that prior to construction activities commencing, a third-party consultant will be hired by the contractor to document all existing exterior and interior conditions of homes, with your permission. It is recommended that you accept this preconstruction investigation to help ensure any claims that arise will have evidence of preexisting conditions.</p>
20	Are there going to be OC Transpo detours for this project?	We are currently in the preliminary design phase of the project; however, due to the type of construction, the Dovercourt Avenue bus route (route no. 51) is expected to be detoured short-term during construction. The project team will consult with OC Transpo during the design phase. The details of the bus detour will be communicated to residents at a later date, as more information becomes available.

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21	I have a disability; will I be able to get around the construction?	<p>Under the terms and conditions of their contract, the contractor is required to prepare a Construction Site Pedestrian Control Plan which will ensure the provision of a safe and accessible path of travel for all pedestrians through and/or around the construction site.</p> <p>The plan shall ensure that persons with disabilities, as well as those with increased mobility needs (parents with strollers and/or young children, elderly pedestrians using canes, walkers, or wheelchairs, etc.), will be accommodated either through or around the construction site.</p> <p>The project team is available to review and facilitate accessibility related accommodations during construction.</p>
22	How can I stay informed of this project moving forward?	<p>They City will send out Resident Notices at key project milestones, such as construction start up and other major milestones. Residents are also encouraged to visit the project website for other project details.</p> <p>ottawa.ca/MelbourneRenewal</p>