

FAQ's

Frequently Asked Questions

The following are the most Frequently Asked Questions (FAQs) by property owners concerning the Historic Miramar Infrastructure Improvements Phase 3 Project (HMII3).

1. What is the purpose of the HMII3?

HMII3 is intended to update the circa 1950's water mains and enhance fire protection, provide sanitary sewer service that will allow property owners to abandon their septic tank once connected to the new sewer system, and improve stormwater drainage in your neighborhood.

2. How are these improvements accomplished?

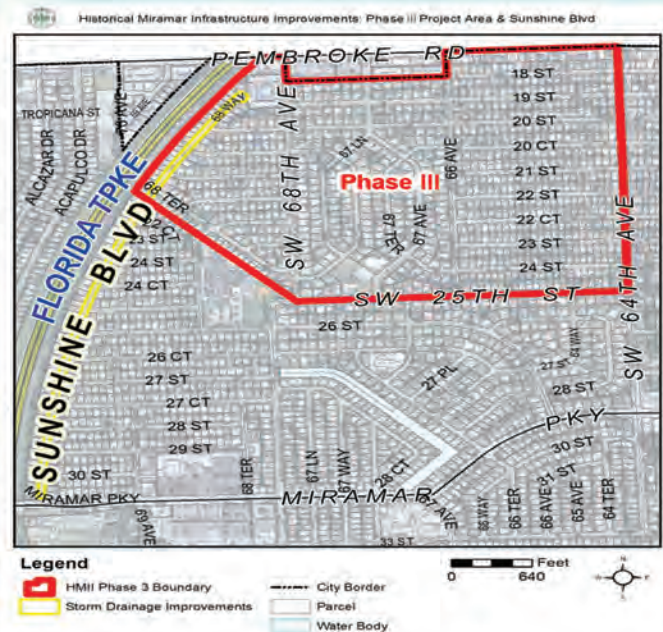
HMII3 consists of three major components: 1) replacing existing water mains and installing additional fire hydrants throughout the area; 2) constructing new sanitary sewer pipelines and one new lift station; and 3) constructing new stormwater drainage systems and re-grading drainage swales throughout the area.

3. What are the project area boundaries?

The project area is bounded by Pembroke Road in the north, S.W. 25th Street in the south, SW 64th Avenue in the east and SW 68th Way/Sunshine Boulevard (from the cul-de-sac on the north to Miramar Parkway to the south) in the west.

4. How long will neighborhoods be under construction?

The construction of the HMII3 project began in September 2017 and is scheduled for completion in September 2019, subject to the weather and any other unforeseen delays. Construction is completed in phases in order to reduce the duration of impacts to your streets. Residents are notified directly by door hangers approximately two weeks prior to the commencement of construction activities on or near their streets. Social media is also updated on a regular basis.



5. What is the process for registering concerns about the project?

If you have a concern or need information, call the dedicated customer service line at 954-998-3146 or e-mail hmii3@adamsconsulting.biz. The Adams Consulting Group (ACG) will answer each inquiry, register each complaint and respond within 48 hours of receiving your call or email.

ACG will provide each resident with a status report regarding their concern(s) until a final resolution is determined. ACG will coordinate with City staff, contractors, and engineers to ensure that residents' concerns are addressed as expeditiously as possible.

6. Will construction take place on several streets, simultaneously?

Yes. In an effort to expedite completion of the project, at certain points during construction, multiple crews will work simultaneously on different streets.

7. Will I have safe access to and from my residence during construction?

Yes. The City's Contractor, Reynolds Construction, is required under its contract with the City to make provisions to minimize disruptions to the residents and public during the construction period. The City requires the project team to make every effort to ensure safe, reasonable and secure access to driveways and properties at all times. However, if you have a problem with access, please call the dedicated customer service line at 954-998-3146 or email hmii3@adamsconsulting.biz immediately. We will make every effort to address your issue within 48 hours.

8. What will be done to minimize the dust that is caused by construction?

The Contractor is required to mitigate dust by watering the street(s) daily, or more frequently as needed to reduce the dust caused from the construction activities. Please call the dedicated customer service line at 954-998-3146 or email hmii3@adamsconsulting.biz to report issues related to excessive dust.

9. What should I do if I experience interruption in my water service?

The Broward County Water and Wastewater Services Department is your area's water provider. We assure you that the County and City are working together to make every effort to inform residents of emergency interruptions as soon as possible. Please report any water interruption incident related to the project immediately by calling the dedicated customer service line at 954-998-3146 or email hmii3@adamsconsulting.biz. The source of the interruption will be determined, and you will be provided with an estimated timeframe for when the service will be restored.

10. What should I do if my mail, trash or other scheduled deliveries are interrupted during construction?

Please contact 954-998-3146, the dedicated customer service line, or email hmii3@adamsconsulting.biz to report the problem. Efforts will immediately be made to resolve these interruptions.



11. How will you determine where to locate the new sewer service connection for my property?

The Contractor will install the sewer service connection (also known as a sewer lateral) based on the engineering plans and construction standards, with the intent also to locate it close to the existing septic service line to minimize connection costs to the resident. City staff will also canvas the streets ahead of those slated for sanitary sewer construction to talk with residents and assist them in completing a septic tank locator form. Locating your existing septic tank then helps to indicate where your sewer lateral currently connects to your home. With this approach and extra effort by City staff, conflicts not originally known or shown on the engineering plans are worked out ahead of construction. If you have any questions about the location of the sewer lateral on your property, please contact the dedicated customer service line at 954-998-3146 or email hmii3@adamsconsulting.biz.

12. What happens if I experience property damages during construction?

Residents must report all complaints and damages to ACG as soon as they are recognized. The Contractor is required to promptly address property damage claims. When a permanent fix is not feasible, the Contractor will provide a temporary solution to resolve concerns and further damages until final restoration begins toward the end of construction in your particular area. If possible, take pictures of the conditions that you want to report. A record of the complaint will be kept on file to ensure satisfactory resolution prior to project closeout.

It is important to note that the Contractor is required to take and submit to the City pre-construction videos of each street and property adjacent to the streets within the project area. Pre-construction videos are necessary to ensure that your property is restored to pre-construction condition by the end of the project.

The following are typical problems and how they will likely be addressed.

Damaged Sprinkler Heads - Damaged sprinkler heads on private property will be repaired or replaced by the Contractor, once aware or as soon as possible.

Damaged Mailbox - All mailboxes, if needing to be relocated for construction will be at least temporarily reinstalled by the end of the Contractor's work day in order to ensure continuous mail delivery. If your mailbox requires replacement, the original type or comparable mailbox will be provided and installed by the Contractor before the end of the project.

Damaged Driveways - If your driveway is damaged, it will be restored to its original condition during the final restoration phase. See also No. 7 above.

13. What if I rent the home where I live?

As the property occupant, whether you own or rent, you are encouraged to register a complaint or concern by contacting the dedicated customer service telephone line for HMII3 954-998-3146 or email hmii3@adamsconsulting.biz and request to have the damaged item(s) restored on the property. You should also make every attempt to notify the property owner.



City of Miramar



Historic Miramar Infrastructure Improvements Project Phase 3

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14. Will my property be restored prior to the end of construction?

Yes. A video of the entire project area has been taken before construction began to create a record of the conditions on each property. Once the construction project is completed all properties will be restored to their original condition. At the end of the project, during the final walkthrough, the video will be compared to each registered complaint to ensure the restoration is complete.

15. How can I be assured that my concerns and complaints about damages to my property will be addressed?

We maintain a log of all concerns that have been reported. At the end of the restoration phase of the project, City staff, the Contractor and Engineer will inspect the project areas to ensure that all reported concerns have been satisfactorily addressed. They will prepare a "Punch List" of repairs that have not been completed. The Contractor will address and restore all open registered complaints to the original condition.

16. Do I have to pay to be connected to the new sewer system?

Yes. After the construction phase is completed in September 2019, the property owner will be responsible for the cost of decommissioning their existing septic tank and connecting to the new sewer main. The City of Miramar will send you a "Notice to Connect" letter; you will have 180 days from the date of that letter to connect to the new sewer system.

17. How much is the monthly cost for sewer service from the City Of Miramar?

Sewer service costs are based on water consumption. Currently, the Monthly Sewer Service Fee, also known as the base fee, is \$18.11. Additionally, \$4.23 is charged for each unit (1 unit = 1,000 gallons) of water consumed. Thus for example, a single family household that utilized 5 units of water- 5,000 gallons- per month would charge to \$21.15 bring the total monthly sewer service cost to \$39.26. These charges will appear on your Broward County utility bill. Sewer service rates are subject to change annually based on City Commission approval.

18. Are the businesses between SW 64 & SW 68 Avenue included in this project?

All businesses located within the project area that are not currently on the City's sewer system will be a part of this project.

19. Will the City designate a plumbing company to construct sewer connection for the property owners?

The City will not provide a designated plumbing company to do this work. It is the responsibility of the property owner to complete the connections that are located within his/her property line. You should select a qualified licensed contractor/plumber with insurance and verify their credentials through www.myflorida.com or by contacting the Better Business Bureau. We suggest that you get more than one estimate.

20. What should be done with the septic tanks? Do septic tanks have to come out of the ground or just be emptied?

Removal of septic tanks is not necessary; however, the State Health Department requires proper abandonment. Please contact a licensed plumber or state certified septic tank contractor to complete this work. The Broward County Public Health Unit maintains lists of State registered contractors and requires permits for all repairs, installations and decommissioning of septic tanks.

21. How much is an estimated cost to run the lateral from the house to the sewer connection at the property line?

The estimated cost to install the lateral to connect to the new sewer is between \$1,800 and \$5,000 depending on the lot size, location of the septic tank and its distance to the lateral.

22. Will the City provide funding options for residential property owners to pay for the connection to the new sewer system?

Yes. Subject to the availability of funds, property owners may apply for a household income-based Community Development Block Grant (CDBG), or obtain a low interest loan from the City of Miramar's Revolving Loan Fund. For more information about these voluntary financial assistance programs you may contact Tiffany Polanco at 954-602-4357/(954-602-HELP).

23. Do you need permits to connect to the new sewer service lateral?

Yes. Residential and commercial property owners must first obtain approvals from the Broward County Department of Development and Environmental Regulation (DER) before the City of Miramar Building Division can issue a permit to transition from the septic tank system to the new municipal sewer system. You can begin this process once you receive the "Notice to Connect" letter from the City of Miramar. While your licensed plumber is responsible for applying and obtaining the required permits, please be aware that current DER fees for a single family home is \$50 and \$100 for a duplex, and the current City of Miramar Sewer Tie-In permit fee for a single family home is \$75.00 for the application and \$80.25 for the inspection and plan review.

24. Will the roadways be repaved as the project proceeds or will the roadways be repaved at the end of the project?

After completing the sanitary and/or storm sewer installations, the Contractor will patch the roadway with asphalt and provide temporary asphalt surface until after the construction is complete. After construction is completed, the contractor will resurface the entire roadway.

25. Will the construction cost for HMII3 cause an increase in taxes?

No. Property owners in this project area are not being assessed for the cost of this project. The cost to construct these Phase 3 improvements is funded through Rates and a State Revolving Loan. The City's loan payments are funded through user fees, not taxes.

26. Will the City waive permit fees for the residents?

No. The City cannot waive permit fees required to connect to the new sewer system.

27. Who will be the point of contact for complaints, information and questions?

The City has engaged Adams Consulting Group, Inc (ACG) to be the dedicated community relations and outreach consultant for Historic Miramar Infrastructure Improvements Phase 3 (HMII3). Residents are encouraged to call the dedicated HMII3 Customer Service Telephone Line 954-998-3146 to get more information or to report any concerns during construction. These will be logged and investigated by our consultant. The City's intent is for you to receive a response to your inquiry within 48hrs.



Neighborhood Improvements