

Project Updates, Resident Communication, and Community Coordination

The City of Aberdeen is committed to keeping Swan Meadows residents informed throughout the water and sewer improvement project. The City will provide regular updates, maintain current project information, and offer opportunities for residents to ask questions and discuss construction activities with the project team.

Weekly Website Updates and Project Progress Maps The City has established a dedicated page on its website (<https://www.aberdeenmd.gov/departments/public-works/current-dpw-projects/swan-meadows-utility-replacement-project/>) to provide information about the Swan Meadows project. Updates will be posted weekly and will include:

- Current project progress and construction activities.
- Upcoming work and anticipated construction schedules.
- Planned service interruptions and potential impacts to neighborhood access.
- Streets and areas where construction is underway.
- Current project contact information, community meeting announcements, and available project documents.

Project maps will also be updated as new field information becomes available. These maps will be available for residents to review at community meetings and scheduled meetings with the project engineer.

The maps will identify existing water and sewer infrastructure, indicate locations where replacement work has been completed, and distinguish completed work from construction in progress and planned work. This information will help residents better understand progress throughout the neighborhood and discuss questions or concerns about their street or property with the project engineer.

Resident Communication and Issue Resolution The City recognizes the importance of clear, timely communication throughout construction. Community meetings and regular project notices will provide information about upcoming work by street, anticipated service impacts, access restrictions, and restoration schedules.

To support residents throughout the project, the City will:

- Provide a separate emergency and after-hours contact number for project-related concerns.
- Communicate construction schedules and anticipated impacts in advance whenever possible.
- Conduct outreach to both tenants and property owners.
- Accommodate residents' communication and accessibility needs.
- Hold community meetings at the beginning of each project phase, with additional meetings scheduled as needed.

These efforts are intended to help residents prepare for construction, understand what to expect, and receive timely responses to questions or concerns.