

# FAQ's

## **How do I get a permit for a sports field?**

You must apply for a permit to use the Municipal sports and recreational parks. Fill out a [permit application](#) and return it to our operations depot. More information can be found in our [Permits](#) section. You may also call the Operations Department at 905-263-2291 and ask to speak to Susan Arends or Catherine Verhoog. When the permit has been created you can choose to have it faxed to you for signing, or visit our location at 2320 Taunton Road in Hampton.

## **How do I sign up for the Senior Snow Clearing Program?**

You may visit the customer service desk at the Municipal Administrative Centre located at 40 Temperance Street, Bowmanville or call 905-263-2291 and leave your information so an application can be mailed to you. Please see our [Senior Snow Removal](#) section for more information. Please apply before the October 15<sup>th</sup> deadline.

## **Who is responsible for the parks in Clarington?**

The Operations Department parks division is responsible for the maintenance of the parks and sports fields in our Municipality. Maintenance includes grass cutting, watering, garbage collection, horticulture, etc. If you have a question or concern regarding the maintenance of the parks or sports field facilities please contact the Operations Department. If you have a question about the mobile playground, swimming pools or other recreational facilities you may wish to contact the Community Services department through the Townhall switchboard at 905-623-3379.

## **Who do I talk to about having my boulevard tree replaced?**

The Operations Department is responsible for inspecting boulevard trees and determining if they will be put on the removal and/or replacement list for our contractors. If there is a dead or dying tree on your boulevard please contact the Operations Department at 905-263-2291 and leave your name, number and address along with your request with one of our receptionists. The request is entered into our computer system and the Parks and Trees supervisor is notified and arrangements are made for an investigation from one of our staff. Please note that summer months are very busy for our tree crew and summer storms causing trees to come down can set the crew back. We kindly ask you for your patience and assure you that your request will be placed on the list and investigated as soon as possible.

## **Who do I contact to have someone come and remove bulky items I have set out at my curb for disposal?**

The Region of Durham is responsible for Residential Waste Collection in Clarington. You may call 1-800-667-5671 and arrange for a time for your item to be collected, free of charge.

## **Someone has dumped their garbage on the side of the road.**

Dumping is an illegal act and violators may be charged. If you witness illegal dumping please try and record as much detailed information regarding the vehicle description, license plate number and description of the individual and report it to our department or the Region of Durham at 1-800-667-5671.

## **Where can I buy blue boxes and green bins?**

The Operations Department sells standard size blue boxes for a charge of \$5.70. You can visit us at 2320 Taunton Road in Hampton and one of our staff will be happy to assist you. Green composting bins can be purchased at local hardware stores, or through the Region of Durham located at 4600 Garrard Road in Whitby (North of Taunton Road). The contact number for this location is 1-800-667-5671. If you are a new resident to Durham you can contact the Region of Durham and arrange for the delivery of a blue box, a green compost bin for the kitchen, a green compost bin for curbside collection, a sample package of 10 biodegradable composting bags and a residential waste management calendar that will inform you of your garbage and recycling collection days, as well as yard waste collection, Christmas tree collection, etc.