



DIRECTIONS

To reach DPPW Office from downtown New Haven, take I-91 North to Exit 5 and merge onto State St. Follow State under I-91. At third light, take right Ferry St. and cross bridge over rail tracks. At light, take left onto Middletown Avenue. The **DPPW** office, 34 Middletown, on your left just past the light.

“Thank you for acknowledging and solving my issues that are community centered and affect our residential area. My neighbors and I greatly appreciate it!” - Resident

Residential drop off is at 260 Middletown Ave. Take left out of DPW Office parking lot and continue down Middletown Avenue for .07 miles. As Middletown curves towards I-91 there is a road to the left. Veer left and road leads into the entrance of the **Transfer Station** and residential drop off services.

Click



or

Call



&

Be



Connected

Department of Parks & Public Works Resident Services

34 Middletown Avenue
New Haven, CT 06513
Phone: 203-946-7700
Hours: 7:00AM-4:00PM
www.newhavenct.gov



Justin Elicker
Mayor

Who We Are:

Our resident services office is located at 34 Middletown Avenue. Our office hours are 7:00AM-4:00PM

About the Parks & Public Works Department

We enhance the quality of life in New Haven as responsible stewards of the public's physical assets by providing outstanding service in partnership with the community. We design, build, maintain, green, protect and improve the city's parks, infrastructure, facilities, and public spaces with skill, pride, innovation, and responsiveness. We create better lives through the services we provide, such as:

- Parks & Trees
- Resident Services
- Streets Division
- Refuse Division
- Finance/Admin Division
- Bridge Division
- Fleet Maintenance
- Right of Way/Public Space Enforcement
- Eviction Services



Reporting Issues

We rely on you to “report” as accurate an account of your issue as possible. If it concerns street maintenance, refuse and recycling collections, public space concerns, we’ll ask for details.

Street Maintenance Issues include:

⇒ Street conditions – potholes, street sweeping, snow plowing, paving and drainage repairs.

Refuse/Recycling Issues include:

⇒ Scheduled collections - toters not emptied, whole street missed, private hauler concerns

⇒ Toters - New trash/recycling toter requests, replacement toters, repair requests

Public Space Issues include:

⇒ Illegal dumping - Items illegally dumped on tree belt, curb, street

⇒ Sidewalks - Hazardous conditions impacted by city trees or damage. Major sidewalk issues will be referred to the Engineering Department.

⇒ Right of Way - public space conditions impacting safe passage & ordinance compliance

General Information

Parks & Trees:

Please contact **203-946-8027** if you have any issues/requests with:

- Trees/Branches
- Park Issues/Request
- Park Permits

Public Works:

- Bulk Appointments
- Residential Waste Coupons
- Trash/Recycle Toter Requests
- Informational Flyers

For any other general information or to report any issues, contact our office at **203-946-7700**.

Website Information

You can also find information on our city's website at www.newhavenct.gov. Click on **Government**, then click on **Parks & Public Works**.

Sign up for **New Haven Alerts** also found on our city's website at www.newhavenct.gov. Click on **Government**, under **Public Safety** click on **Emergency Alert Notification**.

Sign up for **SeeClickFix** any and all city issues on www.seeclickfix.com/new-haven.