TOWN OF BERLIN

Frequently Asked Questions

Community Services

Q: Is there transportation provided for Senior Citizens and/or disabled persons living in Berlin?
A: The Senior Center Bus provides transportation for Berlin residents. Please call 860-828-7006 or click on the following link for further information: http://www.town.berlin.ct.us/content/195/275/674.aspx

Q: Who do I contact for assistance with food/shelter?
A: Please contact Social Services at 860-828-7007 or 860-828-7059.

Q: Who do I contact to find out if I am eligible for the food pantry program?
A: Please contact Social Services at 860-828-7007 or 860-828-7059.

Q: How can I find out if I'm eligible for the State of Connecticut's Renters Rebate program?
A: Please contact the Senior Center at 860-828-7006 or click on the following link for further information: http://www.town.berlin.ct.us/content/195/275/default.aspx

Q: Who do I contact to find out if I am eligible for fuel assistance?
A: Individuals under the age of 60 should contact Social Services at 860-828-7007 or 860-828-7059; individuals over age 60 should contact the Senior Center at 860-828-7006 to see if they meet eligibility requirements.

Q: Where is Probate Court located and what is the telephone number?
A: The Berlin/New Britain Probate Court is located at: One Liberty Square, P.O. Box 400, New Britain, CT 06051. The telephone number is 860-826-2696.

Documents/Records/Maps

Q: Where do I go to record documents and what are the fees?
A: Legal documents must be recorded in the Town Clerk's Office. Please click on the link below for basic fee information: http://www.town.berlin.ct.us/content/195/245/693.aspx

Q: Where do I go to obtain Land Record information?
A: Land Records may be found in the Town Clerk's Office or online at http://65.75.60.205/resolution/.

Q: How do I determine if my property is in a Flood Hazard Zone?
A: FEMA maps that indicate flood zones may be viewed in either the Public Works Department or Town Clerk's Office. The Town will assist you in locating your property on the map(s). However, the determination as to whether your property is located within a flood hazard zone cannot be made by the Town.

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Q: Where can I get a copy of a street map for Berlin?
A: Copies of local Town street maps are available at the Town Clerk's Office or online at www.mailamap.com.

Q: Where can I obtain a map of my property and/or the properties that it abuts?
A: For a nominal fee, copies of Assessor's maps and /or abutters lists may be obtained in the Assessor's Office, Room 18. The information is also available at http://berlingis.com . Subdivision maps and surveys may be obtained in the Town Clerks Office, Room 19.

Q: Where can I obtain copies of Birth, Death or Marriage Certificates?
A: Copies of Birth, Death or Marriage Certificates may be obtained from the Town Clerk's Office for a fee. Please click on the link below for the fee schedule:
http://www.town.berlin.ct.us/content/195/245/693.aspx

Q: Is there a Notary Public located at the Town Hall?
A: Yes. There are several Notaries Public located in the Town Clerk's Office. Please call 860-828-7036 for more information.

General

Q: What is the address for the Town Hall?
A: Town of Berlin, 240 Kensington Road, Berlin, CT 06037.
For additional information about Berlin Town Hall, including hours of operation and directions, please click on the link below:
http://www.town.berlin.ct.us/content/193/561/default.aspx

Q: What is the address for the Board of Education?
A: Berlin Board of Education, 238 Kensington Road, Berlin, CT 06037.
For additional information about the Board of Education, please click on the link below:
http://www.town.berlin.ct.us/content/195/1279/default.aspx

Q: What is the address for the Community Center?
A: Berlin Community Center, 230 Kensington Road, Berlin, CT 06037.
For additional information about the Community Center, including directions and hours of operation, please click on the link below:
http://www.town.berlin.ct.us/content/195/235/default.aspx

Q: What is the address for the Berlin-Peck Memorial Library?
A: The Berlin-Peck Memorial Library is located at 234 Kensington Road, Berlin, CT 06037. For additional information about the Library, including directions and hours of operation, please click on the link below:
http://berlinpeck.lishost.net/?page_id=16

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Q: Where is the Senior Center located and what are the hours of operation?
A: The Senior Center is located at 33 Colonial Drive, Berlin, CT 06037. The following link will provide you with directions and hours of operation for the Senior Center:
http://www.town.berlin.ct.us/content/195/275/default.aspx

Q: Where is the Post Office and what is the telephone number?
A: There are three Post Offices in town:

- Kensington Post Office – 62 Kensington Road – 860-828-4768
- Berlin Post Office – 780 Worthington Ridge – 860-829-4277
- East Berlin Post Office – 115 Main Street – 860-828-3618

Q: What number do I call to obtain information about the Berlin Fair Grounds?
A: The Berlin Fair Grounds are owned and operated by the Berlin Lions Club. Please call 860-828-1389 or click on the link below:

Q: Where can I find dates for Town Council and other Commission/Board meetings?
A: Please click on the link below to obtain scheduled meeting dates for all Boards/Commissions:
http://www.town.berlin.ct.us/content/197/2060/default.aspx

Q: Where are the Cemeteries in town and who is the contact?
A: There are 11 Cemeteries in the Town of Berlin. Seven Cemeteries are owned by the Town and oversight is provided by the Berlin Cemetery Committee. Four Cemeteries are privately owned. Please see the list below for locations and contact information:

Town Owned Cemeteries – Contact Ronald Lindgren, Chairman, Berlin Cemetery Committee, 860-828-9313

- Beckley Cemetery – Deming Road
- Christian Lane Cemetery – Christian Lane
- Denison Cemetery – Farmington Avenue
- Dunham Cemetery – Norton Road
- Hall Cemetery – Corner of Berlin Turnpike and Orchard Road
- Ledge Cemetery – Cashman Place
- Old Cemetery – Spruce Brook Road

Privately Owned Cemeteries:

- Maple Cemetery, Worthington Ridge, Berlin – Contact: Clinton Bigelow, 860-828-1868, or Brian Bigelow, 860-828-9558
- South Burial Grounds, Southington Road, Kensington – Contact: Karen Maier Drost, 860-828-0646
- West Lane Cemetery, High Road, Kensington – Contact: Walter Munson, 860-828-5547
- Wilcox Cemetery, Berlin Street, East Berlin – Contact: Richard Benson, 860-828-3365

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Q: What do I need to do to start a business in the Town of Berlin?
A: Please contact the Town Clerk's Office at 860-828-7036 for information on how to start a business in Berlin**.**

Licenses

Q: Where do I go to obtain a license for my dog?
A: The Town Clerk's Office issues dog licenses. Please call 860-828-7036 if you have questions about licensing your pet.

Q: Where can I purchase a fishing/hunting/sporting license?
A: All sporting information and licenses can be obtained online at http://www.ct.gov/dep/site/default.asp.

Q: Where do I go to obtain a Marriage License?
A: Marriage Licenses are available in the Town Clerk's office. The fee for a Marriage License is $30.00 and may only be obtained from the town of occurrence.

Passports

Q: Where may I obtain a Passport?
A: To apply for a Passport online or locate a Passport Application Acceptance Facility near you, please click on the link below:
http://travel.state.gov/passport/

Permits

Q: How do I obtain a burning permit?
A: An application for a burning permit may be obtained in the Public Works Department, Room 8. There is no fee, however, the Police Department must have the completed application on file when you call in for permission to burn, or you will be denied. For further information, please call 860-828-7022.

Recreation

Q: Where are the pools in town located and what are the telephone numbers?
A: There are two public pools in the Town of Berlin as follows:

- Demore, Dinda, Bittner Jr. memorial Pool
  36 Wilcox Court, East Berlin, CT 06023
  Seasonal Phone Only: 860-828-4856

- Percival Pool
  19 Highland Avenue, Berlin, CT 06037 (off Percival Avenue)
  Seasonal Phone Only: 860-828-5103

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Q: Where do I obtain my Timberlin Golf ID?
A: Timberlin Golf IDs may be purchased at the Timberlin Golf Shop. For further information, please click on the following link http://www.town.berlin.ct.us/content/195/1259/default.aspx

Refuse/Recycling

Q: Who do I contact to schedule the pick-up of large refuse items?
A: Large refuse items are to be scheduled with Trash Away by calling 860-225-1206.

Q: Where can I get a recycle bin (or an additional bin)?
A: Please contact Trash Away at 860-225-1206 for a fully automated recycle bin (or an additional bin).

Q: Where is the Town's Recycling Center and what are the hours of operation?
A: Berlin's Recycling Center is located on Town Farm Lane. It is open Monday through Friday 7:15 a.m. to 3:15 p.m. and most Saturdays from 9:00 a.m. to 1:00 p.m. (please call 860-828-7022 for exact dates).

Q: Where can I obtain household hazardous product disposal information?
A: Information pertaining to the disposal of hazardous household products may be found on the Tunxis Recycling Center's website: http://www.tunxisrecycling.org; or by calling 860-585-0419 or 860-225-9811.

Q: Where/how can I dispose of unwanted electronics?
A: The Town's Recycling Center located on Town Farm Lane has a walk-in dumpster for residents to dispose of unwanted electronics.

Q: Where is the Town Dump/Land Fill and what are the hours of operation?
A: Berlin residents may utilize the New Britain Land Fill located on Christian Lane. Please call 860-826-3494 or 860-826-3493 for information regarding hours of operation, use and fees.

Taxes

Q: What is the current mill rate in Berlin?
A: The current mill rate in Berlin is 25.15 (2011 Grand List).

Q: Where do I go to pay my taxes (Real Estate, Personal Property or Motor Vehicle)?
A: The Tax Collector's Office, Room 22.

Q: Why do I receive a separate water tax bill for Real Estate and Personal Property?
A: Questions regarding water tax bills should be directed to either the Kensington Fire District at 860-828-1782 or the Worthington Fire District at 860-828-5630, depending on which of the two districts you receive a bill from.

Q: Can I pay for my taxes (Real Estate, Personal Property or Motor Vehicle) with one check?
A: Yes. You may pay for tax bills with one check made payable to Tax Collector, Town of Berlin.

Q: Can I pay for my taxes and/or water bills with a credit card?
A: Yes. For taxes or water bills go to https://www.officialpayments.com/index.jsp .

Q: Where do I go to apply for a Veteran's Exemption?
A: Your Military Service Discharge papers (DD-214) must be filed with the Town Clerk's Office by September 30th for the next Grand List/tax year. Once filed, you may apply for a Veteran's Exemption by going to the Assessor's Office. The application must be filed by October 1st for the next tax year. You will need to bring documented proof of income in order to apply. Please contact the Assessor's Office at 860-828-7105 for more information.

Q: Who do I notify when I sell my vehicle?
A: You must bring a copy of the bill of sale and plate receipt from Motor Vehicle to the Assessor's Office.

Visiting Nurse Association (VNA)

Q: Where is the Berlin Visiting Nurse Association (VNA)/Nursing Department located and what are the hours of operation?
A: The Berlin VNA is located in the Town Hall, 240 Kensington Road, Berlin, CT 06037. The hours of operation are 8:00 a.m. to 4:00 p.m. Monday through Friday.

Q: Which towns do the Berlin VNA service?
A: The Berlin VNA services the towns of Berlin, which includes Kensington and East Berlin, Cromwell, Newington and New Britain.

Q: Does insurance pay for VNA services?
A: Yes, Medicare and most private insurance covers home care services. For Berlin residents, we accept all insurance companies.

Q: How do I obtain VNA services?
A: By referrals from physicians, hospitals, nursing homes, family members and self. If you feel you need services, please call and speak with the Administrator or Nursing Supervisor at 860-828-7030. Please click on the following link for further information: http://www.town.berlin.ct.us/content/195/253/default.aspx

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Voting

Q: Where do I go to vote?
A: If you are unsure as to which of the five Districts you are in to vote, please click on the link below to determine your District:
http://www.town.berlin.ct.us/filestorage/195/245/706/STREETDISTRICTSREVISED2008.docx
Once you have determined which District you are in, you can click on the following link to obtain a listing of voting locations for each District:
http://www.town.berlin.ct.us/filestorage/195/245/706/POLLINGPLACESii.doc
You may also contact the Registrar of Voters at 860-828-7020 or 860-828-7021.

Q: Where do I go to obtain an Absentee Ballot?
A: You may obtain an application for an Absentee Ballot at the Town Clerk's Office, or online at http://www.town.berlin.ct.us/content/195/241/667.aspx.

Water/Sewer

Q: As a potential resident or business owner in Berlin, how can I find out if a property has water/sewer and which water/sewer district it is in?
A: There are four (4) possible ways water/sewer is handled in Berlin depending on the property location:

- The Town's Water Control Commission
- The Kensington Fire District
- The Worthington Fire District or
- A privately owned well/septic system.

To determine which of the above a property has, please contact the Assessor's Office at 860-828-7105.

Q: As a new resident in town, how can I find out which water/sewer district I'm in?
A: There are three water districts:

- The Town's Water Control Commission
- The Kensington Fire District and
- The Worthington Fire District

To determine which water district you are in, please contact the Assessor's Office at 860-828-7105.

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Q: Where do I go to pay my water bill and what number can I call with questions about my bill?

A: The Town of Berlin Water Control Commission bills may be paid at the Town Hall in the Water Department, Room 3; questions should be directed to 860-828-7016.

Water bills from the Kensington Fire District may be paid at their Tax Office located at 947 Farmington Avenue (rear); questions should be directed to 860-828-1782.

Water bills from the Worthington Fire District may be paid at their office located at 1400 Berlin Turnpike; questions should be directed to 860-828-5630.