

HIGHWAY DEPARTMENT FREQUENTLY ASKED QUESTIONS

What do I do if I discover a downed tree?

If you find a tree that has fallen on Town property and is not in the road, please call the town hall and ask that the message be forwarded to the tree warden. If the tree has fallen on a road which is maintained by the Town, please call the Highway Department at (413)229-8165. Be prepared to tell us the size of the tree and its location. You can call 911 if you are unable to reach the highway crew and the downed tree presents immediate danger. If the tree, or any part of the tree is on the power lines, please call National Grid at (800)465-1212. The highway crew is not allowed to remove trees that are touching power lines. Use extreme caution when approaching a downed tree, especially if there are power lines involved.

Who do I call to report a pothole or other road safety issues?

The highway crew is responsible for close to 90 miles of roads in New Marlborough. They try to keep up with conditions, but your input is always welcome. Please call the highway department at (413) 229-8165 and feel free to leave a message if your call is not answered.

Do I need a permit to create a new driveway off of a Town road?

Yes. New Marlborough requires a permit for all new curb cuts and driveways off of Town roads. A **CURB CUT PERMIT APPLICATION** can be downloaded, or picked up at the Town Hall. The completed application will be reviewed by the Highway Superintendent, 911 Coordinator and the Board of Selectmen.

Does the Town provide sand for residential use?

Yes. Please follow this link to **[WINTER WEATHER GUIDELINES](#)**.

What can the residents do to help keep the roads in New Marlborough safe?

Do not direct water from sump pumps into Town roads.

Do not rake leaves or other debris into Town roads.

Do not park vehicles overnight on any Town road.