



TOWN HALL – CLOSED TO PUBLIC

Drop off and Pick up of applications, submissions and permits

Customer Dropping Off

Public Requirements

Documents and applications that are small in size should be placed in the secure drop box available just outside the main entrance doors, including all cheques.

The following procedure should be followed for anything too large to fit in the drop box:

1. Make sure all documentation is in an envelope, clearly marked with:
 - a. First and Last name;
 - b. Company name if applicable;
 - c. Address of project;
 - d. Staff contact name and department name if applicable.
2. If the plans are too big for an envelope, a covering memo with the above information must be attached to the drawings.
3. Place the envelope or drawings in the bin under the table inside the double doors at the front of the building.
4. Ring the bell on the table to alert staff at the Service Halton Hills counter that you have dropped off plans.
5. Exit through the doors. A staff member will contact you to notify you they have received your documentation.
6. **For large submissions dropped off in the bins please make sure that ANY ACCOMPANYING CHEQUES are still placed in the secure drop box.**



Customer Picking Up

Staff Requirements

Each department will be responsible for communicating to an applicant/customer that their permit or documentation is available for pickup.

1. Staff will communicate with the applicant that their documentation/permit is ready for pickup, and specify a time for pickup.
2. Staff will have the documentation upstairs at least 15 minutes before the determined pickup time.
3. Staff will make sure the envelope is clearly labeled in BIG LETTERS with the name of the person picking it up.
4. All pickups must occur during the Town's regular working hours. All cheques will be mailed by staff to the applicant.

Public Requirements

1. Pick up documentation clearly labeled with your name on it from the Pick Up bin located between the double doors at the main entrance of Town Hall.

General Information

1. The doors will only be open for drop off and pickup during regular office hours.
2. Service Halton Hills staff will wipe down the area every time they handle any documentation.
3. All money deposits must be dropped in the drop box, and all cheques going to customers will be mailed.