



# Town of Tyngsborough

## Frequently Asked Questions (FAQs)

### Related to the COVID-19 Town Operations

**Updated April 6, 2020**

#### Table of Contents

Where can I find the telephone number or email address for a specific Town Department?..... 2

How do I pay my excise or real estate tax bill?..... 2

How do I request the amount of taxes I paid in 2019 or other information related to personal property, real estate, or motor vehicle excise taxes?..... 2

How are vendors being paid during this partial shutdown?..... 2

How can I find my property card or other information about my property from the Assessor’s Office?.... 3

How do I request a motor vehicle excise tax abatement? ..... 3

How do I get an application for a real estate tax exemption?..... 3

How do I request a copy of a Birth, Marriage, or Death Certificate? ..... 4

What is the process for a marriage license?..... 4

Can I still get a dog license? ..... 4

I have questions about elections, running for office, or casting absentee ballots, whom do I call?..... 5

Are any aspects of the Tyngsborough Public Library up and running? ..... 5

Are Meals on Wheels still being delivered?..... 5

Will the senior bus still take me to my medical appointments? ..... 5

I’m a senior with no way to get out to go shopping, what do I do? ..... 5

I am having work done on my property; can I still get a building, plumbing, gas, or electrical permit?..... 6

Are the fields and parks still open?..... 6

Are public meetings of boards and committees still taking place? ..... 6

How can I request Records/Reports or Non-Emergency Services from the Police Department?..... 7

How can I report a pothole or request other road related services? ..... 7

Will my trash and recycling still be picked up?..... 7

Where can I get the latest information on the COVID-19 situation? ..... 8

I have questions, but they weren’t answered here, whom do I call?..... 8

## Where can I find the telephone number or email address for a specific Town Department?

- Click here <http://www.tyngsboroughma.gov/departments/>

## How do I pay my excise or real estate tax bill?

- You may pay your bill online by visiting <https://unipaygold.unibank.com/default.aspx?customerid=524>
- You may mail your check along with the bill or include the bill # on the memo line of your check and send to 25 Bryants Lane, Tyngsborough MA 01879 Attn: Tax Office
- Tax bill payments may be left in the secure drop box located outside the main doors to the Town Hall/Library. This box is checked regularly.

## How do I request the amount of taxes I paid in 2019 or other information related to personal property, real estate, or motor vehicle excise taxes?

- You can submit a request for this information either by calling 978-649-2300 x128 or by emailing [collector@tyngsboroughma.gov](mailto:collector@tyngsboroughma.gov). Please note that while Town staff are working remotely, there may be a delay in responding to your request. Your patience is greatly appreciated.

## How are vendors being paid during this partial shutdown?

- Town staff continue to receive mail and email. Invoices that are submitted by email will be processed faster, but mailed invoices are being processed as well. The Town Accountant's Office is processing expense warrants once weekly and checks are being mailed out accordingly. Vendors are encouraged to check with the Department or staff that contracted them to find out if they should expect a delay. Remember that under normal circumstances vendors should expect a two-week processing window before receiving payment.

## How can I find my property card or other information about my property from the Assessor's Office?

- You can find this information by visiting <http://tyngsborough.patriotproperties.com/default.asp>
- You may also leave a message for the Assessor's Office by calling 978-649-2300 x121 or emailing [assessors@tyngsboroughma.gov](mailto:assessors@tyngsboroughma.gov)

## How do I request a motor vehicle excise tax abatement?

- You can learn more about situations that would warrant a motor vehicle excise tax abatement by visiting <http://www.tyngsboroughma.gov/departments/assessors/>
- You can also download the appropriate form from the link above. If you would prefer to have a form mailed to you, please email [assessors@tyngsboroughma.gov](mailto:assessors@tyngsboroughma.gov) or call 978-649-2300 x121. Remember when calling that there may be a delay in responding to you as most staff are working remotely. Please note, there is also an abatement form on the backside of each excise tax bill.
- When you have the form completed, you can mail it to 25 Bryants Lane, Tyngsborough MA 01879 ATTN: Assessors, email a scanned version of it to [forms@tyngsboroughma.gov](mailto:forms@tyngsboroughma.gov) or drop it off in the secure drop box located at Town Hall outside the main doors.

## How do I get an application for a real estate tax exemption?

- You can download the appropriate form for any real estate tax exemption by visiting <http://www.tyngsboroughma.gov/departments/assessors/>
- If you would prefer to have a form mailed to you, please email [assessors@tyngsboroughma.gov](mailto:assessors@tyngsboroughma.gov) or call 978-649-2300 x121. Remember when calling that there may be a delay in responding to you as most staff are working remotely.
- When you have the form completed, you can mail it to 25 Bryants Lane, Tyngsborough MA 01879 ATTN Assessors, email a scanned version of it to [forms@tyngsboroughma.gov](mailto:forms@tyngsboroughma.gov) or drop it off in the secure drop box located at Town Hall outside the main doors.

## How do I request a copy of a Birth, Marriage, or Death Certificate?

- You can download the appropriate form by visiting <http://www.tyngsboroughma.gov/departments/town-clerk/>
- The completed form can be mailed to 25 Bryants Lane, Tyngsborough MA 01879 ATTN Town Clerk, emailed to [forms@tyngsboroughma.gov](mailto:forms@tyngsboroughma.gov), or dropped off in the secure drop box located outside the main entrance to Town Hall. Please note, unless otherwise noted, all documents will be mailed to you.
- If this is a time sensitive request, please call 978-649-2300 x129 or email [clerk@tyngsboroughma.gov](mailto:clerk@tyngsboroughma.gov). On a case-by-case basis, alternative arrangements may be made.

## What is the process for a marriage license?

- Due to the closure of Town Hall, the Clerk's Office is not regularly processing Marriage Licenses or accepting applications. However, if you have an urgent, time-sensitive matter, the Town Clerk's Office may be able to help on a case-by-case basis. Please call 978-649-2300 x129 to learn more.
- Please remember that due to the partial closure, there may be a delay in responding to your request.

## Can I still get a dog license?

- Yes, you can download the dog license application at <http://www.tyngsboroughma.gov/departments/town-clerk/>
- Complete the application and send the application back by mail with the appropriate fee (see application for fee schedule), a copy of the dog's rabies vaccinations, and a self-addressed, stamped return envelope to 25 Bryants Lane, Tyngsborough MA 01879 ATTN Town Clerk.

## I have questions about elections, running for office, or casting absentee ballots, whom do I call?

- You can direct your questions to the Office of the Town Clerk by calling 978-649-2300 x129 or by emailing [clerk@tyngsboroughma.gov](mailto:clerk@tyngsboroughma.gov).
- Please remember that due to the partial closure, there may be a delay in responding to your request.

## Are any aspects of the Tyngsborough Public Library up and running?

- While the physical library remains closed, there are still many resources available for use. Please visit [www.tynglib.org](http://www.tynglib.org) to learn more about online services and what the closure means for outstanding items. New library cards will be issued virtually to residents until the building reopens.
- Staff are available to assist you via telephone at 978-649-7361 or email at [circdesk@tynglib.org](mailto:circdesk@tynglib.org).

## Are Meals on Wheels still being delivered?

- Yes, Meals on Wheels are continuing to be delivered to our Seniors. You can learn more about and how to join by calling Elder Services of Merrimack Valley at 1-800-892-0890.

## Will the senior bus still take me to my medical appointments?

- Yes, you can make a reservation by calling the Council on Aging at least two business days in advance at 978-649-9211.

## I'm a senior with no way to get out to go shopping, what do I do?

- You can call the Council on Aging at 978-649-9211 to arrange a ride with a volunteer.

## I am having work done on my property; can I still get a building, plumbing, gas, or electrical permit?

- Yes, the Tyngsborough Building Department is still operating. You may apply for a permit online by visiting <https://tyngsboroughma.viewpointcloud.com/>
- If you have questions about an existing permit, whether certain work requires a permit, or need to schedule an inspection, please call 978-649-2300 x112 or email [building@tyngsboroughma.gov](mailto:building@tyngsboroughma.gov).
- Please do not request an inspection if you or a member of your family are feeling sick, are under orders to quarantine, or have recently returned from international travel.
- Please remember that most staff are working remotely and there may be a delay in getting back to you. Your patience is appreciated.

## Are the fields and parks still open?

- Yes, at this time the Town of Tyngsborough has not yet closed parks, fields, or trails. However, you should continue to practice social distancing when out and about and group gatherings or organized activities are strictly prohibited. The Board of Selectmen reserve the right to reverse this decision if group gatherings become problematic.

## Are public meetings of boards and committees still taking place?

- Yes, most public meetings are still being held. However, in accordance with the Governor's restriction on gatherings of 10 or more people, and in line with his executive order amending certain provisions of the open meeting law, all meetings are being conducted virtually via the Zoom platform. Read the order here: <http://www.tyngsboroughma.gov/oml-order>
- Visit the Town Calendar at <http://www.tyngsboroughma.gov/calendar/> to find the next public meeting. When an agenda is posted (at least 48 hours in advance of the meeting), the agenda posted on the calendar will include the information to connect via computer or phone. All meetings will continue to be recorded and most will be broadcast live on Tyngsborough TV.

## How can I request Records/Reports or Non-Emergency Services from the Police Department?

- As a public safety agency, the Tyngsborough Police Department is operating, and the lobby remains open to the public. However, to protect the health and well-being of the officers, civilian dispatchers, and administrative staff, members of the public are encouraged to call the non-emergency line prior to visiting: 978-649-7504.
- Please visit the Tyngsborough Police Department website to download and complete a variety of forms by visiting <http://www.tyngsboropoliice.com/forms>

## How can I report a pothole or request other road related services?

- The Tyngsborough Highway Department is still operating and actively out maintaining the many miles of roadway in Tyngsborough. The Highway Garage remains **closed** to the public, but the Highway Department can be reached by emailing [highway@tyngsboroughma.gov](mailto:highway@tyngsboroughma.gov) or by calling 978-649-2310.

## Will my trash and recycling still be picked up?

- Yes, Republic Services is still operating on their normal schedule. However, please note that **Republic Services has temporarily suspended bulky item pick-up**. Additionally, the rule related to trash and recycling carts having to be fully closed **has been temporarily lifted**. Republic Services will pick up your trash and recycling even if the lid is not fully closed.
- You should note that Republic will continue to enforce all rules related to contamination in the recycling stream.
- If your trash or recycling was not picked up, please email [health@tyngsboroughma.gov](mailto:health@tyngsboroughma.gov) or dial 978-649-2300 x118 to be added to the missed pick-up list.

## Where can I get the latest information on the COVID-19 situation?

- The Town's website has a wealth of information related to the Town's response to the COVID-19 pandemic and has links to external resources including the Massachusetts Department of Public Health, and the Centers for Disease Control (CDC). Visit <http://www.tyngsboroughma.gov/covid-19/> to learn more.
- The Commonwealth of Massachusetts has activated the 2-1-1 hotline to help residents get answers to the questions that they have about COVID-19, simply dial 2-1-1 to be connected.
- Only a medical professional can diagnose COVID-19. If you believe you are experiencing symptoms that are indicative of COVID-19, please seek medical attention either by calling your Primary Care Physician or the nearest hospital.
- If you are in need of emergency medical attention, please call 9-1-1.

## I have questions, but they weren't answered here, whom do I call?

- If you were unable to find the answer to your question in this document, please contact the Office of the Board of Selectmen & Town Administrator by dialing 978-649-2300 x100 or by emailing Colin Loiselle at [cloiselle@tyngsboroughma.gov](mailto:cloiselle@tyngsboroughma.gov).