

TOWN SERVICES GUIDE

Revised January, 2016

ADMINISTRATION – (860) 871-3600, (860) 871-3662, (860) 871-3680

- Bid Information
- Blight Commission
- Economic Development Commission
- Energy Charting
- Home Childcare and Town Daycare Listings
- Listing of Organizations and Clubs in Town
- Notary Services
- Prevailing Wages
- Signs on Tolland Green
- State of Connecticut Raffle Paperwork
- Tolland Economic & Community Development Corporation (TECDC)
- Tolland Water Commission
- Town Council Related Items
- Use of Tolland Green
- Web Site Issues

ASSESSOR’S OFFICE – (860) 871-3650, (860) 871-3656, (860) 871-3655

- **Motor Vehicles:**
 - Apply variety of exemptions to MV as they apply
 - Assign values to motor vehicles based on NADA guide
 - Make adjustments to MV upon receipt of proof from owners
 - Process motor vehicle supplement list
- **Personal Property:**
 - Answer phones and walk-in inquiries regarding businesses in Town
 - Apply exemptions to personal property for manufacturing equipment, farm use, mechanics tools, livestock, etc.
 - Assessor physically inspects businesses for personal property
 - Conduct random audits of personal property
 - Process declarations for business and individuals with taxable personal property
- **Real Estate:**
 - Answer telephone and walk-in inquiries regarding owners name, assessments, volume & page of recorded deed, lot size and files cards in Town
 - Apply a variety of exemptions to RE assessments
 - Inspects all newly constructed buildings, measures exterior of property and walk through all rooms
 - Inspects all properties with building permits out
 - Maintains current real estate data in CAMA system
 - Maintains sales file to assist appraisers, title searchers and town residents
 - Photograph new and existing with substantial changes of houses & businesses
 - Provides copies of individual field cards for properties

- Provides copies of maps for properties located in Tolland, update tax maps annually
 - Reads deeds to verify all sales and transfer of ownership on properties
 - Revalues all RE properties every 5 years, last reval was 2014, next schedule reval in 2019, all properties will be re-inspected at that time
 - Schedule appointments for Board of Assessment Appeals for taxpayers disputing the value placed on Real Estate, Personal Property and Motor Vehicle
 - Send out forms to all commercial & industrial property owners requesting income and expense information for their properties
 - Send out notices in January for increases in value for RE and PP
 - Send Pro rate notices for new properties
 - Sends letters to new owners to verify conditions of sales
- **Takes Applications For:**
 - Commercial truck exemptions
 - Disability and blind exemptions
 - Handicap equipped vehicle exemptions
 - Non-profit organizations exemptions
 - Senior & disabled homeowners Tax Relief and Renters rent rebate programs

COLLECTOR OF REVENUE – (860) 871-3657, (860) 871-3654, (860) 871-3651

- Assist taxpayers in understanding their own records, including research on DMV
- Balance and account for all payments, make daily deposits, keep and balance controls for all financial activity
- Balance monthly with Finance Department
- Bill for adjusted and pro-rated accounts as advised by the Assessor
- Bill, receive, collect, balance, deposit, and account for 25,000 annual property tax bills
- Continually work with a Collection Debt Agency to collect on Suspense accounts deemed uncollectable
- File delinquent status as well as paid status reports to the Department of Motor Vehicles
- File liens against real estate for unpaid real estate tax bills, as required by law.
- File Uniform Commercial Code liens against businesses for unpaid personal property taxes
- Follow up on checks returned as uncollectible
- Make telephone calls to chronic delinquent accounts to determine cause and resolution of debt
- Optimize collection of prior year taxes, interest, and fees as well as to catch the slow payers during the year in which they are due
- Provide information to taxpayers, tax accountants, realtors, attorneys, title searchers, banks, tax service organizations, other municipal offices, other Towns, and the State of CT
- Provide taxpayers with payment history reports for yearly filings
- Recommend real estate delinquencies for enforcement by Tax Sale
- Release delinquency flags online real time with DMV for accounts which have been satisfied

- Research, process, and monitor bankruptcies, real estate transfers, bank escrow changes, and new addresses
- Send routine delinquent notices followed by demands, Alias Tax Warrants, and make telephone calls

DEVELOPMENT GROUP – (860) 871-3601

- Agriculture Commission
 - Assist with oversight of farming leases on town-owned properties
 - Educational resource on agriculture issues
 - Information on farms in Tolland
- Building Department Permits
 - Building/Zoning Permit (all construction)
 - Electrical, Heating and Plumbing Permits
- Conservation Commission
 - Management plans for conservation areas
 - Open space maps and trail maps
 - Outdoor programs
 - Property maintenance
- Enforcement
 - Abandoned Vehicles
 - Erosion and Sedimentation Control
 - Noise Ordinance
 - Wetlands Regulations
 - Zoning Regulations
- Inland Wetlands and Watercourses Commission
 - Activity in wetlands
 - Applications
- Land Use Permits
 - Accessory Dwelling Units Permit
 - Change of Use/Occupancy
 - Driveway Permit
 - Flood Zone Permit
 - Home Occupation Permit
 - Land Reconfiguration/Lot Line Revision
 - Small Lot Chickens Permit
 - Zoning Permit
- Maps
 - Geographic Information System (contains topography, property line, flood plains, zoning, and much more)
 - Road as-builts

- Subdivisions
- Zoning Map
- Planning and Zoning Commission
 - Aquifer Protection Agency
 - Design Advisory Board – committee
 - Plan of Conservation & Development and other plans
 - Special Permits/Site Plans
 - Subdivisions/Resubdivisions
 - Zoning Map Amendments and Zoning Regulation Amendments
- Property Information
 - As-builts for structures
 - Information on previous permits, reviews and approvals
 - Plot plans and property boundaries
 - Septic and well Locations
- Sanitarian – Eastern Highlands Health District (see ehhd.org for permits and for further information on health related topics)
 - Daycare/Group Homes Facilities
 - Investigates complaints
 - Licensed through State
 - Routine inspections bi-annually for State license renewal
 - Family/Youth Campground – annual inspections
 - Food Protection
 - Annual renewal of license
 - Inspects and licenses all new food establishments
 - Investigates all restaurant complaints
 - Routine inspections of all food establishments as mandated by State
 - Housing complaints – related to rental properties
 - Other issues that are handled by EHHD:
 - Lead investigations
 - Mosquitoes
 - Radon
 - Ticks
 - West Nile virus
 - Subsurface Sewage Disposal
 - Conduct soil testing, review septic plans and issue permits to construct
 - Investigates complaints
 - Water Quality
 - Approves private well sites
 - Monitors public bathing water – tested weekly for harmful bacteria
- Town Engineer Services include:
 - Answer calls regarding cloudy water, sluggish or clogged sewers, low pressure, waste water build-up
 - Capital Improvement Projects
 - Confer with developers on road development

- Maintain four pump houses and monitor alarms
- Plan Development and/or review of Public Projects/Private Development
- Referral for attorney/real estate inquiries regarding town infrastructure
- Town infrastructure – development of new streets and roads, contractor negotiations
- Town infrastructure which includes sewer system, water department and Industrial Park
- Water management (for Town System)
- Water Pollution Control Authority
- Utility Connections
 - Sewer connections
 - Water service connections
- Zoning Board of Appeals
 - Appeals of decisions by Zoning Enforcement Officer
 - Location of Motor Vehicle Sales and Service
 - Variances

FINANCE – (860) 871-3653, (860) 871-3668, (860) 871-3652, (860) 871-3658

- Employee service includes:
 - Budget development
 - Financial management of all revenues and expenditures associated with all Town departments and projects
 - IT liaison (Tech Support)
 - Payroll processing including tax reporting
 - Requisition and Purchase Order Requests
 - Telephone and office equipment monitoring
- Service includes:
 - Annual Town budget and capital budget preparation
 - Audit preparation
 - Expenditure approval and monitoring within budget parameters
 - Funds management
 - Investment management
 - Issuance of bonds and debt management
 - Recording inventory & assets
 - Respond to citizen requests for financial and other pertinent information
 - Revenue accountability
 - Town Council and citizens budget reporting
 - Town-wide fiscal planning and future projections
 - Vendor payment and accountability

HUMAN RESOURCES/RISK MANAGEMENT – (860) 871-3627

- Employee Benefits

- Employment Verification
- Human Resources
- Town Liability and Worker's Compensation Insurance
- Town Personnel Policies
- Unions/Labor Relations Issues
- Workers' Compensation and Liability Claims Administration

HUMAN SERVICES – (860) 871-3648

- Aid to Residents in Accessing Local Assistance Programs such as:
 - Budget Counseling
 - Dial-A-Ride (provided by HVCC)
 - Food Pantries, FoodShare
 - Holiday Care & Share Program (Nov/Dec)
 - Housing Rehabilitation Program
 - School Shoe Vouchers
 - Tax Incentive Programs
- Aid to Residents in Accessing State/Federal Programs such as:
 - Caregiver Support
 - CT Energy Assistance Program
 - Farmers' Market Vouchers
 - Home Health Services
 - Low-income and Senior Housing
 - Medicare/Medicaid
 - Renters/Homeowners Rebate
 - SNAP (formerly Food Stamps)
 - Social Security Disability
 - VA (Veteran's) Benefits
 - WIC (Women, Infant & Children's) Program
- Assessment & Resource Referral Services
- Counseling
 - Case Management Services
 - Crisis Intervention
 - Short-term Individual and Family
- Elderly Outreach & Volunteer Programs
 - Case Management Services
 - Home Visits
 - Medicare CHOICES Counselor
- Energy Task Force Liaison
- Grants Administration
- Notary Services
- Senior Center Programming
 - AARP Tax Aide

- Annual Senior Center Variety Show
 - Birthday Party Lunch once a month
 - Chorus and Musical Programs
 - Computer Lab
 - Educational/Social/Exercise Programs
 - Monthly Health Screenings
 - Senior Lunch, Monday & Wednesday
 - Senior Newsletter and Calendar are posted on the Tolland Website
- Tolland Fair Housing Officer
 - Youth Programming
 - College Internship Opportunities
 - Substance Abuse Prevention Programs
 - Tolland Youth Services Community Theater Programs
 - Youth Leadership Programs

LIBRARY – (860) 871-3620, Fax (860) 871-3626

Hours: Monday - Thursday 10:00 a.m.–8:00 p.m., Friday & Saturday 10:00 a.m.-5:00 p.m.

- Bulletin Board for public nonprofit flyers
- Computers and printers
- Connecticut and Federal Income Tax Forms
- Connecticut Register and Manual
- Delivery service to and from all public libraries in Connecticut
- Display cases for public use
- Email notification of new materials (Wowbrary)
- Family reading and play area
- Kill A Watt – electricity usage monitor
- Literacy computer stations for ages 2 and up and for students in elementary school
- Meeting Room space for 40 persons for nonprofit/local organizations with projector and pull down screen
- Nooks loaded with over one hundred titles
- Reciprocal borrowing privileges for all public libraries in the Connecticut
- Services we provide for a fee:
 - Computer printing at \$.15 a page for the first 10 pages, \$.10 a page after ten
 - Copier at \$.15 each page
 - Fax service for \$1.00 per page
- Services we provide free to the public:
 - A/V materials including DVDs, books on CD, music CDs
 - Discount passes to many area museums and cultural institutions
 - Interlibrary Loan materials
 - Online resources including Internet access, full-text databases from the State of Connecticut, digital magazines (Flipster), downloadable audiobooks, downloadable e-books, library events calendar, OPAC (online public access catalog), subscription databases (Ancestry.com, JobNOW, TumbleBooks)

- Print materials including books, popular periodicals, newspapers, Family Literacy Kits, Themed Storytime Kits
 - Programs for adults, young adults, and children
 - Reference services including in person, phone, fax, and email,
 - Software including the Microsoft Office suite of products
- Town of Tolland Council meeting minutes in print
 - Voter registration forms
 - WiFi

PROBATE COURT – (860) 871-3640

Hours: Monday – Thursday 8:00 a.m.–5:00 p.m., Friday 8:00 a.m.–12:00 p.m.

- Administration of Estates of deceased persons in the Towns of Tolland, Willington, Coventry & Mansfield
- Adoptions
- Commitments
- Conservatorship
- Guardian of Minor’s Estates
- Guardianship of the Intellectually Disabled
- Marriage Waivers
- Name Changes
- Parental Rights Matters
- Probate of Wills
- Trust Estates

PUBLIC SAFETY (AMBULANCE & FIRE)

- Ambulance Billing – (860) 871-3677 Ext. 2154
- Ambulance Routine Transfers
 - American Medical Response (AMR) – (800) 660-1077
 - Ambulance Service of Manchester (ASM) – (860) 647-9798
- Animal Control Issues – (860) 871-3676
- Burning Permits – (860) 871-3682 (Station 240-3 Rhodes Road)
 (860) 871-3681 (Station 140-64 Crystal Lake Road)
 - Receive permit in person Monday-Friday, 8:30 am–4:30 pm from any on duty Public Safety Officer (PSO). Please note: Staff at stations 140 & 240 may not be available due to calls for emergency service.
- Call 911 for
 - All Medical or Fire Emergencies
 - Carbon Monoxide Detector or Smoke Detector Activations
 - Gas/Fuel Smell or Spill
 - Unusual Suspicious Odors of an Unknown Source

- Fire Marshal – (860) 871-3675
 - Blasting and/or Complaints
 - Fire Hydrant Questions for Insurance Purposes
 - Fire Prevention
 - Fireworks Permits/Complaints
 - Inspections, e.g. Daycare
 - Liquor Permits
 - Oil Tank Removals

- Public Safety – (860) 871-3677
 - Alarms – respond to residential and commercial buildings for fire/medical alarms
 - Ambulance Miscellaneous
 - Animal Control Staff Complaints
 - Crowd Control – sporting events, carnivals, large public events
 - Emergency Operations Center (EOC)
 - Emergency Operation Plans
 - Emergency Preparedness
 - Fire Prevention Public Education Events
 - Fire Watch
 - Homeland Security
 - Shelters
 - Storm Related Issues concerning public safety, road hazards
 - Terrorism
 - Town Events – Hiring of Public Safety Officer
 - Use of Fire Training Center

- Tolland County Mutual Aid Fire Service (TN) – 911 Public Safety Answering Point (PSAP)
 - Emergency – 911
 - Routine Calls – (860) 875-2543

PUBLIC SAFETY (TROOPERS) – (860) 926-4695, (860) 875-8911, (860) 324-7508

- Addressing Abandoned cars within Public Roadways, unregistered motor vehicles, removal of vehicles hampering snowplowing operations
- Alarms – respond to residential and commercial buildings for burglary, hold-up and duress alarms
- Crime Prevention Talks
- Criminal Investigations
- Crowd Control – sporting events, carnivals, large public events
- Enforce Some Town Ordinances
- Finger printing of persons for employment, pistol permits and background investigations
- Incidents of a Suspicious Nature, e.g. deaths, industrial accidents, suspicious fires
- Monitoring of Sex Offender Registry and Compliance Investigations
- Motor Vehicle Accident Investigations

- Motor Vehicle Incidents, e.g. complaints, tailgating
- Oversee Peddlers' and Hawkers' Permits
- Overseeing Weapon Compliance Orders
- Pistol Permit Applications and Permit Revocations
- Public Relations Events – Tip a Cop Events for Special Olympics, Annual Toy Drive, Elderly Sessions on Fraud and Safety, Children's Safety Sessions
- Refer stop sign requests to Town Council
- Storm Related Issues concerning public safety, road hazards
- Traffic Control for construction sites
- Traffic Control for Memorial Day Parade, Special Events such as Cider Mill Road Race and Kim's Fun Run
- Traffic Enforcement – speeding, driving while intoxicated, aggressive driving, speed trailer

PUBLIC WORKS ADMINISTRATION – (860) 871-3696

- Services include:
 - Address resident concerns
 - Answer calls pertaining to paving schedules
 - Confer with developers on road development
 - Direct calls concerning state roads to proper authorities
 - Pavement Management Plan – 5 year
 - Place notice of roadwork in Journal Inquirer & social media
 - Refer stop sign requests to Legal Traffic Authority

PUBLIC WORKS – HIGHWAY DEPARTMENT – (860) 871-3690

- Services include:
 - Clean out detention ditch/ponds
 - Cleaning of catch basins
 - Dispense/monitor fuel distribution including BOE, Fire, and Ambulance
 - Install and repair guard rails
 - Maintain Town equipment
 - Painting road lines
 - Remove brush, trees and debris obstructing views
 - Repair/install new drainage
 - Respond to calls regarding potholes
 - Road maintenance including reclaim & repave, overlay, chip seal
 - Roadside mowing
 - Snow removal/snow & ice treatment
 - Spring/fall grading of gravel roads & dust control
 - Street sign maintenance/replacement
 - Trim/remove trees within town right-of-way (approximately 25' from center line)

PUBLIC WORKS – PARKS AND FACILITIES – (860) 871-3693

Care and maintenance of *all* town property and grounds (including BOE grounds but **not** BOE buildings). Properties include Hicks Memorial Municipal Center, Recreation Center, Parks

Garage, Highway Garage, Training Center, Four (4) Firehouses, Senior Center, Resident Troopers, Jail Museum, Old Town Hall/Art Building, The Lodge, The Dog Pound, Crandall Park, Crandall II Park, Cross Farms Recreation Complex, Heron Cove, Lions Fields, River Park and all Conservation land (signs, litter maintenance/not trails).

- Cemetery Caretaker of Four (4) Tolland Cemeteries (East Cemetery, North Cemetery, South Cemetery and Valley View Cemetery) which includes:
 - General cemetery upkeep (mowing, weedwacking)
 - Installation of concrete footings
 - Installation of Veteran stones (Veteran only)
 - Interments
 - Sale of plots
 - Sign official death certificate

- Services include:
 - Maintenance of all buildings
 - Maintenance of all Town equipment
 - Maintenance of BOE grounds; including athletic turf field
 - Maintenance of park grounds
 - Maintenance of Town Green light poles
 - Removal of litter on park grounds
 - Responds to *any* issue involving Town-owned property
 - Responds to fire/burglar alarms

RECREATION – (860) 871-3610, (860) 871-3614

- Handle the Rental and Scheduling of the Pavilion at Crandall Park
- Handle the Rental and Scheduling of the Tolland Recreation Center
- Handle the Rental and Scheduling of the Turf Field
- Handle the Rental, Scheduling, Set-up and Clean-up of the Lodge
- Handles the Town wide community brochure.
- Provides a Variety of Programs, Activities and Special Events for residents of all ages
- Run the State Licensed Pre-School (Tolland Tykes Program) for 3 & 4 year olds in the Community
- Runs the Town Adult Education Program (but not the High School Equivalency Program)
- Schedule the use of all Town and School Athletic Fields, Outdoor Courts and Park Areas
- Schedules Staffing for Lifeguards at Crandall Park Swimming Area
- Set-up Schedule, Registration and Staffing of Crandall Park Swimming Lessons and Summer Camp Programs

REGISTRAR OF VOTERS – (860) 871-3634, (860) 871-3638

Hours: Monday, Wednesday & Thursday 10:00 a.m.–12:00 p.m.

- Certify and file primary petitions with the SOTS as appropriate
- Conduct supervised balloting for elections, primaries and referenda in nursing homes

- Coordinate and run elections, primaries and referenda
- Create and maintain permanent voter registration records
- Hire and train election officials and poll workers
- Organize and conduct an annual canvass to verify Confirmation of Voters Residence
- Run mandated Registration sessions

SOLID WASTE & RECYCLING – (860) 926-4695 or (860) 871-3600

- General questions to be directed to Lori at 926-4695
- Town vendor – Willimantic Waste Paper – 1-800-286-5335
- Waste Management questions, i.e. bulky waste, dumping issues, trash pick-up

TOWN CLERK’S OFFICE – (860) 871-3630, (860) 871-3633

- Absentee Ballots (Elections, Primaries, Referendums)
- Angler Guides
- Annual Town Reports
- Audit Reports
- Beekeepers List
- Birth Certificates (Certified)
- Burial Records
- Campaign Finance Forms
- Conveyance Tax Forms (Real Estate)
- DBA Filing (Doing Business As)
- DD214s (Military Discharge Papers)
- Death Certificates (Certified)
- Dog Licenses
- Election Records
- Fishing Licenses (Residents and Non-Residents; Residents 65 and older free license)
- Genealogy
- Grand Lists
- Hunting Guides
- Hunting Licenses/Permits (Residents and Non-Residents; Residents 65 and older free license)
- Justices of the Peace
- Land Records (Mortgages, Releases, Probate Certificates etc.)
- Liquor Permits
- Maps (Subdivision, Survey)
- Marriage Licenses and Certified Copies
- Migratory Duck Stamps
- Military Discharge Records
- Minutes (Boards and Commissions)
- Notary Certificate Filing
- Notary Services

- Ordinances
- Peddlers License
- Pheasant Tags
- Register to Vote
- Tax Lists
- Town Council and Commission Agendas and Minutes
- Town Reports
- Trade Name Certificate (DBA)
- Trapping Licenses
- Voting Locations
- Voting Records