

# TOWN SERVICES GUIDE

Revised January, 2010

## **ADMINISTRATION – (860) 871-3600, (860) 871-3662**

- Bid Information
- Economic Development Commission
- Home Childcare and Town Daycare Listings
- Listing of Organizations and Clubs in Town
- Ordering of Supplies/Inventory of Supplies
- Scheduling of 6<sup>th</sup> Floor Conference Rooms
- Signs on Tolland Green
- State of Connecticut Raffle Paperwork
- Technical Problems with Office Max
- Tolland Economic & Community Development Corporation (TECDC)
- 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 inquires 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
  - Process declarations for business and individuals with taxable personal property
  - Conduct random audits of 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 4 years, last reval was 2004, next schedule reval in 2009, 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
  - Sends letters to new owners to verify conditions of sales
  - 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
- **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
    - Veteran, disabled and low income Veteran exemptions
    - 490 exemptions on land-farm, forest and open space
    - Verify and process M65 manufactures equipment exemption

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

- Bill, receive, collect, balance, deposit, and account for 24,400 annual property tax bills
- Bill for adjusted and pro-rated accounts as advised by the Assessor
- 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
- Send routine delinquent notices followed by demands, Alias Tax Warrants, and make telephone calls
- 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
- File delinquent status as well as paid status reports to the Department of Motor Vehicles
- Provide DMV clearances for reported delinquencies which have been satisfied
- Make telephone calls to chronic delinquent accounts to determine cause and resolution of debt
- Research, process, and monitor bankruptcies, real estate transfers, bank escrow changes, and new addresses
- Provide information to taxpayers, tax accountants, realtors, attorneys, title searchers, banks, tax service organizations, other municipal offices, other Towns, and the State of CT
- Assist taxpayers in understanding their own records, including research on DMV website, in the land records, and by contacting banks
- Follow up on checks returned as uncollectible
- Balance and account for all payments, make daily deposits, keep and balance controls for all financial activity
- Balance with Finance Department

## DEVELOPMENT GROUP – (860) 871-3601

- Building Department
  - Building/Zoning Permit (all construction)
  - Electrical, Heating and Plumbing Permits
  - H109 form – Abandoned Vehicles / \$5.00 per vehicle
- Conference Room C scheduling
- Enforcement
  - Zoning Regulations
  - Lighting Regulations
  - Wetlands Regulations
  - Noise Ordinance
  - Erosion & Sedimentation Control
  - Signs
- Maps
  - GIS
  - Topographical
  - Property
  - Subdivision
  - Development
  - Road As-Builts
- Other Permits
  - Change of Use/Occupancy
  - Lot Mergers
  - Land Reconfiguration/Lot Line Revisions
  - Home Occupations
  - Driveways
  - Right-of-Way
  - Drainage Connection
- Property Information/Street Files
  - Septic and Well Locations
  - Plot Plans & As-Builts of Property Boundaries
  - Previous Building Permit information
- Sanitarians – Eastern Highlands Health District – check out [ehhd.org](http://ehhd.org) for all 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
- Some other issues that are handled by E.H.H.D. –
  - Lead – investigation
  - 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
- Utility Connections
  - Sewer Connections
  - Tolland Water System Connections

## **LAND USE BOARDS/COMMISSIONS**

- Conservation Commission
  - Open Space Maps & Trail Maps
  - Open Space Questions
- Inland Wetlands & Watercourses Commission
  - Activity in Wetlands
  - Applications
- Planning & Zoning Commission
  - PA490 Open Space
  - Special Permits/Site Plans
  - Subdivisions/Resubdivisions
  - Commercial Development
  - Plan of Conservation & Development
  - Design Advisory Board
- Zoning Board of Appeals
  - Variances
  - Location of Motor Vehicle Sales & Service

## **TOWN ENGINEER**

- Services Include
  - Confer with developers on road development
  - Answer calls regarding cloudy water, sluggish or clogged sewers, low pressure, waste water build-up
  - Maintain 4 pump houses and monitor alarms
  - Referral for attorney/real estate inquiries regarding town infrastructure
  - Water Management (for areas of Town water not CT Water Co.)
- Town Infrastructure – development of new streets and roads, contractor negotiations
- Town Infrastructure which includes sewer system, water department and Industrial Park
- Water Pollution Control Authority
- Capital Improvement Projects
- Plan Development and/or review of Public Projects/Private Development

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

- Service includes:
  - Annual Town budget and capital budget preparation
  - Audit preparation
  - Town-wide fiscal planning and future projections
  - Funds management
  - Investment management
  - Issuance of bonds and debt management
  - Expenditure approval and monitoring within budget parameters
  - Vendor payment and accountability
  - Revenue accountability
  - Recording inventory & assets
  - Town Council and citizens budget reporting
  - Respond to citizen requests for financial and other pertinent information
- 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

## **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**

Residents may call any of the following Tolland Human Services personnel for more information about Department services:

Beverly Bellody, M.S., Human Services Director (860) 871-3611  
 Nancy Taylor Dunn, L.P.C., Tolland Youth Services Coordinator (860) 871-3612  
 Jennifer Therian, L.M.F.T., Counseling Services (860) 871-3615  
 Rebecca Ellert, Elderly Outreach Caseworker/ Food Pantry (860) 870-3726  
 Fran Weigand, Senior Center Director (860) 870-3725  
 Donna Francis, Human Services Secretary (860) 871-3648

Tolland Human Services functions:

- Counseling
  - Individual, Family and Group
  - Crisis Intervention
  - Case Management
- Assessment & Resource Referral Services
- Assistance Programs:
  - Dial-A-Ride
  - Energy Assistance
  - Budget Counseling
  - Food Pantry
  - Holiday Program (Nov/Dec)
  - Housing Rehabilitation Program
  - Renters/Homeowners Rebate
- Aid Residents in Accessing Assistance Programs such as:
  - Childcare Assistance
  - Low-income and Senior Housing
  - VA (Veteran's) Benefits
  - Medicare/Medicaid
  - Social Security Disability
  - Home Health Services
  - WIC (Women, Infant & Children's) Program
  - Farmers' Market Vouchers
  - School Shoe Vouchers
  - Caregiver Support
  - Tax Incentive Programs
- Senior Center Programming
  - Senior Newsletter and Calendar are posted on the Tolland Website
  - Senior Lunch, Monday & Wednesday 12:00, \$3.00 per meal
  - Birthday Party Luncheon once a month
  - Monthly Health Screenings
  - Educational/Social/Exercise Programs
  - Computer Lab

- Chorus and Musical Programs
- Annual Senior Center Variety Show
- Elderly Outreach & Volunteer Programs
  - Medicare CHOICES Counselor
  - Home Visits
  - Case Management Services
  - Friendly Volunteer Program
- Youth Programming
  - Tolland Youth Services Community Theater Programs
  - Youth Leadership Programs
  - Substance Abuse Prevention Programs
  - Community Service Options (voluntary and court-mandated)
  - College Internship Programs
- Grants Administration
- Notary available
- Tolland Fair Housing Officer
- Liaison to Energy Task Force

**LIBRARY – (860) 871-3620 (Hours–Monday, Tuesday, Wednesday & 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
- Connecticut and Federal Income Tax Forms
- Connecticut Register and Manual
- Display cases for public use
- General Statutes of Connecticut
- Meeting Room space for 40 persons for nonprofit/local organizations with podium and pull down screen
- Email notification of new materials
- Services we provide for a fee:
  - Copier at \$.15 each page
  - Fax service for \$1.00 per page
- Services we provide free to the public:
  - A/V Materials including DVDs, videos, Books on CD, Books on Tape, Music CDs
  - Online Resources including Internet access, full-text databases, downloadable audiobooks, library events calendar, OPAC (online public access catalog)
  - 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, email, and Info Anytime 24/7
  - Software including the Microsoft Office suite of products
  - Interlibrary Loan materials
  - Discount passes to area museums and cultural institutions
- The Library Director edits the Town of Tolland Community Newsletter
- Town of Tolland Council and Board of Education meeting minutes in print and digital formats
- Voter registration forms

**PROBATE COURT – (860) 871-3640 (Hours–Monday, Tuesday, Wednesday 8:30 a.m.–3:30 p.m. and Thursday 4:00 p.m.–7:30 p.m.)**

- Administration of Estates of deceased persons in the Towns of Tolland & Willington
- Adoptions
- Commitments
- Conservatorship
- Guardianship
- Marriage Waivers
- Name Changes
- Parental Rights Matters
- Passports
- Probate of Wills
- Trust Estates

**PUBLIC SAFETY (FIRE)**

- **Ambulance Billing – (860) 871-3678**
- **Ambulance Transfers**
  - Ambulance Service of Manchester (ASM) – (860) 647-9798
  - American Medical Response (AMR) – (203) 781-1000
- **Animal Control Issues – (860) 871-3676**
- **Burning Permits – (860) 871-3682 (Station 240-3 Rhodes Road)**
  - Receive permit in person Monday-Friday, 8:30 am–4:30 pm
- **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 Operation Plans
  - Emergency Operations Center (EOC)

- Emergency Preparedness
  - Homeland Security
  - Public Relations Events - Safety Town
  - School Lock-downs
  - Storm Related Issues concerning public safety, road hazards
  - Shelters
  - Terrorism
  - Town Events – Hiring of Public Safety Officer
  - Use of Fire Training Center
- **Tolland Mutual Aid (TN)**
    - Emergency – 911
    - Routine Calls – (860) 875-2543
- **911**
    - All Emergencies
    - Carbon Monoxide
    - CO Detector
    - Different Smells
    - Gas Smell
    - Smoke Detectors

**PUBLIC SAFETY (TROOPERS) – (860) 875-8911; (860) 871-3670**

- 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
  - 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 - Child Identification, Some Neighborhood Crime Watch, Troop Tours, Halloween Safety, Safety Town
- Registration of Residential Alarms
- Storm Related Issues concerning public safety, road hazards
- Traffic Control for construction sites

- Traffic Control for Memorial Day Parade, Special Events such as Spring Road Race
- Traffic Enforcement – speeding, driving while intoxicated, aggressive driving
- Refer stop sign requests to Town Council

#### **PUBLIC WORKS OPERATIONS – (860) 871-3696**

- Services include:
  - call homeowners before partial paving or draining is done/go to homeowner to explain possible effects to property
  - confer with developers on road development
  - direct calls regarding traffic signs to State
  - place notice of chip sealing in Journal Inquirer
  - project schedule for 5 year plan and reference that for homeowners paving inquiries
  - refer stop sign requests to Town Council
  - landlord for rental property in Industrial Park (House on Gerber Drive)
- Town Infrastructure which includes: Town streets & roads.

#### **PUBLIC WORKS – HIGHWAY DEPARTMENT – (860) 871-3696**

- Other services includes:
  - clean ditches
  - install and repair guard rails
  - mailbox policy
  - refer calls of paving schedules
  - refer calls to state maintained roads
  - remove brush, trees and debris obstructing views
  - remove trees within town right-of-way (25' center line of road to property)
  - respond to calls regarding potholes
  - spring/fall grading of gravel roads and maintain with fresh grave & dust control
  - vacuum storm drains
  - water in driveways
- Street services includes:
  - chip seal on streets
  - dispense/monitor fuel distribution including BOE, Fire, and Ambulance
  - drainage removal from streets
  - grading gravel roads
  - maintain town equipment
  - painting road lines
  - road conditions
  - site clearance
  - snow removal/snow & ice treatment
  - street signs

## **PUBLIC WORKS – PARKS AND FACILITIES – (860) 871-3696**

- Care and maintenance of *all* town property and grounds (including BOE grounds but **not** BOE property).
- Cemetery Caretaker which includes: sale of plots, burials, sign official death certificate, maintain plots, Cemetery upkeep.
- Properties include: Hicks, Town Garage, Highway Garage, Firehouses, Museum, Old Town Hall/Art Building, Rental house, Recycling Center, Conservation land (signs, litter maintenance/not trails).
- Services are: maintenance of park equipment, park grounds-litter disposal, dumpster for abandoned items, school fields-repair, litter, seeding, lime, Town Green light poles; answer fire/burglar alarms (keys to all buildings); respond to *any* issue involving Town-owned property.

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

- Handle the Rental and Scheduling of the Pavilion at Crandall Park
- Handle the Rental, Scheduling, Set-up and Clean-up of the Lodge
- 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
- Schedule the use of the Community Room and Conference Room “A”
- 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 & Thursday 10:00 a.m.–12:00 p.m.)**

- Create and maintain permanent voter registration records
- Coordinate and run elections, primaries and referenda
- Hire and train election officials and poll workers
- Organize and conduct an annual canvass to verify Confirmation of Voters Residence
- Conduct supervised balloting for elections, primaries and referenda in nursing homes
- Certify and file primary petitions with the SOTS as appropriate
- Run mandated Registration sessions

## **SOLID WASTE & RECYCLING COORDINATOR – (860) 871-3699 (Hours – Monday Tuesday, Wednesday 7:00 a.m. – 1:00 p.m., Thursday, 7:00 a.m. – 2:00 p.m.)**

- Waste Management questions, i.e. bulky waste, dumping issues, trash pick-up.
- General questions to be directed to Mary at 871-3670

**TOWN CLERK'S OFFICE – (860) 871-3633, (860) 871-3631, (860) 871-3630**

- Absentee Ballots (Elections, Primaries, Referendums)
- All Town Contracts
- Angler and Hunting Guides
- Campaign Finance
- Certified Copies of Death and Birth Certificates
- Civil Union Licenses and Certified Copies
- Conveyance Tax (Real Estate)
- DD214's (Military Discharge Papers)
- Dog Licenses
- File Liquor Permits
- Files at Town Clerk's Office:
  - Flood and Subdivision Maps
  - Grand List for Property and Motor Vehicles
  - Tax Lists
  - Vital Records used for Genealogy
- Fishing, Hunting and Trapping Licenses (Residents and Non-Residents; Residents 65 and older get a free license)
- Land Records (Mortgages, Releases, etc.)
- List of Justices of the Peace
- Marriage Licenses and Certified Copies
- Migratory Duck Stamps
- Notary Available (2)
- Ordinances
- Peddlers License
- Pheasant Tags
- Register Residents to Vote
- Renewal for Notaries (Residents Only)
- Sell Books on the History of Tolland for the Historical Society
- Town Council and Commission Agendas and Minutes
- Trade Name Certificate for Businesses
- Voting Locations