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
o Provides copies of maps for properties located in Tolland, update tax maps annually
o Reads deeds to verify all sales and transfer of ownership on properties
o 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
o Schedule appointments for Board of Assessment Appeals for taxpayers disputing the value placed on Real Estate, Personal Property and Motor Vehicle
o Send out forms to all commercial & industrial property owners requesting income and expense information for their properties
o Send out notices in January for increases in value for RE and PP
o Send Pro rate notices for new properties
o Sends letters to new owners to verify conditions of sales

• Takes Applications For:
  o Commercial truck exemptions
  o Disability and blind exemptions
  o Handicap equipped vehicle exemptions
  o Non-profit organizations exemptions
  o 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
  o Assist with oversight of farming leases on town-owned properties
  o Educational resource on agriculture issues
  o Information on farms in Tolland

• Building Department Permits
  o Building/Zoning Permit (all construction)
  o Electrical, Heating and Plumbing Permits

• Conservation Commission
  o Management plans for conservation areas
  o Open space maps and trail maps
  o Outdoor programs
  o Property maintenance

• Enforcement
  o Abandoned Vehicles
  o Erosion and Sedimentation Control
  o Noise Ordinance
  o Wetlands Regulations
  o Zoning Regulations

• Inland Wetlands and Watercourses Commission
  o Activity in wetlands
  o Applications

• Land Use Permits
  o Accessory Dwelling Units Permit
  o Change of Use/Occupancy
  o Driveway Permit
  o Flood Zone Permit
  o Home Occupation Permit
  o Land Reconfiguration/Lot Line Revision
  o Small Lot Chickens Permit
  o Zoning Permit

• Maps
  o Geographic Information System (contains topography, property line, flood plains, zoning, and much more)
  o Road as-buils
- 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](http://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
o Maintain four pump houses and monitor alarms
o Plan Development and/or review of Public Projects/Private Development
o Referral for attorney/real estate inquiries regarding town infrastructure
o Town infrastructure – development of new streets and roads, contractor negotiations
o Town infrastructure which includes sewer system, water department and Industrial Park
o Water management (for Town System)
o Water Pollution Control Authority

• Utility Connections
  o Sewer connections
  o Water service connections

• Zoning Board of Appeals
  o Appeals of decisions by Zoning Enforcement Officer
  o Location of Motor Vehicle Sales and Service
  o Variances

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

• Employee service includes:
  o Budget development
  o Financial management of all revenues and expenditures associated with all Town departments and projects
  o IT liaison (Tech Support)
  o Payroll processing including tax reporting
  o Requisition and Purchase Order Requests
  o Telephone and office equipment monitoring

• Service includes:
  o Annual Town budget and capital budget preparation
  o Audit preparation
  o Expenditure approval and monitoring within budget parameters
  o Funds management
  o Investment management
  o Issuance of bonds and debt management
  o Recording inventory & assets
  o Respond to citizen requests for financial and other pertinent information
  o Revenue accountability
  o Town Council and citizens budget reporting
  o Town-wide fiscal planning and future projections
  o 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
  o American Medical Response (AMR) – (800) 660-1077
  o 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)
  o 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
  o All Medical or Fire Emergencies
  o Carbon Monoxide Detector or Smoke Detector Activations
  o Gas/Fuel Smell or Spill
  o Unusual Suspicious Odors of an Unknown Source
• Fire Marshal – (860) 871-3675
  o Blasting and/or Complaints
  o Fire Hydrant Questions for Insurance Purposes
  o Fire Prevention
  o Fireworks Permits/Complaints
  o Inspections, e.g. Daycare
  o Liquor Permits
  o Oil Tank Removals

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

• Tolland County Mutual Aid Fire Service (TN) – 911 Public Safety Answering Point (PSAP)
  o Emergency – 911
  o 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