

Frequently Asked Questions of Town Operations Related to COVID-19

Where Can I Find Covid-19 Updates and Resources?

- The HOME page of the [Town of Upton website](#) contains a quick link and on the left side in blue [COVID 19 Updates](#).
- [Town Operations & Contacts](#)
- [Updates on Services](#)
- [Aid in Coping with Covid-19](#)

Board of Assessor

How Can I Get A Copy of My Field Card and Assessed Value?

- Visit [Northeast Revaluation Group](#) for field cards, which include assessed value. Enter property address in the search bar and click on search. Fiscal year 2020 property record information will display.

Will Real Estate Inspections Still Take Place?

- **Yes.** You may see a town employee inspecting the exterior of your property and taking measurements as part of our normal assessment process. Town employees will not enter your property for any reason during these inspections. Call the Assessor's Office at 508-529-1002 with questions

How Do I Request A Motor Vehicle Excise Abatement?

- To request a motor vehicle excise abatement by [printing an application](#) and mail the completed application along with all required supporting documentation to Assessor's Office, Town of Upton 1 Main Street Box 8 Upton, MA 01568.
- Applying for an abatement does not stay the collection of excise tax.

How Can I Get an Application for Exemption?

- All exemption applications are available by [downloading the application](#). If you prefer to have an exemption application mailed to you please send an email to [Tracey Tardy](#) or call 508-529-1002. Please note that all exemption applications are due to the Assessor's Office by April 1st.

Board of Health

How Do I Contact the Health Department?

- Email [Diane Tiernan](#) for general questions and septic as-builts.

- For all other Health Department inquiries please call 508-529-6813.

Who Do I Contact with Trash and Recycling Questions?

- If you need assistance call 508-529-6813
- Trash and recycling remain on a normal schedule. Upton Trash bags are still a requirement at this time.
- Bulk Item pickups can be scheduled online or by mail. Residents will be limited to the number of items that can be put out each week as a bulk.
- Trash bags can be purchased at Honey Farms, Liquor Plus, and Country Club Sooper.

Council on Aging – Social Services

How Do I Contact the Council on Aging?

- Staff is available via phone to provide assistance and to offer emotional support for anyone struggling during these difficult times – 508-529-4558.

What Services Are Available?

- Assistance with heat and SHINE/Health Insurance; grocery shopping and picking up prescriptions, transportation for medical appointments and grocery shopping by appointment only
- AARP Tax Aide Program canceled indefinitely
- Accepting donations for the food pantry: peanut butter, crackers, multigrain cereals, canned meats, powdered milk, canned vegetables, tissues, paper towels, toilet paper, pull up briefs, trash bags, hand soap, body wipes, bottled water. Contact the Center and leave a message to arrange a drop off time

Code Enforcement

How Can I Request an Inspection?

- Inspections will continue on unoccupied construction projects. Video inspections will be allowed per 780 CMR R104.4 and 780 CMR 104.4.
- No inspections except on an unoccupied building. Open hole, footing, foundation wall and foundation drains inspections will be handled as usual. We will accept pictures via email for small projects. Officials will process permits either online or by way of USPS.
- Permits will continue to be issued for new home construction as well as exterior projects such as decks, garages, sheds, pools, etc. that do not require entry into the main dwelling.
- All inspections will be up to the discretion of the Patrick Roche, Building Commissioner. Kindly direct all calls to the main number (508) 529-2633. Office is staffed M-F only.

- AFTER HOURS EMERGENCIES call the Commissioner @ 508-250-3124. Please refrain from using this number for any routine questions or requests for inspections.

Department of Public Works

How Can I Request Public Works Services?

- The Town of Upton website contains a quick link. By selecting the [Public Works Service Request Form](#) residents can detail their request for direct submission to the Department of Public Works
- The Department of Public Works will prioritize the response based on the degree of severity and the number of requests received. Access to a home or business will be on a case by case basis for an emergency response only as determined by the Department of Public Works.

How Can I Apply for Permits with the DPW?

- DPW permits can be applied for by visiting the Department of Public Works page on the Town's website and selecting [Public Works Service Request Form](#) from the menu on the left side of the page.

How Can I Obtain Water and Sewer Stub Card Information?

- Water and sewer service card information can be obtained by emailing [Dennis Westgate](#) or by phone at 508-529-3067.

Will Construction Projects Continue?

- In an effort to upgrade and improve the infrastructure within the Town, construction projects will be ongoing. The only exception will be that water distribution improvement projects will be suspended. We feel that maintaining water service to every building in Upton is necessary during this time to facilitate handwashing, which is a primary defense against the Coronavirus.

Fire Department

I Am Selling My House; How Do I Schedule an Inspection from The Fire Department for My Smoke and Carbon Monoxide Alarms or Schedule A Review or Obtain A Permit?

- Smoke – Co Inspections have been suspended for the next 90 days
 - ❖ Exception – The Buyer & Seller agree in writing that the buyer NOT the seller shall be responsible to equip the property with compliant smoke & CO

detectors/alarms and the buyer agrees to equip the property in accordance with 527 CMR 1.00 Chapter 13.

This exception is in effect for 26F & 26F ½ for up to ninety (90) days after the State of Emergency is lifted

- Other Inspection Needs – The Department is only doing “Emergency” type inspections for boiler/furnace repairs and or oil tank installations. Normal work on these systems will not be done until the state of emergency is lifted.
- The Fire Department has taken steps to protect their workforce and the public, and the building is closed to the public. Contact the Fire Department business line at 508-529-3421 to check for the latest information available. Contact [Barbara Harris](#) or [Chief DiFronzo](#) for residential and commercial permits and plan reviews.

Library

Can I Use the Library?

- The library is closed to the public. The print and media collections, all interlibrary loan services and library events are unavailable. However, we have a vast array of online resources for you at uptonlibrary.org. Additional online content, including popular services [Hoopla and Kanopy are available to all Massachusetts residents through the Boston Public Library](#)
- If you do not have a library card and are an Upton resident, you may get one to use for online content, email [Mathew Bachtol, Director](#) with your name, street address, phone number and email.
- Librarians are available to help you navigate our website and use our online content as well as answer your questions. Please email [Mathew Bachtol, Director](#) for quickest response, or call 508-529-6272.

What about my checked-out items?

- All items that are currently checked out from any CWMARS member library do not need to be returned until we re-open. Due dates will be automatically extended, and no fines or charges will be assessed upon return of items.

Are there any Virtual Storytime or Children’s Programs?

- Yes! Children’s Librarian Mrs. Murphy is recording weekly Storytime’s. You can view them live over zoom (email [Lee Ann Murphy, Children’s Librarian](#) for times) or watch the recordings on our new YouTube channel: [Upton Town Library Kids](#).

Can I donate books, magazines or other items?

- The Library is not accepting book donations at this time.
- Please save donations for when the library reopens or find another organization that can use them.
- If your books or magazines are in poor to mediocre condition, you can put them directly in your recycling bin.

Police Department

How Can I Request Records/Reports or Non-Emergency Services from The Police Department?

- Police: 508.529.3200 Fire: 508.529.3421 DPW 508.529.3067

How Can I Renew My Firearms License?

- The processing for renewals of firearms licenses will continue by mail. Please contact [Paula Deiana](#) at 508-529-3200 for instructions on this process.

How Can I Apply for A Solicitor Permit or Safety Seat Inspection?

- No new solicitor permits will be issued until further notice. Child safety seat inspections will also be suspended until further notice. Officer Rankins will be available by phone or email to provide resources and information on proper safety seat installations until an appointment can be made in the future.

Recreation

When Will Recreation Programing Resume?

- [Recreation programming](#) is currently following the school system and will resume when school resumes. We are still accepting registrations for the summer and are planning to run programming as normal as of now.

Town Accountant

How Will Vendors Be Paid?

- A process that promotes social distancing and teleworking while maintaining acceptable payment turnaround time will continue. Issuing payments every week, we do not foresee delays being an issue, at this time. If you experience a problem receiving payment, please email your [contact](#) within the Town and they will follow up.

Town Clerk

How Do I Request A Copy of a Birth Marriage or Death Certificate?

- [Request/pay for a certified copy online](#), email kmcelreath@uptonma.gov or call 508-529-3566 if you need assistance. Your certificate will be mailed to you. You will NOT be able to pick up your certificate in person.

What Is the Process for Marriage License?

- The Clerk is currently is taking applications for Marriage License. Call 508-529-3566 to make arrangements for completing the paperwork.

How Do I License My Dog?

- [Applications are online](#), email kmcelreath@uptonma.gov or call 508-529-3566 if you need assistance. Your certificate and dog tag will be mailed to you. You will NOT be able to pick up your certificate or tag in person.

Will the Annual Town Election Still Take Place on May 19, 2020?

- Yes. However, the Board of Selectmen may vote to decide to postpone the Election.

Can I Cast an Absentee Ballot?

- [Request a ballot by filling out an application online](#) or requesting one via email to kmcelreath@uptonma.gov. Ballots MUST be returned to the Clerk's office by Election Day

Will Annual Town Meeting Still Take Place on May 7, 2020?

- Yes. However, the Board of Selectmen may vote to decide to postpone the ATM.

Treasurer Collector

How Do I Pay My Excise or Real Estate Tax?

- [Pay your bill online](#)
- Pay your bill through your banks bill payer service. You must include your bill number(s) on the memo line to ensure your payment is applied properly and not returned to you
- Mail check payment to: Town of Upton 1 Main Street Box 2 Upton, MA 01568
- Utilize the black drop box located in the parking lot outside the Town Hall

As we are looking at the best way to process payments while practice safe social

distancing or teleworking, please be patient as we will likely experience delays in processing.

How Do I Request the Amount of Taxes I Paid In 2019?

- Submit your request to the Assistant Treasurer Collector, [Deb Teta](#), including your property address. A report will be provided within 10 business days via email. Check email spam if you don't receive a response within 10 business days before inquiring again.

Other ways to retrieve your payment history:

- Escrow payments – see your mortgage statement
- Online payments through Town Hall – search your email for receipts provided at time of payment. If you need assistance, please call 508-529-3737
- Online payments through bank bill payer - see your bank statements
- Check payments – see your check register on bank statements
- Cash payments – review your stamped receipts provided at the time of payment. Sign up and create an account at Town Hall, add your bill to your account. This will pull in all your payment history.

General Tax Questions?

- Submit your questions via email to Assistant Treasurer Collector, [Deb Teta](#)

Veteran Services

Will My Benefit be Paid?

- Yes

Who Do I Contact with Questions?

- Contact the Town VSO @ 508-864-8529 or email [Pat Morris](#)

Who Do I Contact with General Questions or Issues?

If you need assistance with an issue not listed on this document contact the Town Manager's Office at 508-529-6901 or email either [Derek Brindisi](#), Town Manager or [Sandra Hakala](#), Executive Assistant.