

OPERATIONAL CHANGES DUE TO THE CORONAVIRUS STATE OF EMERGENCY

As you know, the Town has taken significant steps to stem the spread of COVID-19. In sum, the Town has:

- Restricted public access to all municipal buildings.
- All classes, programs and special events offered by the Senior Center are immediately suspended excluding transportation.
- The Abbot Public Library has suspended all library programs -- for all age groups -- as well as the use of the building's meeting spaces by outside groups.
- All non-regulatory/advisory Town boards, committees, commissions are asked to suspend meetings indefinitely.
- Municipal buildings are currently being staffed at reduced staffing levels.

Below is a summary organized by department to guide residents as how they need to interact with Town government for the time being. This will be updated as needed. When possible, please conduct business with the Town through alternative means by utilizing the Town website (www.marblehead.org), making payments through the mail or through the website rather than at the counter of the Treasurer/Collector Office or in any other departments, using the phone rather than in-person visits to municipal offices, and using email communication.

TREASURER/COLLECTOR

The Town's online payment site allows residents to pay real estate, personal property, motor vehicle and boat excise taxes on line. To access our on-line site directly go to: <https://cityhallsystems.com>. If you are having problems with this site, you can call City Hall Systems directly at 508-381-5455 or email them at epay@cityhallsystems.com and one of their customer service people should be able to assist you. If you prefer, payments can be mailed to our lockbox: Town of Marblehead, PO Box 806, Reading, MA 01867-0406 or dropped in the red mailbox located in the traffic circle outside of 7 Widger Road, we will be checking this box daily.

Parking tickets can be paid on line at: <https://kellyryan.com>, placed in the mail or dropped in the red mailbox outside of 7 Widger Road.

The best way to contact us is to email us at revenue@marblehead.org or call 781-631-1033, if we do not answer please leave a detailed voice message and we will do our best to get back to as quickly as possible.

FIRE

Resale inspections will not be conducted in-house. Installers will provide an affidavit to the Fire Department that fire protection systems were installed consistent with the fire code.

Quarterly inspections of nursing homes and restaurants have been temporarily suspended based on guidance from the state Fire Marshall.

Permits will be issued as needed and coordinated through Fire Department personnel.

To contact the Fire Department please email fire2@marblehead.org or call (781) 631-0142.

COA

The Marblehead COA is CLOSED to all CLASSES, PROGRAMS AND EVENTS until further notice. We will continue to provide essential services to residents including transportation. Seniors who are homebound are encouraged to contact the Council on Aging directly for assistance.

The Marblehead COA would like to stress to all residents that if there is a senior citizen in their neighborhood they are concerned about for any reason, please contact Lisa Hooper, Director - Hooperl@marblehead.org

In addition:

- GROCERY DELIVERY FROM CROSBY'S - The Marblehead COA and Crosby's market are offering grocery delivery to Marblehead senior residents age 60+. HOW: Call the COA (781)631-6225 or email Karyn smithk@marblehead.org or Lisa at hooperl@marblehead.org to find out how to place an order. You can pay for the groceries over the phone and the Marblehead COA will drop off your order at your door. WHEN: Wednesdays and Fridays. Orders to be placed from 6am to 10 am and delivery will be mid- morning to mid-afternoon.
- Transportation to medical appointments and weekly trips to Crosby's and Market Basket continue. One person is being transported at a time. Please call the office Monday through Friday between 8:00 am – 3:00 pm to schedule. Please do not leave a message
- SHINE (Medicare counseling) – appointments are being conducted by phone. Call or email the office for an appointment.
- Meals on Wheels – At this time Elder Services of the Merrimack Valley and North Shore (formerly North Shore Elder Services) are delivering meals. If you require immediate assistance for a meal, please email Karyn Smith smithk@marblehead.org to expedite the delivery process.
- The Council on Aging has a list of people who have asked to be contacted by phone during an emergency situation. If you would like to be added to this list, or know of someone who would like to added, please email Karyn Smith smithk@marblehead.org
- One of our fitness instructors, Kim Crowley, is offering virtual fitness programs. There is a fee and all information is listed on her website @ www.harborfitness.net.

If you have any questions or concerns, please call (781) 631-6225 between the hours of 8:00am – 3:00 pm or email or email.

Lisa Hooper – Director – hooperl@marblehead.org

Karyn Smith – Outreach Coordinator – smithk@marblehead.org

Janice Salisbury-Beal – Program Manager – salisburybealj@marblehead.org

RECREATION AND PARK

All recreational activities are suspended until the re-opening of schools, including all afterschool and drop-in programs.

Playgrounds have been closed to public use.

CEMETERY

There will be no graveside gatherings until further notice. Burials will continue but only with Funeral Home presence.

For any questions the Cemetery Department can be reached at (781) 631-1182 or cemetery@marblehead.org.

BUILDING

The Marblehead Building Department is utilizing a reduced staff and will continue to answer phone calls, return voice mails and respond to emails.

Application forms for Plumbing, Electric and Building are available to be downloaded online at Marblehead.org, <https://www.marblehead.org/building-inspection-department>.

Applications, along with copies of the contract, the CSL and HIC, the Worker's Compensation Affidavit and the appropriate fee, by check, can be dropped off in the Mary Alley Municipal Building mail slot or the Red Municipal box in front of Mary Alley.

Applications will be reviewed within the 30 day window allowed by 780 cmr. Please ensure that you provide a telephone number and email address.

All requests for inspection will be scheduled, on a case by case basis. All requests for inspection will be added to a list in the office and you will be contacted by the Marblehead Building Department. We will make every effort to perform inspections.

Inspectors have the authority to accept reports from an approved subject matter expert per building code sections 104.4 and R104.4. Utilizing subject matter experts, and the appropriateness as to the use of these provisions, in any situation, is at the inspector's discretion.

Our Building Officials may allow pictures, may agree to accept an affidavit or may perform exterior inspections such as excavation, footing and foundation inspections, which do not involve entering a potentially infected home.

DPW

Street and Sidewalk Opening Permits will be issued. You can find the applications online on the Town's website: www.marblehead.org. Please print the application, complete it and drop it off with your payment at the DPW Garage mailbox.

Curb cut applications will not be processed at this time.

ENGINEERING/CONSERVATION COMMISSION/PLANNING/ZBA

Permit Applications:

Minor Activity Permits:

The permit fee of \$50.00 must be mailed to the address below.

The application may also be mailed or emailed to the address below.

Applications and instructions are found on the following link:

https://www.marblehead.org/sites/marbleheadma/files/uploads/minor_activity_permit_form-new_05-11-18-pdf.pdf

Notices of Intent [NOI], Requests for Determination of Applicability and Amendments to Order of Conditions: The permit fee, [varies per instructions], and completed application may be mailed to the address below.

Arrangements may be made to hand deliver the above outside the Mary Alley Municipal Building upon requests.

Requests for Extensions, Certificate of Compliance, Minor Modifications:

The permit fee [varies] must be mailed to the address below.

The application may also be mailed or emailed to the address below.

Requests for Information: May be made by emailing the address below.

Requests for Inspections: May be made by calling or emailing the address below.

Please contact Planning, ZBA and Conservation staff to review online processing of applications at 781-631-1529, mail to Mary Alley Municipal Building, 7 Widger Road, Marblehead, MA 01945 or email at quigleyc@marblehead.org.

HARBORMASTER

The Harbormaster's office will be closed to the general public. All inquiries will be accepted via email or phone. All emergency responses will continue as normal. If you have an emergency please dial 911.

You can contact the office at 781-631-2386 or visit <https://www.marblehead.org/harbormaster>.

WATER/SEWER

Due the Coronavirus state of emergency the Water, Sewer and Drain departments will no longer enter properties unless an emergency situation.

Office: There is no change in hours of operation

Public is not allowed into building – all business should be completed by phone or email

There is a payment mail slot at the water department for payments to be deposited.

If paying with Cash call for instructions prior to depositing in payment mail slot

The online payments option has been extended to allow payments of outstanding balances over 30 days.

Notification of Overdue accounts will continue.

Real Estate inspections have been suspended: There is a self- inspection form available on the website or request by email (water@marblehead.org). This must be completed by both Seller and Buyer.

Final reads for closings will still be completed.

Closing paperwork will be provided to sales agent by email.

Payments for closings should be deposited in the payment box located at 100 Tower Way (Water Department).

Completed self-inspection forms can be emailed or deposited in payment mail slot at 100 Tower Way

Final paper work will be issued by email once self- inspection form are received by Water Department

Any question email or call the Marblehead Water Department.

Sewer Deduct meter inspections have been suspended: No credit for new sewer deducts will be issued until Sewer deduct meter passes inspection.

Meter reading and invoicing will continue: Meters that cannot be read will have an estimated use for billing purposes.

Work that requires a technician to enter property to change meter or fix wire has been suspended.

Water pipe breaks inside property: Water department will respond and turn water service off at curb shut off – the technicians will not enter the property.

Water service turn on that requires a meter installation has been suspended: This includes new Construction and Seasonal meters.

Sanitary Sewer Backups: Crew will respond and check sewer mains - They will explain to property representative outside and with a separation of 10 feet.

If the problem is in the properties' service line and the crew will instruct the property representative must call appropriate contractors to fix.

If the problem is with the Town's Sanitary Sewer System - the crew will correct issue in the Town's sewer main and contact Service Master to handle disinfection of the dwelling.

At no time will the Crew enter the dwelling.

Any work request not of an emergency nature will be compiled and the Water Department will reach out to contact when restrictions on property entrance are lifted.

TOWN CLERK

The Town Clerk's Office is closed to the public.

The best way to reach the office is by e-mail Townclerk@marblehead.org. If you need to reach the office by phone the number is 781-631-0528. Please leave a message and we will get back to you as soon as possible. If you need a Birth, Death, Marriage certificate, pay for a dog license, or you need to pay for a burial permit please use the town's online payment site. To access our on-line site directly go to: <https://cityhallsystems.com>. If you are having problems with this site, you can call City Hall Systems directly at 508-381-5455 or email them at epay@cityhallsystems.com and one of their customer service people should be able to assist you. If you prefer, payments can be mailed to Town Clerk, 188 Washington St., Marblehead, MA 01945, or dropped in the red mailbox located outside Abbot Hall.

State Nomination papers can be mailed or deposited in the red mail box outside Abbot Hall, 188 Washington Street. Please include contact information (e-mail, phone # address) and we will send you a receipt.

ZBA applications should be e-mailed to the office (townclerk@marblehead.org) for review. You can deposit them in the red mail box (include a phone # and e-mail). Make sure to keep a set of plans. We will e-mail the stamped application to you and to the engineering office.

OLD AND HISTORIC DISTRICT COMMISSION [OHCD]

1. Read the instructions and download the application

https://www.marblehead.org/sites/marbleheadma/files/uploads/ohdc_application_for_certificate_of_a_ppropriateness_instructions.pdf

2. Fill out the application. **WRITE LEGIBLY.**

Include:

- Parcel ID (same as the assessors map and lot number)
- Owner info and signature
- Contact info
- Narrative Description of the project with photos

3. Make arrangements with Building Department to have a Building Inspector review and **SIGN** the second page of the completed application with all attachments.

(Contact the Building Dept. 781-631-2220 – Mary Allain)

4. Scan and email the original SIGNED application complete with all attachments to Lyonsl@marblehead.org
5. Once a completed signed application is received, you will be placed on the OHCD agenda. You will be notified by email of the time and date of the meeting. You or your representative are required to attend the meeting.

NOTE: The meetings are (generally) on the 1st and 3rd Tuesdays of the month. See the calendar on the Town of Marblehead Website for cancelations. The meetings may be teleconferenced in the near future. Location and/or teleconference meeting instructions TBD.

6. Once approved, the signed Certificate of Appropriateness [COA] will be emailed to you.
7. Make arrangements with the Building Department to get your building permit.

ABBOT PUBLIC LIBRARY

While closed and, therefore, not able to circulate printed books, audiobooks, DVDs and other tangible items, we are expanding and enriching our collections of materials in electronic format - books, audiobooks, magazines, newspapers, movies, TV shows, and more!

Access to the Library's electronic materials collections is available by clicking on the appropriate icon on our website homepage. You will need an Abbot Library card to create an account. Marblehead residents who would like to register for a library card may do so, even while the Library is closed. To access the Abbot Library's online registration form, please visit marblehead.noblenet.org and click on the "Request Library Card" link in the bottom left-hand corner. Fill out this form as completely as possible, and a library staff member will be in touch with your new library card information. Your new card number will be valid for two months, and will grant access to our wide array of digital services to enjoy from home! Once the library reopens, patrons with temporary barcodes may present a valid ID to pick up an official library card for full use of all library services. Please contact the Library's Circulation Coordinator at kuhlman@noblenet.org with any questions.

We will very soon introduce an Abbot Public Library Blog, which will highlight new and exciting items in our collections and other resources of interest for all of our users - children, teens and adults. Tutorials for reading, listening to and/or watching e-items will be included, as well. Watch for an announcement of the Blog's debut via Facebook and on our Website!