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Town of Acton

John S. Mangiaratti,

Town Manager

472 Main St.

Acton, MA 01720



FOR IMMEDIATE RELEASE

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Town of Acton Announces Contactless, In-Person Services for Land Use Department and Collector's Office



Yashira Gonzalez from the Collector's Office mans the new window service desk, where residents are able to perform a variety of town services. (Photo courtesy of the Town of Acton).

ACTON -- Town Manager John Mangiaratti announces that contactless town services for the Land Use Department and Collector's Office will now be available for residents.

All town buildings and playgrounds, except for NARA Park, remain closed to the public

at this time in order to mitigate the spread of COVID-19. Town Hall services are still operational and staff is available during normal hours throughout the work week. Please call 978-929-6619 or use www.actonma.gov to contact staff.

The window service is now available at the front of Town Hall, 472 Main St. Staff will be available Monday through Thursday from 10 a.m. to noon, rain or shine. A face mask or cloth face covering will be required for all who wish to use these services.

Land Use services available are:

- Applying for and picking up building permits and septic records
- Submitting payments and requests for inspections
- Getting answers to questions regarding Building, Natural Resources, Planning and Health Divisions

Collector's Office services available are:

- Making real estate, motor vehicle excise and sewer payments, and receiving a paid stamp.
- Purchasing a resident commuter lot sticker.
- Receiving a copy of your property assessment card.
- Picking up or dropping off an absentee ballot application.

Marty Abbott, a clerk for the Assessor Office, will be available to meet with residents periodically as well in an outside tent located in the rear parking lot of Town Hall. Dates and times will be posted on the town's website, www.actonma.gov, and the tent will be closed should lightning occur.

At the tent, Abbott will be able to help residents sign their veteran's card, get answers to questions about your home's assessed value, schedule an appointment to review your exemption eligibility and submit paperwork for a motor vehicle abatement.

The Town Hotline remains open to help with general questions regarding town services and helping residents connect to the correct person or department. Translation services are available as well.

To access these services, please call 978-929-6619. The Hotline is open Monday, Wednesday and Thursday from 8 a.m. to 5 p.m., Tuesday 8 a.m. to 7:30 p.m. and

Friday 8 a.m. to noon.

Transfer Station stickers can be purchased online by clicking [here](#) and following the prompts.

Library Curbside pick up is also available. Patrons can request items online [here](#), only selecting items that are available at the Acton Public Library. When those items are ready, you will receive an email asking to schedule a pick up time. To set up a pick up time, please call 978-929-6655, ext. 2.

"I appreciate the hard work of our staff to help implement this innovative way to provide in-person services while we are unable to have members of the public in the building," said Town Manager Mangiaratti. "Thank you to our residents as well for their patience and cooperation during these unique times."

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