



TOWN OF WINDHAM, NEW HAMPSHIRE

OFFICE OF THE BOARD OF SELECTMEN/TOWN ADMINISTRATOR
3 NORTH LOWELL ROAD – WINDHAM, NEW HAMPSHIRE 03087

FOR IMMEDIATE RELEASE TO THE RESIDENTS OF WINDHAM, NH TOWN HALL CLOSED TO THE PUBLIC BEGINNING TUESDAY, MARCH 17, 2020 (UNTIL FURTHER NOTICE)

INFORMATION UPDATED – MARCH 26, 2020

Town officials are closely monitoring the COVID-19 situation, and making adjustments to our town operations as the pandemic changes, often on a rapid basis. We are committed to the continued health and optimal safety of our residents as well as our employees, and want to do our part to reduce the risk of the spread of the COVID-19 pandemic. To that end, in consultation with our team, we have decided that **effective Tuesday, March 17, 2020, all Town Administrative Offices will be closed to the public until further notice.**

While we are closed to the public we are still staffing our offices and working to deliver the best services we can to the residents of Windham during these difficult times. Our intention is to operate to the greatest extent possible through electronic services, as most interactions and transactions for our residents can be done online or arranged via phone, or by email. For those transactions that cannot be handled remotely, residents may call ahead to one of our offices who will be able to assist you either “curb side” or by appointment with the appropriate Town personnel to complete your transaction. Our staff will be working on-site, and in limited situations possibly remotely—but we will continue to be at your service.

If you have non-emergency COVID-19 related questions, please call 2-1-1 (a state hotline manned 24/7 specifically for such questions).

FIRE AND POLICE: Police and Fire Departments will continue to serve the residents of our Town on a “business as usual” basis; however, we ask that you please keep all non-emergency calls to a minimum so that they may devote their time to those residents in need of emergency services **9-1-1 REMAINS UNCHANGED FOR ALL EMERGENCIES**. The Fire Department is closed to the Public. Issuance of Burning Permits can only be obtained on-line at www.NHFirePermit.com Contractors needing permits should call 434-4907 Monday-Friday from 8am to 4pm and schedule an appointment. Cost for permits will be by CHECK only.

The Police lobby is open, but should only be used for emergencies and/or needs for immediate assistance. All others are asked to call the main phone number (603-434-5577) to speak with department personnel. Anyone who desires to communicate with the Police Department for reasons other than needing to see or speak with an officer may send a general email to Police@WindhamPD.gov Responses may be somewhat delayed so please do not report crimes or immediate needs for assistance. Records request(s) and pistol permit applications (for both new issues and renewals) are being accepted via email at Records@WindhamPD.gov or by regular mail. Pistol permits will be processed, however, the issuance of the permits is suspended until further notice.

TRANSFER STATION AND HIGHWAY: Will continue to operate under normal conditions and hours. Staff may direct traffic to manage efficient and safe access. Any questions may be directed to Dennis Senibaldi, General Service Director,
Email or Call DSenibaldi@WindhamNH.gov or Call 1-978-857-0970

SEARLES SCHOOL AND CHAPEL: The Searles Trustees have suspended the use of the building for all events until April 17, 2020. Any questions may be emailed to Coordinator@SearlesChapel.com

Please be assured that we will continuously watching how the COVID-19 may impact us locally, and as your Town officials, we are committed to communicating any and all changes to our operating status as well as any recommendations to our residents from public health and other government officials.

The following information details how you can contact the various town offices and / or transact business:

WEBSITE: The Town website address is WindhamNH.gov We strongly recommend that you visit the website frequently for new information and updates.

MAILING ADDRESS: Should you need to mail anything to any of the Town Departments, the address is as follows:
(Specify the Department)
3 North Lowell Road
Windham, NH 03087

GENERAL TOWN OFFICES TELEPHONE NUMBER: (603) 965-1200 – listen to voice prompts for specific department extensions or contact the specific numbers listed below under Transactions.

“HOW TO” COMPLETE TOWN BUSINESS TRANSACTIONS

The following is a list of the transactions most often performed for our residents in our Town Business Offices, and directions as to how each may be accomplished until the COVID-19 crisis passes and we can safely re-open our doors. Transactions are listed by Department.

TOWN CLERK:

Email TownClerk@WindhamNH.gov or call 603-434-5075 during normal business hours. We are treating each transaction as a case by case measure based on the urgency of each matter.

Notary Services- By appointment and urgency only. Curbside service only.

Marriage Licenses- By appointment and urgency only. Scheduled drop box option only.

Vital Records (Marriage, Death, Birth, and Divorce Certified) records by online or mail in only. We will mail certified records directly to you, or utilize the drop box depending on urgency.

Auto Registrations - New/Transfers – Registration and title transfers of a newly purchased vehicle. Obtain a 20 day temporary plate from DMV by calling 603-271-4000, if you don’t already have one. Note - the Governor has authorized an extension for 20 day temporary plates that were issued on February 26 and after– registrants will be given until April 30th to register their new vehicles. If you have an urgent manner, and have no other option, please email townclerk@WindhamNH.gov to request an appointment. Be prepared to email or fax essential documents. Scheduled drop box pick up only provided.

Auto Registrations – Renewal - by visiting <http://WindhamNH.gov/461/Make-an-ONLINE-Payment>. While we can’t eliminate processing fees all together, we will be waiving the convenience fee of \$1.50 per car. Process online and your registration and decals will be mailed directly to you. You can also mail-in your renewal reminder along with a check. We will mail your completed registration and decal directly to you.

Boat Registrations - Renewal by mail in only. The boat renewal notice from the State is required to be included. Make sure you add an additional \$5.00 per boat for the Agent Fee. We will mail the registration and decal out to you directly.

Boat Registrations- New- Urgency matters only, email TownClerk@WindhamNH.gov to request an appointment - scheduled drop box pick up only provided.

Dog Registrations -

New dogs- If you have received a letter from us you can register the dog on line or by mail. All other new dog registrations must be done by appointment where curbside service will be provided.

Renewals- Online or mail in option only. While we can’t eliminate processing fees all together, we will be waiving the convenience fee of \$1.50 per dog.

Voter Registration / Election related transactions- email TownClerk@WindhamNH.gov or call 603-434-5075 for further information. Curbside service will be provided based on urgency.

TAX COLLECTOR:

Tax Payments: Other than payments all other resident needs can be handled thru phone conversations, emails. If you are making a payment mail it to Tax Collector, Town of Windham at 3 North Lowell Road or pay online at

<https://windhamnh.munisservice.com/citizens/default.aspx> and follow the payment links.

For questions please call the Tax Office at (603) 432-7731 or send an email to one of the following two individuals:

Ruth Robertson, Tax Collector at RRobertson@WindhamNH.gov

Rita Bergeron, Deputy Tax Collector at RBergeron@WindhamNH.gov

ASSESSING:

Most of the Assessing Department's Information can be found on-line at: <http://WindhamNH.gov/162/Assessing>. For more specific areas, please see the links on the left side of Assessing Page.

For Abatement applications, Property Record Cards, Exemptions and Credits, Intent to Cut Filings, and Verification of Owners for Abutter List please email JZins@WindhamNH.gov or Call (603) 434 – 7530.

COMMUNITY DEVELOPMENT:

Residential & Commercial Building Inspections: As long as construction proceeds, inspections will continue. Please contact the Building Department via CDD@WindhamNH.gov for scheduling.

Building permits: Permit applications are available on the Town website and will be accepted via email, mail or may be received during office hours in our drop box. Payments are to be made by check or cash only. Should you need to drop off plans or applications, please contact staff at (603) 432-3806 to notify us of the delivery. Issued permits may be picked up in a similar fashion.

Building plan reviews: Will be accepted via email or mail. If necessary, we will review via conference call by appointment to discuss plan questions; please contact (603) 432-3806.

To file land use board submissions (including Planning Board, Zoning Board, Conservation Commission), or to review property files, site plans, subdivision plans, etc. please contact office at CDD@WindhamNH.gov.

To view projects currently under review, please visit our website <https://www.WindhamNH.gov/327/Planning-Board> “Current Case Files”, or contact office for more information – (603) 432-3806.

The physical review of existing building files is currently suspended. However, if specific information is requested and it is available, staff will scan and email where possible. Paper copies are available at our regular rates. Please call (603) 432-3806 for more information.

Questions or concerns email/call: RNorman@WindhamNH.gov or call at (603) 432-3806 x4001

NESMITH LIBRARY

The library is closed to the public and staff are working from home. Staff can be reached:

via email at INFO@NesmithLibrary.org or our contact us page

via phone at 432-7154

Staff are monitoring both email and phone messages and will answer questions as soon as possible.

RECREATION

Informational Release – March 17, 2020 – **UPDATED MARCH 26, 2020** Page 4 of 4

All Questions: Contact Cheryl Haas at Recreation@WindhamNH.gov or (603) 965-1208.

HUMAN RESOURCES / GENERAL ASSISTANCE

All Questions: contact Paula Carmichael at HR@WindhamNH.gov or (603) 432-7732

WCTV TOWN CABLE STATION:

All Questions: contact Kelly McLaughlin at Cable@WCTV21.com or (603) 434-0300

CEMETERY

All Questions: contact Wendi Devlin at WDevlin@WindhamNH.gov or (603) 432-7732.

Should you have a general question and you are not sure who to call, please contact our **ADMINISTRATION** office at (603) 432-7732 or:

Town Administrator - David Sullivan - at TownAdmin@WindhamNH.gov

Administrative Assistant - Wendi Devlin - at WDevlin@WindhamNH.gov

Finance Director – Daniel Popovici-Muller – at Finance@WindhamNH.gov

**To receive regular Email and/or Text Updates scan this
QR CODE with your Phone**



Or visit this Web site:

<https://www.WindhamNH.gov/list.aspx>