



Town Administrative Services during Closure

(Updated 4/6/20)

PLEASE VISIT THE TOWN WEBSITE FOR UP TO DATE INFORMATION

www.wilmingtonma.gov

Per Governor Baker's "stay at home" advisory, all Town Public Buildings will be closed to the public through May 4, 2020. We will be operating with limited services from each department. Please see below for details:

Accounting: Any questions or inquiries relating to the Accounting Office can be directed to Bryan Perry at 978-694-2029 or via email to bperry@wilmingtonma.gov.

Assessors: Email or US Mail is the preferred method of form submissions and or applications during closure. Phone call messages and emails are being returned during regular business hours (978-658-3675 or email boa@wilmingtonma.gov). Home inspections are suspended at this time. Motor vehicle excise questions and abatement forms are available on the Assessors town webpage. Tax payment questions should be directed to the Tax Collector/Treasurer.

Building Inspector: Will handle all emergency situations. Will be providing Plumbing, Gas, Electrical and Building inquiries by phone and outside inspections on Tuesdays and Fridays. (phone 978-658-4531 or email aspaulding@wilmingtonma.gov)

Town Clerks Office: Limited services. Please see www.wilmingtonma.gov/town-clerk for the specific services currently offered. (phone 978-658-2030 or email townclerk@wilmingtonma.gov)

DPW: Bulky item, home appliance pickup and yard waste center usage has been restored to its regular schedule. However, no punch cards will be sold at the yard waste center. Punch cards may be purchased through Town Hall on Tuesdays and Fridays by calling the Treasurer's office at 978-658-3531 for instructions and to initiate the process. If a DPW service is required, please contact 978-658-4481 and leave a message. Please note DPW includes water, sewer, drainage, trees, cemetery, highway and parks and grounds. Curbside leaf and yard waste pickup will begin the week of 4/6. Residents are encouraged to visit <https://www.wilmingtonma.gov/public-works> for additional information. (phone 978-658-4481 or email mwoods@wilmingtonma.gov)

Elderly Services: Home delivered meals are still being provided. Home visits are still being performed on a limited basis while practicing social distancing. Please contact your physician for assistance or 911 in the case of an emergency. The income tax assistance program has been postponed at this time. (phone 978-657-7595 or email tmarciello@wilmingtonma.gov)

Engineering: Residents, contractors, consultants and developers are advised to call our main line at 978-658-4499 or email the Town Engineer at palunni@wilmingtonma.gov during regular business hours for questions regarding on-going technical peer reviews, construction projects, street opening permit procedures, electronically available infrastructure plans, GIS services, and to schedule an inspection. Inspections will be done daily from 8:30-12pm on Monday through Friday. Contractors shall give reasonable notice (at least 24 hours) when scheduling an inspection.

Fire: Emergency fire, rescue, and medical only. No inspections or station tours. Emergency Services are not affected. (phone **978-658-3346** non-emergency)

Health: The Health Department will continue to take phone calls and emails Monday through Friday 8:30 to 4:30. Inspections will be done between 8:30-12:00 pm on Tuesdays and Fridays (phone **978-658-4298** or email boh@wilmingtonma.gov)

Library: The library is closed to the public. Book drop-off is unavailable. Patrons are asked to keep the materials until reopening. Due dates are extended, and any overdue fines will be waived. Please refer to the Library website (<https://www.wilmlibrary.org>) for updates and information about online services. Please email Library Director Tina Stewart (tstewart@wilmlibrary.org) with any questions.

Town Managers Office: Will handle public, employee and retiree questions/inquiries over email. Licensing will be suspended. (phone **978-658-3311** or email manager@wilmingtonma.gov)

Planning/Conservation: All business will be handled via phone/email. New applications should be submitted to Valerie Gingrich via email. We will continue review and processing of previously submitted applications. Questions and correspondence can be directed to (phone **978-658-8238** or email vginrich@wilmingtonma.gov)

Police: Administrative offices are open but public restricted to the lobby. No Firearms permits are being issued at this time. Car seat installations have been suspended. Finger printing services have been suspended. Station tours are also cancelled. Emergency Services are not affected. (phone **978-658-5071** non-emergency or email info@wpd.org)

Public Buildings: Please refer to the news section of the Public Buildings department's website for their Covid-19 response and continued service. (<https://www.wilmingtonma.gov/public-buildings-department>).

Recreation: Most services are provided via phone/ email. Passport services are suspended at this time. (Phone **978-658-4270** or email kcampbell@wilmingtonma.gov)

Town Museum: The Town Museum is closed. Inquiries can be sent to htavern@wilmingtonma.gov.

Treasurer/Collector: The Treasurer's office is closed to the public. Cash is not being accepted at this time. Payment for excise bills, real estate and personal property must be made via check. For instances in which certified funds are required bank check or money order will be the only accepted forms of payment. (phone **978-658-3531** or email pmackenzie@wilmingtonma.gov)

Veterans Services: Please contact via phone/email for assistance. (phone **978-694-2040** or email veterans@wilmingtonma.gov)

Reminder: Parks and Recreation Areas are unfortunately closed at this time.