

FREQUENTLY ASKED QUESTIONS

Related to COVID-19 ----- Finance Department

(Accounting, Collector/Treasury, Assessor and Town Clerk)

Has the Due Date of the 4th Quarter Real Estate Taxes been extended?

- Yes. Please read the following message from the Board of Selectmen:
 - ***Our purpose in extending the due date for the May 1 quarterly real estate tax payment to June 1, 2020 was the recognition that some taxpayers will inevitably find themselves in unforeseen financial distress as their tax payments become due. However, the obligations of the Town continue unabated throughout the COVID-19 crisis and may increase. Therefore, taxpayers with the ability to pay their quarterly tax bill on May 1 are strongly urged to do so. For those who have asked for a way to help during the crisis, this is one action they can do to help.***

As we are processing payments while practicing safe social distancing and teleworking, please be patient as we will likely experience slight delays in processing

How do I pay my excise, sewer or real estate tax?

- You may pay your bill online by visiting <https://epay.cityhallsystems.com/selection>
- You may pay your bill through your banks bill payer service. You must include your bill number(s) on the memo line to insure your payment is applied properly and not returned to you
- You may mail check payment to:
 - Town of Acton
 - Collector's Office
 - 472 Main St.
 - Acton, MA 01720
- You may utilize the drop box located outside the rear entrance of Town Hall

Has the due date for 4th Quarter FY 2020 been extended to June 30, 2020 without any penalty?

- The Board of Selectmen voted to both extend the Due Date of 4th Quarter Real Estate Tax from May 1, 2020 to June 1, 2020 as well as waive interest and fees if payment is received by our office **on or before June 29, 2020** for those who need the additional assistance. Please read the following message from the Board of Selectmen:
 - *Our purpose in extending the due date for the May 1 quarterly real estate tax payment to June 1, 2020 was the recognition that some taxpayers will inevitably find themselves in unforeseen financial distress as their tax payments become due. However, the obligations of the Town continue unabated throughout the COVID-19 crisis and may increase. Therefore, taxpayers with the ability to pay their quarterly tax bill on May 1 are strongly urged to do so. For those who have asked for a way to help during the crisis, this is one action they can do to help.*

What if I pay my 4th Quarter Real Estate taxes on or after June 30, 2020?

- Payments received by our office on or after June 30, 2020 will be assessed interest and fees retroactively to June 2, 2020. If you feel as though you will not be able to pay by June 29, 2020 we suggest you reach out to our Community Resource Coordinator, Laura Ducharme, at lducharme@actonma.gov to see if community assistance may be available to you.

Do we have extra time to pay excise and sewer bills?

- Not at this time.

How do I request the amount of taxes I paid in 2019?

- Please submit your request to Collector@actonma.gov including your property address. We will provide a report within 10 business days via email. Please 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 City Hall Systems – search your email for receipts provided at time of payment. If you need assistance please call 508-381-5455
- 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 City Hall Systems, add your bill to your account. This will pull in all your payment history.

General tax questions?

- You may submit your questions via email to Collector@actonma.gov

How will vendors be paid?

- We are working on establishing a process that promotes social distancing and teleworking while maintaining acceptable payment turnaround time. We will continue to issue payments every 2 weeks and 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.

How will Employees receive paychecks?

- Most of our employees receive direct deposit. We strongly encourage those who do not to contact payroll to sign up as soon as possible to avoid any delay. Any live check payroll checks will be mailed on Thursday or Friday of each pay week. You may NOT pick up your check in person at the Town Hall.

How can I get a copy of my field card and assessed value?

- You may find your field card, which includes your assessed value, by visiting <https://actonma.mapgeo.io/datasets/properties?abuttersDistance=300&latlng=42.485282%2C-71.441879>, enter your address in the upper right hand search bar, double click on your property to open the menu options and choose property record card to open.

How do I request a copy of a Birth, Marriage or Death certificate?

- You may request a copy online at <https://epay.cityhallsystems.com/selection>. If you need assistance please call 508-381-5455. Your certificate will be mailed to you. You will NOT be able to pick up your certificate in person. You may also contact the town clerk by email at clerk@actonma.gov

What is the process for Marriage License?

- The Clerk is currently not taking applications for Marriage License.

How do I license my dog?

- You may license online at <https://epay.cityhallsystems.com/selection>. If you need assistance please call 508-381-5455. 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 Elections still take place on March 31, 2020?

- No. Acton's Annual Town Election has been postponed until June 2, 2020 which is also the new date for the Special State Election.

Can I cast an absentee ballot?

- You may request a ballot by filling out an application online at <https://www.sec.state.ma.us/ele/eleabsentee> or requesting one via email to clerk@actonma.gov. We will in turn mail you a ballot that MUST be returned to the Clerk's office by Election Day
- If you previous submitted an Absentee ballot for the March 31st election, you do not have to submit a new absentee ballot.

State Nomination Papers to Drop off / Pick Up

- Please check the due date for the nomination papers. Allow time for certification.
- We encourage candidates to mail their nomination papers if the deadline is not approaching. If the candidate wants you to mail the papers back to them, they will need to include a **pre-stamped and pre-addressed envelope**. We advise candidates use some sort of tracking service if they are mailing their papers so they can ensure timely delivery.
- The CDC has stated that if papers are mailed, they should be safe to handle by the time you receive them.

Will Annual Town Meeting still take place on April 6, 2020?

- No, Annual Town Meeting has been postponed to a future date to be determined by the Board of Selectmen.

Is there Tax Relief available?

- On Friday April 3rd, the Town is exercising the option made available by the legislation to extend the due date of tax payments. The Board of Selectmen voted to extend the tax bill deadline from May 1, 2020 to June 1, 2020. If such tax bills are unpaid after June 1, 2020, all fees and interest shall be waived as long as the amount due is paid **by** June 30, 2020
- Our Community Resources Office can provide you will a referral to available assistance, please call Laura Ducharme at 978-929-6651 or email at lducharme@actonma.gov.
- Help may be available to businesses, please visit <http://www.actonma.gov/business> and see the link for COVID – 19 Updates for Business for more information.

Want to receive News Flash updates from the Town of Acton via email or text message? Sign up now by visiting

actonma.gov/notifyme

or

scan the QR code.

