

FREQUENTLY ASKED QUESTIONS

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

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

How do I pay my excise 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

As we are looking at the best way to process payments while practice safe social distancing or teleworking, please be patient as we will likely experience delays in processing.

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 can I get an application for exemption?

- You may email assessor@actonma.gov and they will either email you or mail you an application.

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

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?

The Town of Acton has a relief fund for qualified seniors and hardship cases, for more information visit www.actonma.gov/Assessor or call the Assessor's Office at 978-929-6621. At this time, we have no additional information regarding state and federal tax relief assistance.

Help may be available to businesses through the Small Business Administration, please visit <https://www.sba.gov/disaster-assistance/coronavirus-covid-19> to more information.

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actonma.gov/notifyme

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