



TOWN OF ROCHESTER ANNEX

Services During Covid-19 Crisis

FREQUENTLY ASKED QUESTIONS

The Rochester Town Hall Annex is still operating remotely and accepting permit applications during these unprecedented times. Below are answers to some frequently-asked questions we have been receiving.

CONSERVATION COMMISSION

How Can I Reach the Conservation Commission Office?

Due to Covid-19, the Town Hall Annex is presently closed to the public. Conservation Commission staff members are available by phone and e-mail during the following regular office hours:

Monday	8:30 a.m. – 6:00 p.m.
Tuesday	8:30 a.m. – 5:00 p.m.
Wednesday	8:30 a.m. – 5:00 p.m.
Thursday	8:30 a.m. – 5:00 p.m.
Friday	8:30 a.m. – 1:00 p.m.

The Conservation Agent is making site visits on wetland filings, building permit applications, and construction supervision as needed.

Conservation Commission staff:

Laurell J. Farinon, PWS
Environmental Planner/Conservation Agent
508-763-5421 ext. 206
lfarinon@townofrochester.com

Tanya Ventura
Board Administrator
508-763-5421 ext. 207
tvventura@townofrochester.com

Is the Conservation Commission still accepting applications and meeting regularly?

The Commission is accepting applications and meeting remotely using Zoom on regularly scheduled meeting dates and deadlines, which are listed on the Rochester Conservation Commission website: www.rochestermaconservation.org. Zoom meeting ID's and telephone

numbers are posted on meeting agendas, public meeting/hearing notices, and the Rochester Conservation Commission website. Public meeting/hearing notices are advertised in The Wanderer, and the public is welcome to participate remotely.

Applications can be hand delivered or mailed to the Commission at the Rochester Town Hall Annex, 37 Marion Road, Rochester, MA 02770. Hand deliveries can be made during regular business hours to the bins in the front hallway. Please call the Commission office to alert the staff of your delivery for prompt receipt, and if you have any questions or concerns.

PLANNING BOARD

How Can I Reach the Planning Board?

While the Town Hall buildings are closed to the public, Planning Board staff members are available by phone and e-mail during the following regular office hours:

Monday	8:30 a.m. – 6:00 p.m.
Tuesday	8:30 a.m. – 5:00 p.m.
Wednesday	8:30 a.m. – 5:00 p.m.
Thursday	8:30 a.m. – 5:00 p.m.
Friday	8:30 a.m. – 1:00 p.m.

The Planning Board is making site visits as needed.

Planning Board staff:

Steven Starrett

Town Planner

508-763-5421 ext. 208

sstarrett@townofrochester.com

Tanya Ventura

Board Administrator

508-763-5421 ext. 207

tventura@townofrochester.com

Is the Planning Board still accepting applications and meeting regularly?

The Planning Board is accepting applications and meeting remotely using Zoom on regularly scheduled meeting dates and deadlines, which are listed on the Towns website:

<https://www.townofrochestermass.com/>

Zoom meeting ID's and telephone numbers are posted on meeting agendas, public meeting/hearing notices and the website. Public meeting/hearing notices are advertised in The Wanderer, and the public is welcome to participate remotely.

Applications can be hand delivered or mailed to the Planning Board at the Rochester Town Hall Annex, 37 Marion Road, Rochester, MA 02770. Hand deliveries can be made during regular

business hours to the bins in the front hallway. Please call the office to alert the staff of your delivery for prompt receipt, and if you have any questions or concerns.

BUILDING DEPARTMENT

**Please note that issuance of ANY and ALL permits have NOT ceased.
The only thing that has changed is that the inspection procedure
may be altered to accommodate everyone's safety.**

How can I contact the Building Department office?

While the Town Hall buildings are closed to the public, the Building Department staff members are available by phone and e-mail during the following regular office hours:

Monday	8:30 a.m. – 6:00 p.m.
Tuesday	8:30 a.m. – 5:00 p.m.
Wednesday	8:30 a.m. – 5:00 p.m.
Thursday	8:30 a.m. – 5:00 p.m.
Friday	8:30 a.m. – 1:00 p.m.

How can I apply for building, plumbing, gas, electrical, and oil burner permit(s)?

- The Annex outer door is unlocked, leading to a locked hallway with all permit applications on the wall.
- All applications are also on our website at <https://www.townofrochestermass.com/buildingdepartment.html>.
- If you would like an application emailed or faxed to you, please call Patty at (508) 763-5421 ext. 204 or email plaforest@townofrochester.com.

Applications can be dropped off in the Annex hallway in the “Drop Off” bin on the wall, mailed to 37 Marion Road, emailed to plaforest@townofrochester.com, or faxed to (508) 763-5379.

How can I pay for and pick up my permit(s)?

- Checks made payable to Town of Rochester can be mailed or dropped off at the Annex during normal business hours in the “Drop Off” bin on the wall in the hallway.
- If you prefer to pay with cash, please call us to make an appointment so that we can be sure to get your payment right away from the “Drop Off” bin in the hallway.
- Payments can also be made via check through our online UniPay system by clicking the following link <https://unipaygold.unibank.com/CustomerInfo.aspx?Customerid=1955>. A credit card feature will also be functional soon.
- Permits can be mailed to you by including a self-addressed stamped envelope with your application.

- They can also be picked up from the Annex during business hours in the “Pick Up” bin on the wall in the hallway.

ZONING BOARD OF APPEALS

How can I contact the Zoning Board of Appeals (ZBA) office?

While the Town Hall buildings are closed to the public, The ZBA staff members are available by phone and e-mail during the following regular office hours:

Monday	8:30 a.m. – 6:00 p.m.
Tuesday	8:30 a.m. – 5:00 p.m.
Wednesday	8:30 a.m. – 5:00 p.m.
Thursday	8:30 a.m. – 5:00 p.m.
Friday	8:30 a.m. – 1:00 p.m.

Zoning Board of Appeals staff:

Patrice Braz

Board Administrator

(508) 763-5421 ext. 204

plaforest@townofrochester.com

How can I apply for Variance or Special Permit?

- All applications are on our website at <https://www.townofrochestermass.com/boardofappeals.html>.
- If you would like an application emailed or faxed to you, please call Patty at (508) 763-5421 ext. 204 or email plaforest@townofrochester.com.

Applications can be dropped off in the Annex hallway in the “Drop Off” bin on the wall, mailed to 37 Marion Road, emailed to plaforest@townofrochester.com, or faxed to (508) 763-5379.

Is the ZBA still accepting applications and meeting regularly?

The Board is accepting applications and can hold hearings remotely using Zoom on regularly scheduled meeting dates and deadlines; please contact Patrice for further information. Zoom meeting ID’s and telephone numbers will be posted on meeting agendas, public hearing notices, and the Town website on the ZBA page. Public hearing notices are advertised in The Wanderer, and the public is welcome to participate remotely.

Applications can be emailed, dropped off, or mailed to the Town Hall Annex, 37 Marion Road, Rochester, MA 02770. If you prefer to drop off your application, you can do so during regular business hours at the Annex. The outside door is open, which leads to a locked hallway with a “Drop Off” bin on the wall.

BOARD OF HEALTH

The entrance hallway has been transformed as a distribution center for all Annex Building Departments including The Board of Health.

Anyone requesting or dropping off information can simply deposit it in bins located on the wall in the entry way.

Lori Walsh, Board Administrator, is in The Board of Health office daily Monday through Friday, 9:00 a.m. – 12:00 p.m. Please feel free to contact her for all of your Board of Health requests. Her phone number is 508-763-5421, ext. 202.

How can I get a copy of my septic plan?

Copies of septic plans can be received daily by simply calling Lori Walsh, Board Administrator, from 9:00 a.m. – 12:00 p.m.

Copies can be mailed, emailed or picked up in the hallway of the Annex building during these hours.

How can I renew my Installers License or any permit issued by the Board of Health?

You can call the Board of Health during office hours and Ms. Walsh will get your documents ready for you to pick up. Checks can be made out to the Town of Rochester and left in the Annex Building hallway during office hours.

Do I need to mail my new Septic Design plans for approval?

Your Engineer can mail them or drop them off at the Annex Building during office hours with the proper fee. Please call first if you have any questions.

How can my Installer obtain a permit to install my septic system after my plan has been approved?

The Installer should contact the Board of Health office to obtain the Construction Permit and approved septic plan. Twenty four hour notice should be anticipated for inspections of the septic system.

How do I get an inspection on my new Septic System that is being installed?

Have your Installer call the Board of Health Office during office hours and the Secretary will set up an inspection date and time for the inspection with the Health Director. Anticipate a 24 hour notice for the inspection.

I am planning on selling my house. What do I need to do to get my septic system inspected?

If you are planning to put your home on the market, you should have your septic system inspected prior to doing so. You can contact the Board of Health office for a list of Inspectors.

Also required for the sale of your home is your well water needs to be tested prior to the sale of your home. Wells should be tested for potability and volatile organic compounds. Please contact our office if you need more information.

If you have any questions, please don't hesitate to contact our office if you have any other questions.

For more information on Coronavirus please visit the Town of Rochester website at www.mass.gov/coronavirus.

Rochester Board of Health
508-763-5421, ext. 202
lwalsh@townofrochester.com