



TOWN OF ROCHESTER

Services During Covid-19 Crisis

FREQUENTLY ASKED QUESTIONS

The Town of Rochester appreciates your patience and understanding during the Covid-19-related closures. Below are answers to some frequently-asked questions we have been receiving.

Is Town Hall Open?

The Rochester Town Hall currently remains closed to the public, but we are still working to provide you with services. In order to facilitate social distancing and public safety, we are helping you remotely whenever possible, but in the event that you must conduct in-person business at town hall you can do so **by appointment only**. Call us at 508-763-3871 to schedule.

How Can I Purchase a Transfer Station Sticker?

You can submit your request for a transfer station sticker by mailing it (to 1 Constitution Way Rochester MA 02770) or by leaving it in the drop box next to the town hall front stairs.

Transfer station stickers are \$40, or \$30 if the resident is over 70 years of age.

Please include the following:

1. A copy of the registration for each vehicle needing a sticker (the vehicle must be registered to a Rochester address).
2. A check for \$40 for each transfer station sticker.
3. If the resident is over 70, a copy of the driver's license is also required for proof of age. In this case, the sticker is \$30 instead of \$40.
4. If requesting multiple stickers at once, please include a note indicating which sticker is needed for which vehicle. Your sticker will be mailed to the address on your registration unless otherwise requested.

Note: If you do not have access to a copy machine, you can drop off a check in the drop box and your documents can be e-mailed to jbrantley@townofrochester.com.

Note: There will be no refunds on stickers, regardless of closures and restrictions.

How Can I Purchase a Beach Sticker?

You can submit your request for a beach sticker by mailing it (to 1 Constitution Way Rochester MA 02770) or by leaving it in the drop box next to the town hall front stairs.

Beach stickers are \$20, or one (1) sticker can be obtained for free if the resident is over 70 years of age.

Please include the following:

1. A copy of the registration for each vehicle needing a sticker (the vehicle must be registered to a Rochester address).
2. A check for \$20 for each beach sticker.
3. If the resident is over 70, a copy of the driver's license is also required for proof of age. In this case, the sticker is free instead of \$20.
4. If requesting multiple stickers at once, please include a note indicating which sticker is needed for which vehicle. Your sticker will be mailed to the address on your registration unless otherwise requested.

If you do not have access to a copy machine, you can drop off a check in the drop box and your documents can be e-mailed to jbrantley@townofrochester.com.

Note: There will be no refunds on stickers, regardless of closures and restrictions.

How Can I Pay my Bill?

Please utilize our online bill paying system through UniPay by clicking on this link:

<https://unipaygold.unibank.com/customerinfo.aspx>

For assistance with the online bill pay system, call 1-877-227-1157 or e-mail support@unipayteam.com

Payments can also be mailed to the Town Hall (1 Constitution Way Rochester MA 02770) or left in the drop box next to the town hall front stairs (do not mail or leave cash in the drop box).

Please include either the bottom portion of the bill or bill number with your payment and include your phone number on the check.

Cash payments can be made by appointment only with the tax collector – 508-763-3871 ext. 16.

The due date for all second half real estate bills was extended to June 1st.

More information is available at:

<https://www.townofrochestermass.com/Important%20Notice%20Regarding%20Your%20Tax%20Bill.pdf>

How Can I License my Dog?

Dog License payments may be mailed in (to 1 Constitution Way Rochester MA 02770) or placed in the drop box next to the town hall front stairs. **MUST INCLUDE CURRENT RABIES CERTIFICATE AND RENEWAL FORM.** Renewal forms are available on the Town Clerk's

page or by clicking here:

[https://www.townofrochestermass.com/2020%20dog%20license%20form%20\[1\].pdf](https://www.townofrochestermass.com/2020%20dog%20license%20form%20[1].pdf)

How do I apply for an excise tax abatement?

Fax (508) 763-4892, attn.: Board of Assessors), mail (Board of Assessors, 1 Constitution Way, Rochester, MA 02770) or e-mail (assessors@townofrochester.com) a completed Motor Vehicle Excise Abatement Application to the Board of Assessors. Please be sure to include any required documentation.

You may also leave the completed application with a copy of the RMV Turned In Plate receipt; or in the case of a transfer of plate, a copy of the new vehicle's registration in the drop box next to the Town Hall front stairs (Tax Payments and Census Forms).

The application may be found on the Town of Rochester website under Forms and Documents. Call the Assessing Department at (508) 763-5250 with any questions.

Covid-19 Resources:

Massachusetts Department of Public Health: www.mass.gov/covid-19

United States Centers for Disease Control and Prevention: <http://www.cdc.gov/>