



Kendra Amaral
Town Manager

TOWN OF KITTERY
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COVID-19 Frequently Asked Questions

As the situation with COVID-19 continues to change, additional updates to this document will be provided and posted at www.kitteryme.gov.

Town Hall

Q: When will the Town Hall be open?

A: We look forward to welcoming you back as soon as it is safe for customers and the staff. We have begun planning for the transition back to normal operations as restrictions get lifted. We understand that the return to normal activities for our community and the state will be phased in, rather than implemented all at once.

Q: But what if I have questions or need something before Town Hall reopens?

A: We're here for you. Municipal staff are checking their emails and returning phone messages in a timely manner. If the information you need cannot be found on our website at www.kitteryme.gov, please contact our staff for more information. A full phone/email directory can be found at www.kitteryme.gov/staffdirectory.

Q: Is there one place where I can find updates about Town Hall and other municipal operations?

A: You bet! Visit www.kitteryme.gov/COVID19Update for Town of Kittery updates regarding COVID-19. We keep it updated weekly, and all in the same place so it's easy to find.

Town Council

Q: Since I can't attend the Town Council meetings, I'd like to watch them. How can I do that?

A: There are a few ways you can catch a Live Town Council meeting. If you're in Kittery, you can tune into Channel 22 (Comcast) on your television. You can also watch the meetings LIVE using the Channel 22-Live button on our homepage, by visiting Town Hall Streams at https://townhallstreams.com/towns/kittery_maine, or by visiting the Kittery Channel 22 Facebook page.

You can even watch previous meetings by clicking on the Meeting Video Archive button on the Town of Kittery homepage. Now that's, binge-worthy!

Q: I have comments that I want to make during the public comment portion of a Council meeting. How do I do that while meetings are being held remotely?

A: Great, let's hear them! Comments are welcome to be mailed to Town Hall (200 Rogers Road, Kittery, ME 03904), put in the drop box outside Town Hall, or sent via email to towncomments@kitteryme.org. All comments received by 12:00 PM on the day of the meeting, will be read into the public record.

Taxes and Sewer Fees

Q: When is the last property tax bill due?

A: The final installment of real estate and personal property taxes are due July 15, 2020. Interest and fees will incur on unpaid amounts effective July 16, 2020.

Q: How can I find out how much I owe on my property taxes?

A: We've launched a new online payment system that offers many new features that will make paying and viewing your tax bills more convenient and helpful! To access the new system, please visit www.kitteryme.gov/onlinepayments. For additional questions about real estate taxes, please contact Tax Collector, Pauline Brewster at 207-475-1316 or pbrewster@kitteryme.org. For additional questions about personal property taxes, please contact the Assessing office at 207-475-1306 or assessing@kitteryme.org.

Q: When will sewer charges be due?

A: The next due date for sewer charges is July 15, 2020. Interest and fees will incur on unpaid amounts effective July 16, 2020. For more information on sewer billing, please contact Sewer Bookkeeper, Jaelynn Gerald at 207-475-1314 or jgerald@kitteryme.org.

Town Clerk's Office

Q: My car registration has expired. Can you help me get it registered?

A: We can help! If you have previously registered your car, you can reregister online by visiting: <https://www1.maine.gov/online/bmv/rapid-renewal/>.

If you are unable to use the online portal, registrations issued by the Town of Kittery, including temporary registrations, have been extended 30 days following the termination of the state emergency that was declared by Governor Janet Mills.

If you've recently purchased a vehicle through a private sale, which did not include a temporary plate, a letter from the Bureau of Motor Vehicles can be used in place of a temporary registration. To download the Temporary Registration Letter, please visit the Town Clerk's page on our website at www.kitteryme.gov/town-clerk.

Q: Can I register to vote while Town Hall is closed?

A: Absolutely! While the state of emergency is in place, those looking to register to vote can do so by completing the Maine Voter Registration Application and mailing it to the Town Clerk's office at Town Hall. The application can be found under "Other Resources" at www.kitteryme.gov/elections.

Q: How can I get an absentee ballot?

A: The state primary election and the local secret ballot Town Meeting have been postponed to July 14, 2020. To request an absentee ballot, please visit www.kitteryme.gov/elections and follow the link listed under "Absentee Voting Information".

Resource Recovery Facility

Q: Has the schedule changed at the Resource Recovery Facility?

A: The Resource Recovery Facility will be observing an updated temporary schedule change, in order to keep everyone safe and ensure proper social distancing at the facility. The Resource Recovery Facility will be open Monday through Thursday, from 7:15 AM - 3:15 PM and Friday from 7:15 AM - 5:00 PM.

Q: Oh no! My Resource Recovery Facility sticker has expired, can I still use the facility?

A: Yes, for the duration of the state of emergency residents with expired stickers can use the facility.

Q: Can I bring my yard waste to the Resource Recovery Facility?

A: Not at this time. The Landfill and HAZMAT sections of the facility are currently closed to allow us to properly staff the facility, reduce staff contact, and assist residents with maintaining proper social distancing. As soon as it is safe, we will re-open that portion of the facility.

Fire

Q: Is open burning currently allowed in Kittery?

A: Open burning will be allowed in Kittery beginning May 1, 2020.

Q: But, how do I know if I need a burn permit?

A: Warming and cooking fires (campfires) do not require a burn permit, however burning brush or leaves in a fire pit does require a permit. Permits can be obtained at www.maineburnpermit.com. Permits will not be available at Kittery Dispatch at this time.

Parks

Q: When will Fort Foster open?

A: As soon as safely possible. We are following the federal and state guidelines and working on local plans to open while protecting visitors and staff.

Q: Can you open some parks and public spaces to residents only?

A: While we would love to have our residents enjoying the sunshine at our parks and public places, we are not able to open them at this time. Community transmission is occurring in Kittery and COVID-19 does not discriminate between resident or non-resident. Opening these spaces to residents does not actually make it safer. We hope to be out enjoying Kittery parks and public spaces with you again soon. We understand that exercise and fresh air is important.

Planning and Permits

Q: Is the town still issuing permits and conducting inspections?

A: The town is still accepting and reviewing permit applications via our online system which can be accessed at www.kitteryme.gov/code-enforcement. Due to the state of emergency, only "Construction and Maintenance of Essential Infrastructure" is currently considered essential. All in-person and on-site inspections have been suspended until further notice. Urgent or emergency construction may potentially be inspected via photos or video. For further details you can contact Code Enforcement Officer, Craig Alfis at 20-475-1308 or CEO@kitteryme.org.

Q: What should I do if I need a Planning Board or Board of Appeals approval?

A: The Planning Board and Board of Appeals are making decisions about holding meetings on a case-by-case basis. For questions related to the Planning Board, please contact Town Planner, Bart McDonough at 20-475-1323 or bmcdonough@kitteryme.org. For questions related to the Board of Appeals, please contact Code Enforcement Officer, Craig Alfis at 20-475-1308 or CEO@kitteryme.org.

Kittery Community Center

Q: Will there be Summer Camps for the kids this year?

A: We hope so! Community Center staff is currently working on plans with the hope that it will be safe to hold Summer Camps this year. We are waiting for CDC/State recommendations and guidelines for this type of programming before final decisions are made.

Q: When will the fitness center reopen?

A: We have begun planning for the transition back to normal operations as restrictions get lifted. We understand that the return to normal activities for our community and the state will be phased in, rather than implemented all at once. We will continue monitoring the COVID-19 situation and announce our ability to re-open the fitness center services as soon as it's safe to do so.

Library

Q: What should I do with the Library books that are coming due?

A: The good news is: no items are overdue at this time – yay! Due dates for all library books/DVDs and audiobooks, have been changed to June 1, 2020. Items can be returned in the drop boxes at both the Rice Public Library and Taylor Building.

Q: Can I download e-books and other materials while the Library is closed?

A: Of course you can! The Rice Public Library has plenty to offer patrons who are looking for things to do at home, including author story times, e-books/audiobooks, online education courses and more. To check out the library's available online material, please visit <http://rice.lib.me.us/athome.asp>.

Another wonderful new addition to the Library services is Overdrive, which offers access to over 100 brand new best sellers available for download. The Overdrive site can be visited at <https://ricepubliclibrary.overdrive.com/>.

Q: But what if I don't have a Library Card?

A: We wouldn't leave you hanging! Email the Rice Public Library staff at Arabella@rice.lib.me.us to request a Library Card.

Community Support

Q: Who do I contact if I need assistance with rent, food, medicine during this time?

A: The Town is working with our social service providers to coordinate efforts, and help get available assistance to where it is needed most. To get started, contact York County Community Action's Kittery Office at 439-2699 and you will be connected with a case manager who will help you navigate through the available resources.

Q: I want to help the community. What's the best way for me to get in touch with someone who needs supplies, volunteers or donations?

A: You are awesome! There are many organizations that could really use your help. You can start by filling out the Kittery Together volunteer form and letting us know how you'd be willing to help so we can get your information to the right people. You can find that form at www.surveymonkey.com/r/KitteryTogether.

If you have additional questions or concerns not addressed here, please do not hesitate to contact Town Hall. While our doors are currently closed, our staff has continued working diligently to provide information and resources to the Kittery community, and that's not changing any time soon.

We appreciate your patience, understanding and all of the kindness you've shown us and each other during this challenging time. #KitteryTogether

For more information on Coronavirus (COVID-19), please visit the U.S. CDC's website, which can be found at www.cdc.gov/coronavirus.