

Town Services Available vs. Suspended During COVID-19

The following Town Services are currently AVAILABLE:

Service/Program	Notes
Absentee Ballot Applications	By Mail only. The State will be mailing all registered voters an absentee ballot application for the November election and voters are expected to receive them by mid-September. If you have already submitted your application, please do NOT submit another one. Please visit www.glastonbury-ct.gov/absentee for more information.
Administrative Reviews	Conducted through Zoom only
All Assessor Services	Email & Mail only
Assistance Programs (e.g. Food/Fuel Banks)	Contactless – Call Social Services for details at (860) 652-7638
Boat Storage	New storage available indoors only
Bids and RFPs	Electronically only
Board/Commission Meetings	Held Remotely (e.g. through Zoom)
Building/Health Inspections	Conducted w/proper PPE required for staff & residents/contractors
Building Permits, Applications/Review Status	Online only at @ www.CitySquared.com
Burning & Blasting Permits	By appointment only
Car Seat Safety Inspections	By appointment only
Certified Copies	Mail only
Clinical Consultations	Remote only – request apt. online
Death and Burial Permits/Certificates	Mail only (and by funeral homes)
DMV Releases	Electronically with DMV
Dog Licenses	Online, U.S. mail, or in Tax Drop boxes at Town Hall. Learn more.
Fingerprinting Services	By appointment only. Learn more here.
Income Tax Information	Remotely
Inspections (Phys. Svcs.) – Right of Way/Sewer	No change to standard processes.
Inspections (Health) – Soil testing, water, waste water treatment, and septic systems.	No change to standard processes, excluding in-person appointments. Call the Health Dept. to schedule or discuss at (860) 652-7534 .
Land Records/Recordings & Certified Copies	Mail only
Legal notice posting	Posted to town website at www.glastonbury-ct.gov/legalnotice
Lending Services (WTML)	WTML is now open on a Reduced Schedule for materials pickup. (Curbside is still available if desired.) Online resources also available.
Marriage Licenses	By Appointment Only (outdoors)
Notary Registrations	Mail only – must include payment
Outreach Social Worker Services	Remotely only
Pistol Permit Processing	Walk-ins welcome M-F, 8-4pm. Must be symptom -free w/mask.
Plans Submission (Community Development)	By email and physical copies drop off by appointment only
Prescription Drug Drop Box	Accessible by Police Department Lobby
Recycling Events	HHW events and Paper Shred events will take place as scheduled. Visit the events calendar for specific dates at www.glastonbury-ct.gov/events .
Refuse Permit Purchases	By Mail/Tax Drop Box or in-person at Transfer Station / BWF only. Visit www.glastonbury-ct.gov/recycle for more information.
Right of Way & Sewer Use Permits	Online only
Sporting Licenses	Online only
Tax payment acceptance	All payments accepted EXCEPT cash
Title and Public record search	At Academy Cafe. Masks required.
Trade Name Filings	Mail only
Veteran's Discharges	By Mail only (deadline is Sept. 30)
Voter Registration	Online or by mail

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SUSPENDED Town Services

Updates will be posted to the town website as applicable.

Service/Program	Department / Notes
Dial-A-Ride (some exceptions may be made)	Human Services
Events (in person) – e.g. concerts, passport events, senior events. Refuse events will take place as scheduled – e.g. HHW and paper shred events.	All Departments - Parks & Recreation, Police, Refuse, etc.
Notary Services	CSC
In-Person Programming	Select in-person programs by various Town departments have been cancelled or modified due to the pandemic. Please visit the town website and find the web page specific to the program of interest for information, or contact the Department overseeing the program for additional information. When in-person programming is not possible, virtual programming continues to be offered by the WTML, Senior Services, Parks & Recreation, and Youth & Family Services Departments. Visit www.glastonbury-ct.gov/stayengaged or follow the department Facebook pages for more information.
Passport Processing	CSC
Senior Lunch Program	Senior (Human) Services