

**“HOW TO FIND IT” GUIDE**

**FREQUENTLY ASKED QUESTIONS –**

The Town of Norwell is located in Plymouth County, which is approximately fifteen miles south of Boston and covers about 21 square miles of land. It was established as Norwell in 1888 and was once a part of Scituate and South Scituate. The Town is basically a picturesque residential community. The population of Norwell as of July 1, 2021 was 11,495. The towns bordering Norwell are Hanover, Hingham, Rockland, Scituate, Pembroke and Marshfield.

Norwell has an “Open Town Meeting” form of government with a five member Select Board, as executive authority, and a Town Administrator. The Annual Town Election is held on the second Saturday following Town Meeting. Town Meeting is held annually on the first Monday in May, as voted by the Select Board. A Warrant containing all the proposed articles to come before Town Meeting is mailed to every household in Norwell at least two weeks before the meeting.

Some of the more notable landmarks in Town are the North River, Jacobs Farm House, Norris Reservation, Stetson Meadows, the James Library, the South Shore Natural Science Center and the “Donovan” property.

The following are answers to frequently asked questions, compiled by the Town Clerk from the many phone calls received. The address of Town Offices is: 345 Main Street, P. O. Box 295, Norwell, MA 02061.

There is also a free-standing grey mailbox at the front of town hall and a mail slot at the front door of Town offices, nearest the Treasurer’s office should you arrive when the Town Offices are closed.

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**TOWN HALL HOURS:**

|              |                   |
|--------------|-------------------|
| Mon. & Tues. | 8:00 am – 4:15 pm |
| Wed.         | 8:00 am – 7:30 pm |
| Thurs.       | 8:00 am – 4:00 pm |
| Fri.         | 8:00 am – Noon    |

**TOWN DEPARTMENT PHONE NUMBERS:**

|                    |              |
|--------------------|--------------|
| Select Board       | 781-659-8000 |
| Tax Collector      | 781-659-8070 |
| Building Dept.     | 781-659-8018 |
| Assessors          | 781-659-8084 |
| Town Clerk         | 781-659-8072 |
| Conservation       | 781-659-8022 |
| Planning Board     | 781-659-8021 |
| Highway/Tree Dept. | 781-659-8042 |
| Health Dept.       | 781-659-8016 |
| Recreation         | 781-659-8046 |
| Water Dept.        | 781-659-8076 |
| Cushing Center     | 781-659-2674 |
| Human Resources    | 781-659-8060 |
| Veteran’s Officer  | 781-659-8004 |

**ALCOHOLIC LICENSES:**

*\*Where can I apply for a one-day liquor license?*

At the office of the Select Board. 781-659-8000

*\*If I intend to serve or sell liquor as part of my business, where can I apply for the license?*

Apply at the office of the Select Board. 781-659-8000

**AMBULANCE:**

*\*Where can I direct any questions about the ambulance service and/or bills?*

Phone inquiries to the Fire Chief’s Secretary, Linda Murphy, at 659–8158.

**ANIMAL CONTROL OFFICER**

Shared with the Town of Cohasset  
Contact Joshua Kimball at 781–383–1212

**ANNUAL TOWN EVENTS:**

*\*How do I get information on any town events?*

E–subscribe on the townofnorwell.net website. You will then receive any news or announcements posted with the town. Call Town Clerk’s office at 781–659–8072; or the Select Board’s Office at 781–659–8000; check the Town Offices Official bulletin boards for further information. The PATRIOT LEDGER and the NORWELL MARINER, newspapers, daily and weekly respectively. Cable channel 9 for Comcast customers and channel 40 for Verizon customers.

**ASSESSORS:**

*\*If I had a question about an assessment or abatement, who do I call?*

Call the Board of Assessors office at 781–659–8014.

**BILLS:**

*\*Where do I pay or question a bill for Town services?*

At the Treasurer/Collector’s office at 781–659–8070

**BURGLAR ALARMS:**

*\*Where can I get information on the proper installation of these?*

Call Police Department at 659–7979.

**BUSINESS, NEW:**

*\*I want to start a new business. Where do I start?*

Call Town Clerk’s Office at 659–8072 as all DBA Certificates are applied for and filed in that office. A form can be found on the Town Web site. townofnorwell.net

Call Building Inspector’s office, Tom Barry, at 659–8018 to check proper zoning and whether or not an occupancy permit is necessary.

**BURNING:**

*\*Whom do I call to determine what I may burn?*

The Commonwealth of Mass. allows burning to take place during a certain period every year, usually from January 15th to the end of May. It is up to the discretion of the Town's Fire Chief to give permission to do so during the allowed time period. You may call 781-659-8158 for further info and directions. This information is usually listed in the NORWELL MARINER and the PATRIOT LEDGER. Go to the townofnorwell.net website for further information.

### **CABLE TV:**

*\*My cable isn't working correctly.* Who should I call?

**Comcast/Xfinity:** 1-888-633-4266

**Verizon/Fios:** 1-800-837-4966

*\*Where do I lodge a complaint concerning cable service?*

Send your complaint to the Select Board. They will refer it to the Cable TV Committee for investigation. (Town Offices, P. O. Box 295, Norwell, MA 02061)

### **CANOEING/KAYAKING**

There are THREE places with limited parking.

The Town Landing at Bridge St., Chittenden Lane, and Jacobs Pond. You will need to have the Green recycling sticker on the bumper of your vehicle in order to park. Those can be obtained at the Board of Health.

### **CEMETERY LOTS:**

*\*How do I get information on the Town of Norwell's cemetery located on*

Washington Street and Stetson Meadow Cemetery Contact the Denise Nestor at 781-659-8009. If it is after Town Hall's business hours call 339-613-7198.

*\*How do I get information on the private cemeteries in Town?*

- CHURCH HILL CEMETERY – Bob Visser – 781-829-9830
- FIRST PARISH CEMETERY – Don Spadlin: 781-640-0607
- PINEHURST CEMETERY – Glenn Gardner, Sup't. 781-826-2278

### **CENSUS:**

*\*Where do I get Census information?*

Call the Town Clerk's office at 781-659-8072

The Annual Census is mailed to every household the last week of December.

The Federal Census is conducted every (10) ten years.

### **CERTIFICATES: BIRTH, DEATH, MARRIAGE**

*\*Where can I obtain copies? Or apply? Or get information on them?*

If Norwell was the occurrence town for the birth, death or you applied for your marriage license in Norwell, call the Town Clerk's office at 781-659-8072.

### **CHAMBER OF COMMERCE:**

*\*Where is the local Chamber of Commerce?*

Search the Norwell Chamber of Commerce on-line.

The phone number for the Chamber is 781-659-7525.

### **CHURCHES:**

- Church Hill United Methodist, Corner of River/Church St (#11) – 781-826-4763
- United Church of Christ, Congregational, 460 Main Street – 781-659-2887
- First Parish Unitarian, River Street – 781-659-7122
- St Helen's Catholic Church, 383 Washington St – 781-659-2993
- South Shore Baptist Church, 578 Main St., Hingham – -749-2592
- First Baptist Church, Webster St., N. Hanover – 781-878-0707
- St. Andrew's Episcopal Church, 31 Church St., Hanover – 781-826-2062
- Congregation Sha'aray Shalom, 1112 Main St., Hingham – 781-749-8103

### **CUSHING CENTER:**

*\*Whom do I contact for information on renting the Cushing Center for a wedding or a function?*

Mary Lou O'Leary – 781-659-2674

### **DOG LICENSES:**

*\*Where do I get a License for my Dog?*

Licenses are available at the Town Clerk's Office, 781-659-8072 – A copy of a valid rabies certificate must be provided.

### **EMPLOYMENT:**

*\*How can I get a job with the Town of Norwell?*

Applications for employment may be obtained from Human Resources located in the Town Hall and from the Town's Website, townofnorwell.net. Watch for notifications of openings on the Town Clerk's Bulletin Board, as well as the NORWELL MARINER and/or the PATRIOT LEDGER newspapers.

### **GAS (Natural)**

*\*What if I want Natural Gas?*

Contact Eversource at 1-800-592-2000.

**GASOLINE STORAGE:**

*\*If I want to store gasoline, where do I apply for a permit?*

First, contact Fire Chief, David Kean (781-659-8158), for application and approval, and then notify the Select Board’s office (781-659-8000) to schedule a public hearing.

**GENERAL INFORMATION ABOUT NORWELL:**

Call the Town Clerk’s office at 781-659-8072

**GUN PERMIT:**

*\*Where can I get a gun permit?*

Call the Police Department at 781-659-7979.

**HUNTING/FISHING/SPORTSMEN LICENSES:**

*\*Where may I apply for these?*

You may apply for your License on-line at [www.mass.gov/masswildlife](http://www.mass.gov/masswildlife)

**LIBRARY:**

*\*Does the Town of Norwell have a public library?*

It is located at 64 South Street; call 781-659-2015 for hours and other info.

**JUSTICE OF THE PEACE:**

- Donna Cunio, 257 Grove Street – 781-659-2420/7667
- Patricia M. Anderson, CMC/CMMC/ Town Clerk – 781-659-8072

**NATIONAL GRID:**

*\*Who do I call if my power goes out?*

National Grid: 1-800-465-1212

*\*If there is a wire down who do I call?*

Emergency: **911** Emergency Personnel needs to access situation and safely secure the area

*\*If there is a tree/branch hanging on wire who do I call?*

Emergency: **911** Emergency Personnel needs to access situation and safely secure the area

Send your complaint to the Select Board. They will refer it to the Cable TV Committee for investigation. (Town Offices, P. O. Box 295, Norwell, MA 02061)

**NEIGHBORHOOD PROBLEMS:**

*\*Where do I complain about smoke/clutter/trash in my neighborhood?*

*\*Where do I report a possible health violation at a restaurant in Town?*

Call the Board of Health at 781-659-8016.

**NEWSPAPERS:**

- PATRIOT LEDGER: (Monday through Saturday) 617-786-7000
- NORWELL MARINER: (weekly paper) 781-837-3500

**NOTARY PUBLIC:**

*\*Where may I get a document notarized?*

The Town Clerk and her staff are notaries. 781-659-8072

There is also a Notary at the Council on Aging. 781-659-7878

You must not sign the document until it can be witnessed by the Notary. You will need your driver's license for identification. This service is free to the public.

**NURSING:**

*\*Are there any additional nursing capabilities in the area?*

Contact the Norwell Visiting Nurses and Hospice 781-659-2342 [www.nvna.org](http://www.nvna.org)

**PARKING VIOLATIONS:**

*\*Where do I pay a parking ticket?*

You may write out a check payable to the Town of Norwell and mail it to or bring it to the Select Board's

*\*My car was towed. How do I get it back?*

Call the Police Department at 781-659-7979.

**PARKS AND GARDENS:**

*\*If I want to utilize any Town Property for an event, whom do I ask for permission?*

Contact the Select Board's Office at 781-659-8000.

**PLAYGROUNDS:**

*\*Does the Town have any playgrounds?*

Yes, there is Gaffield Park on River Street, and Reynolds Park on Prouty Avenue.

**POTHoles AND ROAD MAINTENANCE:**

*\*Where do I report potholes?*

Call the Highway Department at 781-659-8042.

*\*Where would I get a Road Opening Permit"*



Apply at the Select Board's Office. 781-659-8000

**RECREATION:**

*\*Where can I get information on youth sports programs?*

*\*Where do I get information on any recreation programs?*

*\*Where can I get information on any trips?*

Call Recreation Department at 781-659-8046. George Grey, Director

**SOUTH SHORE NATURAL SCIENCE CENTER:**

781-659-2559 Jacobs Lane, Norwell, MA 02061

**RECYCLING:**

*\*How do I get information about recycling?*

Call the Board of Health at 781-659-8016.

**SCHOOLS:**

*\*Where would I get information about the Norwell School system?*

Call the Superintendent's office at 781-659-8800.

**SENIOR CITIZENS:**

*\*What services are provided by the Town for the elderly?*

*\*Where can I get information on getting transportation for Senior Citizens for Doctors' appointments?*

*\*Where would I get info regarding fuel assistance?*

*\*Where would I get info regarding "Meals on Wheels"?*

Call the Council on Aging at 781-659-7878. Susan Curtin, Director

*\*Is there any housing available to the elderly in Norwell?*

For information, please call Norwell Housing Authority at 781-659-7690.

**SIGNS AND BANNERS:**

*\*Whom do I contact regarding signs and banners?*

Contact the Building Inspector's office at 781-659-8018. Tom Barry, Building Inspector, Zoning and Sign Officer

**SMOKE DETECTORS/SPRINKLER SYSTEMS:**

*\*Where would I get info regarding the proper installation of these?*

Call the Fire Chief, David Kean

## **SNOW REMOVAL:**

*\*Are there things I should know about snow removal?*

Call the Highway Surveyor, Glenn Ferguson, at 781-659-8042. Watch for regulations on snow removal published annually every November in local papers.

## **STREET LIGHTS**

*\*Who should I call?*

National Grid – 1-800-322-3223. Before calling you will need to provide the pole number that is tagged on the front of pole.

## **TAXES:**

*\*Where would I pay property or excise taxes?*

Treasurer/Collectors Office at Town Offices – 781-659-8070.

## **TOWN MEETING/ELECTIONS:**

*\*Where can I learn the results of votes? Where can I pick up Nomination Papers?*

Call the Town Clerk's Office at 781-659-8072.

You can also sign up to be an Election Worker at the polls.

*\*Where may I obtain a Town Report?*

They are available online. Go to [townofnorwell.net](http://townofnorwell.net) website.

They are also available at the Town Clerk's office.

*\*Where would I get a copy of the Town Warrant?*

The Town Meeting warrant is mailed to every household before each Town Meeting.

The Warrant is also posted on the [townofnorwell.net](http://townofnorwell.net) website.

## **TRAFFIC SIGNS:**

*\*I think we need a stop sign on my street. Whom do I contact?*

Write a letter to the Highway Department, and the Select Board; also contact the Traffic Study Committee if there is a larger problem. All, at Town Offices, 345 Main Street, P. O. Box 295, Norwell, MA 02061.

## **TRASH:**

*\*How do I get my trash picked up?*

*\*May I burn rubbish?*

*\*How do I dispose of hazardous waste?*

For all of the above, call the Board of Health at 781-659-8016.

*\*How does one dispose of trash?*

The Town has curbside pickup weekly. Call Board of Health at 781–659–8016 for schedule.

“White Goods” (used appliances) aluminum, metals, gas grills, leaves, brush, and grass clippings, etc... may be brought to the RECYCLING CENTER, 310 Main St. (Highway Barn) on Wednesdays from 12:00 NOON until 3: pm and on Saturdays from 9 am to 3 pm. A sticker is required and may be obtained from the Board of Health office at Town Offices, lower level, 345 Main Street, at no charge. If you are disposing of a refrigerator, microwave, computer, TV, etc., there is a fee of \$10 each for these appliances which must be paid to the Board of Health. (Check the town website for seasonal hours)

**TREE AND GROUNDS SERVICES:**

*\*Where would I report a tree knocked down after a storm?*

*\*Where do I find information about spraying?*

*\*Where do I find information about any visual road hazards?*

*\*Where do I find information about wood chips?*

Call Glenn Ferguson who is the Highway Surveyor/Tree Director at 781–659–8042.

**VETERANS’ SERVICES:**

*\*Where do I find out about Veterans’ benefits or Services?*

Contact the Veterans Service officer, David Osborne at 781–659–8004.

**VOLUNTEERING:**

*\*If I wanted to volunteer for a Town board, where would I apply?*

The Select Board is the appointing authority for the Town. There are usually slots that need filling on many of the Boards, and Commissions, and Committees. You must fill out an application in the Select Board’s office, Town Offices, 345 Main St. 781–659–8000

**VOTER REGISTRATION:**

*\*Where do I register to vote?*

In the office of the Town Clerk, 345 Main Street. 781–659–8072

One may also register to vote at the Registry of Motor Vehicles, on–line or other State Agencies. There are Mail–In Voter Affidavits at the Norwell Post Office and the Norwell Public Library. Before each election or Town Meeting, there is a cut–off date for voter registration. Voter Registration forms are left at the front of Town Hall to be completed and dropped in the grey mailbox at the horseshoe entrance.

**WATER:**

*\*Where do I report a leak in front of my house or a problem with my water?*

Call the Water Department at Town Offices at 781–659–8076.

**WETLANDS:**

*\*Where may I view Wetlands Maps?*

*\*Where may I get information on Wetlands?*

Contact Conservation Commission at Town Offices on 781–659–8022.

*\*Where may I view FLOOD PLAIN MAPS?*

Planning Board

**WORKING PAPERS:**

*\*Where would my son or daughter get a work permit for the summer?*

If the student is attending Norwell High School, see the Guidance Department, 18 South Street.  
781–659–8810

In the summer, go to the Principal’s office and his assistant will help you. If no one is there, call the Superintendent of School’s office at: 781–659–8800.

**ZONING:**

*\*Where may I obtain info on subdividing my land?*

Call the Planning Board at 781–659–8021.

*\*Where may I obtain a copy of the Zoning Bylaws, Town Bylaws/Rules and Regulations, and/or Planning Board Rules and Regulations?*

These are available online at [Townofnorwell.net](http://Townofnorwell.net) click on Town By–Laws.

PATRICIA M. ANDERSON, CMC/CMMC  
NORWELL TOWN CLERK  
Election Administrator  
Registrar Clerk, Records Access Officer  
Burial Agent  
Notary Public/Justice of the Peace  
howtofindit.doc