

# City of Concord

## Resident Guide to City Services



**41 Green Street  
Concord, New Hampshire  
[www.concordnh.gov](http://www.concordnh.gov)**

City of Concord, New Hampshire Mayor and City Council

**Mayor**

James Bouley  
(Council 1998; Mayor in 2008)  
124 East Side Drive  
Concord, NH 03301  
603-224-0614  
[jpbouley@comcast.net](mailto:jpbouley@comcast.net)

**COUNCILORS AT LARGE**

Michael DelloIacono (2010)  
26 Franklin Street  
Concord, NH 03301  
520-0980  
[mdello@jmazedesign.com](mailto:mdello@jmazedesign.com)

Mark Coen (2006)  
2 Thayer Pond Road  
Concord, NH 03301  
224-5778  
[markcoen@tds.net](mailto:markcoen@tds.net)

Dan St. Hilaire (2006)  
43 Hampton Street  
Concord, NH 03301  
226-3378  
[dansthilaire@comcast.com](mailto:dansthilaire@comcast.com)

Stephen Shurtleff (2008)  
11 Vinton Drive  
Penacook, NH 03303  
753-4563  
[steveshurtleff@aol.com](mailto:steveshurtleff@aol.com)

**WARD COUNCILORS**

Ward One

Elizabeth Blanchard (1988-1989)  
61 Washington Street (2002)  
Penacook, NH 03303  
753-4039  
[lizblanchard@myfairpoint.net](mailto:lizblanchard@myfairpoint.net)

Ward Two

William Stetson (2006)  
26 Americana Drive  
Concord, NH 03301  
225-9702  
[concordward2@comcast.net](mailto:concordward2@comcast.net)

Ward Three

Jan McClure (2004)  
54 District Five Road  
Concord, NH 03301  
226-3370  
[Janward3@comcast.net](mailto:Janward3@comcast.net)

Ward Four

Amanda K. Grady (2010)  
42 N. State Street, Unit 2  
Concord, NH 03301  
548-9377  
[amandakgrady@gmail.com](mailto:amandakgrady@gmail.com)

Ward Five

Robert Werner (2007)  
82 Hooksett Turnpike  
Concord, NH 03301  
225-9224  
[magrrw@myfairpoint.net](mailto:magrrw@myfairpoint.net)

Ward Six

J. Allen Bennett (2003)  
14 Grove Street  
Concord, NH 03301  
228-1494  
[jallenbennett@comcast.net](mailto:jallenbennett@comcast.net)

Ward Seven

Keith Nyhan (2006)  
275 South Street  
Concord, NH 03301  
225-3417  
[ke9@comcast.net](mailto:ke9@comcast.net)

Ward Eight

Dick Patten (2008)  
30 Pinewood Trail  
Concord, NH 03301  
228-1803  
[dickdebpatten@comcast.net](mailto:dickdebpatten@comcast.net)

Ward Nine

Candace CW Bouchard (2008)  
71 Northeast Village Road  
Concord, NH 03301  
226-2214  
[cccwhite@aol.com](mailto:cccwhite@aol.com)

Ward Ten

Fred Keach (2008)  
66 Oakmont Drive  
Concord, NH 03301  
225-0384  
[fkeach@dmflowers.com](mailto:fkeach@dmflowers.com)

If you are not sure who your Ward Councilor is, click on the following link to find out which ward you live in: [www.concordnh.gov/Elections/WardListAug2008.pdf](http://www.concordnh.gov/Elections/WardListAug2008.pdf)

**CITY OF CONCORD  
DEPARTMENT DIRECTORY**

<b><u>DEPARTMENT</u></b>	<b><u>DEPARTMENT/DIVISION HEAD &amp; ASSISTANTS</u></b>	<b><u>PHONE</u></b>
<b>ADMINISTRATION</b> <i>41 Green Street</i> <i>Tel: 225-8570 / Fax: 225-8558</i>	Tom Aspell, City Manager Matt Walsh, Assistant for Special Projects Sue Stevens, Executive Assistant	225-8570 225-8570 225-8570
<b>ASSESSING</b> <i>41 Green Street</i> <i>Tel: 225-8550 / Fax: 230-3656</i>	Kathy Temchack, Director of Real Estate Assessment Stephanie Hines, Administrative Assistant	225-8550 225-8550
<b>CITY CLERK</b> <i>41 Green Street</i> <i>Tel: 225-8500 / Fax: 225-8592</i>	Janice Bonenfant, City Clerk Michelle Tiffany, Deputy City Clerk	225-8500 225-8500
<b>COMMUNITY DEVELOPMENT</b>		
<b>ADMINISTRATION</b> <i>41 Green Street</i> <i>Tel: 225-8595 / Fax: 228-2701</i>	Carlos Baía, Deputy City Manager - Development Bev Rafferty, Administrative Assistant	225-8595 225-8595
<b>ENGINEERING SERVICES</b> <i>41 Green Street</i> <i>Tel: 225-8520 / Fax: 230-3630</i>	Ed Roberge, City Engineer Denise Taschereau, Fiscal Supervisor	225-8520 225-8520
<b>BUILDING &amp; CODE SERVICES</b> <i>37 Green Street</i> <i>Tel: 225-8580 / Fax: 225-8586</i>	Michael Santa, Code Administrator Rose Fife, Administrative Assistant	225-8580 225-8580
<b>PLANNING</b> <i>41 Green Street</i> <i>Tel: 225-8515 / Fax: 228-2701</i>	Doug Woodward, City Planner Donna Muir, Administrative Specialist II	225-8515 225-8515
<b>FINANCE</b>		
<b>OFFICE OF MGMT &amp; BUDGET</b> <i>41 Green Street</i> <i>Concord, NH 03301</i> <i>Tel: 230-3719 / Fax: 225-8558</i>	Brian LeBrun, Deputy City Manager – Finance Bob McManus, Director, Office of Management & Budget Gretchen Wood, Administrative Assistant	230-3719 230-3719 230-3719
<b>CONTROL &amp; PURCHASING</b> <i>311 North State Street</i> <i>Concord, NH 03301</i> <i>Tel: 225-8560 / Fax: 230-3656</i>	Diane Savoie, Controller Doug Ross, Purchasing Manager	225-8560 225-8560
<b>COLLECTIONS/TREASURY</b> <i>41 Green Street</i> <i>Concord, NH 03301</i> <i>Tel: 225-8540 / Fax: 228-2799</i>	Michael Jache, Treasurer/Tax Collector Esaundra “Pessy” Gaudette, Deputy Tax Collector/Deputy Treasurer	225-8540 225-8540

<u>DEPARTMENT</u>	<u>DEPARTMENT/DIVISION HEAD &amp; ASSISTANTS</u>	<u>PHONE</u>
<b>FIRE</b> <i>24 Horseshoe Pond Lane Concord, NH 03301 Tel: 225-8650 / Fax: 230-2748</i>	Dan Andrus, Fire Chief Deb Marcotte, Administrative Specialist II	225-8650 225-8650
<b>GENERAL SERVICES</b> <i>311 North State Street Concord, NH 03301 Tel: 228-2737 / Fax: 230-3901</i>	<b>ADMINISTRATION</b> Chip Chesley, General Services Director Karon Devold, Administrative Assistant	228-2737 228-2737
	<b>CEMETERIES</b> Jill McDaniel, Cemetery Administrator	225-3911
	<b>HIGHWAYS &amp; UTILITIES</b> Jim Major, Highways & Utilities Superintendent	228-2737
	<b>PUBLIC PROPERTIES</b> Harry Dangora, Public Properties Superintendent	228-2737
	<b>VEHICLE MAINTENANCE</b> Bob LeBreux, Fleet Manager	228-2737
	<b>WASTEWATER TREATMENT PLANT</b> Mike Hanscom, WWTP Superintendent	228-2737
	<b>WATER TREATMENT PLANT</b> David Brennan, Water Treatment Plant Superintendent	228-2737
<b>HUMAN RESOURCES</b> <i>41 Green Street Tel: 225-8535 / Fax: 230-3726</i>	Jennifer Johnston, Human Resources Director Robin Wirbal, Human Resources Generalist	225-8535 225-8535
<b>HUMAN SERVICES</b> <i>247 Pleasant Street Tel: 225-8575 / Fax: 227-0763</i>	Jackie Whatmough, Human Services Director Terry Stevenson, Administrative Specialist II	225-8575 225-8575
<b>INFORMATION TECHNOLOGY</b> <i>41 Green Street Tel: 225-8597 / Fax: 230-3662</i>	Ed Drouse, Information Technology Director	225-8597
<b>LEGAL</b>		
<b>CITY SOLICITOR</b> <i>41 Green Street Tel: 225-8505 / Fax: 225-8558</i>	Paul Cavanaugh, City Solicitor Jim Kennedy, Deputy City Solicitor Suzie Blake, Paralegal	225-8505 225-8505 225-8505
<b>PROSECUTOR'S OFFICE</b> <i>32 Clinton Street Tel: 271-6407 / Fax: 271-6406</i>	Tracy Connolly, City Prosecutor Sharlene Demers, Legal Secretary	271-6407 271-6407

<u>DEPARTMENT</u>	<u>DEPARTMENT/DIVISION HEAD &amp; ASSISTANTS</u>	<u>PHONE</u>
<b>LIBRARY</b> 45 Green Street Tel: 225-8670 / Fax: 230-3693	Pat Immen, Library Director Karen Gerber, Administrative Specialist II	225-8670 225-8670
<b>PARKS &amp; RECREATION</b> White Park Administration Bldg. 1 White Street Tel: 225-8690 / Fax: 225-8589	David Gill, Parks & Recreation Director Karen Billings, Recreation Supervisor Chris Jacques, Grounds Superintendent	225-8690 225-8690 225-8690
<b>POLICE</b> 35 Green Street Tel: 225-8600 / Fax: 225-8519	John Duval, Acting Police Chief Carrie Duval, Administrative Assistant	225-8600 225-8600

*The e-mail address for all city employees is (first initial, last name)@concordnh.gov.*



# City of Concord, New Hampshire

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## MAYOR & CITY COUNCIL

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There are ten ward councilors, four at-large councilors and the City's Mayor who presides over the City Council meetings. Ward councilors are elected every two (odd-numbered) years. At-large councilors serve staggered four-year terms, two members being elected at each municipal election. The Mayor serves a two-year term.

The City of Concord operates under a Council-Manager form of government, whereby the City Manager serves as the Chief Executive Officer. The City Manager is appointed by the City Council and is selected solely on the basis of executive and administrative qualifications. As the Chief Executive Officer of the City, the City Manager is responsible for overseeing all day-to-day City operations, insuring financial stability, fostering sound financial management practices, facilitating strategic planning for future growth and development as well as operational efficiency, and for maintaining the City's overall commitment to providing high quality services to the Concord community. The Manager keeps the City Council informed of the ongoing condition of the City, and provides reports and recommendations as deemed advisable. The City Manager has the right to take part in the discussion of all matters coming before the City Council, but acts in a nonvoting advisory capacity.

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## **ASSESSING DEPARTMENT**

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The Assessing Department is responsible for providing the citizens of Concord with an equitable and accountable real estate based assessment program; the fair administration of State statutes and programs governing property assessment; and a well run organization that is fiscally responsible and sensitive to the public's needs.

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## **CITY CLERK/RECORDS DEPARTMENT**

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The mission of the City Clerk's Office is to efficiently meet all statutory obligations with respect to elections, vital records, and City Council. The City Clerk's Office is responsible for the preservation and management of all vital events occurring within the City. Those vital events include births, marriages, and deaths. In addition to vital records, the office records all official documents of the City of Concord. The office conducts and preserves the integrity of all local, state and federal elections. Internally, the office views itself as the liaison between the general public and the Mayor and City Council. The office is responsible for the preparation of all City Council agendas, minutes and official notices.

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## **COLLECTIONS/TREASURY DEPARTMENT**

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The Treasury Division maintains custody of City funds, authorizes all disbursements and receipts of cash, and invests or borrows in accordance with needs. The Division also handles all motor vehicle registrations, property tax, and tax sale activities, and accepts payments for accounts receivable and water bills.

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## **COMMUNITY DEVELOPMENT DEPARTMENT**

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The Community Development Department serves to establish a customer service oriented development assistance and review process that provides for necessary safety, environmental and community concerns in a well coordinated, timely, predictable and cost efficient and effective manner. The Department strives to improve the quality of life for the taxpayers of Concord by preserving existing jobs, tax base, and the unique character of the City. The Department strives to create opportunities for growth by expanding existing companies and attracting new quality employers, and for the balanced orderly development and redevelopment of Concord.

The Code Administration Office assists the public through the construction and licensing process and is responsible for the administration of Zoning, Building, Housing, Licensing and Health regulations.

The Engineering Services Division provides quality, cost effective engineering services to the public. In addition, the Division coordinates and provides a broad range of technical and engineering support to various City departments. All of these services encompass engineering, planning, design, project management, and construction management for municipal infrastructure and facilities, which are performed in a socially, ethically, and environmentally responsible manner and to high professional standards.

The Planning Division, together with the City Planning Board and various City commissions and community groups, prepares and maintains a master plan for long-term development of the City of Concord. The Division analyzes and researches development of the City and, in accordance with mandates of State law and City ordinances, provides advice and recommendations on long-

term development. The Division seeks to assure the best possible environment for future residents, with urban and non-urban aspects consistent with the high standards expected by Concord residents and in harmony with the historic character of the City.

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## **FINANCE DEPARTMENT**

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The Finance Department creates and sustains a dynamic fiscal structure to meet legal requirements and supports attainment of the overall City mission. The Department applies recommended business practices in accounting, auditing and financial reporting, asset and risk management and debt administration. The Department supports financial policy development that promotes fiscal security, long-term self-reliance and the efficient use of labor, intellectual and physical capital and technology necessary to the provision of the highest level of customer service and information.

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## **FIRE DEPARTMENT**

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The Fire Department serves to protect the lives and safety of the citizens by providing fire prevention and education, and response to fire, medical and hazardous materials incidents, as well as other emergency assistance requests. The Fire Department maintains a Communications Center, which dispatches emergency calls for the City of Concord and 20 other communities who comprise the Capital Area Mutual Fire Aid Compact. The Department maintains the City's municipal fire alarm, traffic signal systems, and exterior fiber-optic network.

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## **GENERAL SERVICES DEPARTMENT**

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The General Services Department serves to enhance the quality of life in the City by providing maintenance and operation of the City's infrastructure, including roadways, sidewalks, bridges, buildings, storm drains, sanitary sewers and treatment, potable water supply and distribution, parks, cemeteries, an ice arena, a golf course, and the City's motor fleet.

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## **HUMAN SERVICES DEPARTMENT**

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The mission of the Concord Human Services Department is to provide interim assistance with basic needs for those who do not have the resources to meet those needs, and encourage community involvement in addressing issues to help break the cycle of poverty.

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## **INFORMATION TECHNOLOGY DEPARTMENT**

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The Information Technology (IT) Department supports the City by dependably and securely delivering technology services to meet the business needs of City departments and their customers - the City residents. The Department is tasked with balancing the advantages and efficiencies of new technology, the ever escalating threats to security, and the need to minimize cost.

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## **LEGAL DEPARTMENT**

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The Legal Department has two missions, defined by statutory and common law. In the State of New Hampshire, a municipality has only those powers granted to it by the Legislature. Every action of a municipality must be justified by those powers. The mission of the City Solicitor is to insure that all actions of the City are within the powers granted to it by the Legislature and to foster the accomplishments of the City's goals and objectives within this legal framework. The

mission of the City Prosecutor is to prosecute those persons charged with violating State or local law within the City. The Prosecutor also has a paramount duty to the legal system to see that in the course of prosecution, justice is done.

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## **LIBRARY**

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The mission of the Concord Public Library is to connect individuals with resources in order to enhance lives and build community. It provides informational, cultural, educational and recreational resources and services to the citizens of Concord. The Library seeks to accomplish this through prudent management and development of its resources, and by providing access to a broad range of materials and services to meet the present and future needs of the community it serves. The Library's core services are: providing assistance in the location and use of Library materials; selection of new books and audio-visual materials; acquisition, cataloging and processing of these materials for the public's use; providing programs for children, teens and adults that promote books and reading; and loaning of Library materials.

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## **PERSONNEL DEPARTMENT**

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The Personnel Department works in partnership with its customers in supporting the mission of the City by establishing and implementing responsive human resource services which result in the recruitment, development and retention of a highly qualified, diverse, well-trained and motivated workforce by emphasizing open, honest and meaningful communication at all levels of the organization. This is accomplished within the framework of merit and collective bargaining processes, with due regard for equal employment opportunity, individual integrity, the provision of a safe work environment and the fiscal constraints imposed by the taxpayers through the City Council.

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## **POLICE DEPARTMENT**

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The mission of the Police Department is to protect life and property, maintain order and attempt to resolve the community's needs by coordinating the required resources.

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## **PURCHASING DEPARTMENT**

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The Purchasing Division strives to obtain the optimal value for the taxpayer through a process of acquiring goods and services and disposing of surplus personal property that timely meets the needs of City departments in conformance with the City Charter and ordinances, while encouraging competition in a fair, open, ethical and efficient manner.

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## **RECREATION DEPARTMENT**

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The Recreation Department is responsible for providing a diversified program of year-round activities for people of all ages and abilities. The Department also schedules all outdoor athletic fields and four community centers.

## GENERAL INFORMATION



**Accident/Police Reports:** Contact the Police Department at 225-8600.

**Address Changes:** Residents should notify the following City Departments if their address changes:

- City Vendors – contact the Finance Department at 225-8560 or via e-mail at [finance@concordnh.gov](mailto:finance@concordnh.gov)
- Dog Owners – contact the City Clerk’s Office at 225-8500 or via e-mail at [cityclerk@concordnh.gov](mailto:cityclerk@concordnh.gov).
- Library Card Holders – contact the Concord Public Library at 225-8670 or via e-mail at [library@concordnh.gov](mailto:library@concordnh.gov).
- Property Owners – contact the Assessing Department at 225-8550 or via e-mail at [assessing@concordnh.gov](mailto:assessing@concordnh.gov).
- Vehicle Registrants – contact the Collections Office at 225-8540 or via e-mail at [collection@concordnh.gov](mailto:collection@concordnh.gov).
- Voter Registration - contact the City Clerk’s Office at 225-8500 or via e-mail at [cityclerk@concordnh.gov](mailto:cityclerk@concordnh.gov).
- Water/Sewer Customers – contact the Utility Billing Office at 225-8693 or via e-mail at [generalservices@concordnh.gov](mailto:generalservices@concordnh.gov).

**Airport:** The Concord Municipal Airport is located at 65 Airport Road. The Public Properties Division, within the General Services Department, is responsible for the maintenance of the airport and can be reached at 225-8691. Concord Aviation Services, Inc. serves as the Fixed Base Operator and can be reached at 228-2267.

**Ambulance Billing:** Ambulance billing is done by Concord Hospital Billing Services. Inquiries regarding ambulance billing should be made to 228-7117.

**Animal Problems/Complaints - Domestic:** Lost or found animals and barking/nuisance complaints should be reported to the Police Department at 225-8600.

**Animals in Danger/On Ice:** Report to the Fire Department at 225-8669.

**Animal Shelter:** The Concord-Merrimack County SPCA is the designated animal shelter for the City of Concord. The SPCA is located at 130 Washington Street in Penacook. Tel: 753-6751. For more information, visit [www.concordspca.org](http://www.concordspca.org).

**Asbestos Information/Removal:** Contact the Code Administration Office at 225-8580.

**Assessing Information:** The Assessing Office is responsible for discovering, listing and valuing all property in the City of Concord. The Assessing Office is located on the first floor of City Hall, at 41 Green Street, Concord. For more information, call 225-8550 or visit [www.concordnh.gov/assessing](http://www.concordnh.gov/assessing).

**Auditorium – City:** The City Auditorium is attached to City Hall at Green and Prince Streets. It is owned and operated by the City of Concord for the use and benefit of the public. The Auditorium may be rented through the Public Properties Division of the General Services Department. Call 230-3851 or visit [www.concordcityauditorium.org](http://www.concordcityauditorium.org) for more information.

**Auto Registration:** Automobile registrations for Concord/Penacook residents are processed in the Collections Office. The Collections Office is located on the first floor of City Hall at 41 Green Street, Concord. Call 225-8540 or visit [www.concordnh.gov/collection](http://www.concordnh.gov/collection) for more information.

## **B**

**Beaver Meadow Golf Course:** Beaver Meadow Golf Course is located in West Concord and is the oldest golf course in New Hampshire. The golf course is open from mid-April through the first of November, weather permitting. During the winter months, weather permitting, the golf course is used as a cross country ski area. For more information, call the Pro Shop at 228-8954, the Superintendent at 225-7033, or visit [www.beavermeadowgolfcourse.com](http://www.beavermeadowgolfcourse.com).

**Bids:** Notification of bids and/or requests for proposals put out by the City Purchasing Division are posted in the lobby of City Hall at 41 Green Street, Concord; or on the City's website at [www.concordnh.gov/purchasing](http://www.concordnh.gov/purchasing). Call 225-8530 for more information.

**Birth Certificates:** Certified birth certificates are available from the City Clerk's Office for all Concord births as well as statewide records for births beginning with 1985. The fee is \$15.00 for the first copy and \$10.00 for each additional copy of the same record. The City Clerk's Office is located on the first floor of City Hall at 41 Green Street, Concord. For more information, call 225-8500 or visit [www.concordnh.gov/cityclerk](http://www.concordnh.gov/cityclerk).

**Block Parties:** Residents who wish to have a block party with their neighbors must get permission from the City Council to close a street. Written requests, including the name of the street to be closed, and the date and hours of the party, should be sent to the City Clerk's Office, 41 Green Street, Concord, NH 03301; or via e-mail to [cityclerk@concordnh.gov](mailto:cityclerk@concordnh.gov). For more information call 225-8500.

**Boards and Commissions:** A list of various Boards and Commissions along with the names of the members appointed to these Boards and Commissions is located on-line at [www.concordnh.gov/citycouncil/Boards/concordv2.asp?siteindx=c60,08](http://www.concordnh.gov/citycouncil/Boards/concordv2.asp?siteindx=c60,08)

**Budget – Municipal:** Copies of the City of Concord's current and past budgets are available for viewing at the Concord Public Library or in the City Clerk's Office. The current budget is also available on-line at [www.concordnh.gov/finance](http://www.concordnh.gov/finance). For more information about the City Budget, call the Office of Management & Budget, within the Finance Department, at 230-3719.

**Building Permits:** Building Permits are issued by the Code Administration Office. A Building Permit application may be obtained on-line at [www.concordnh.gov/codeadmin](http://www.concordnh.gov/codeadmin). For more information call 225-8580.

**Burning Brush/Fire Permits:** A Fire Permit is required for all outdoor fires. For more information, contact the Fire Department at 225-8650 or visit [www.concordnh.gov/fire](http://www.concordnh.gov/fire).

**Bus System:** The City bus system is operated by Concord Area Transit. For more information, call 225-1989 or visit [www.bm-cap.org/concord.htm](http://www.bm-cap.org/concord.htm).

**Bus Tickets:** Concord Area Transit (CAT) bus tickets may be purchased at the City Clerk's Office. The City Clerk's Office is located on the first floor of City Hall at 41 Green Street, Concord. Tel: 225-8500.

**Business Development:** The City strives to create opportunities for growth by expanding existing businesses and attracting new quality employers, and for the balanced orderly development and redevelopment of Concord. Contact the Community Development Department at 225-8595 or visit [www.concordnh.gov/businessdev](http://www.concordnh.gov/businessdev) for more information.

**Business Licenses:** For information about obtaining a Concord business license, contact the Code Administration Office at 225-8580.

## C

**Cemeteries:** The Grounds Division of the General Services Department maintains all Concord and Penacook cemeteries. The Cemetery Office is located at Blossom Hill Cemetery at 207 North State Street, Concord. Tel: 225-3911.

**Channel 17:** Channel 17 is the Concord municipal access channel provided by Concord Community Television. The channel airs live coverage of Concord City Council, Planning Board and Zoning Board meetings, as well as coverage of School Board meetings and other community events. Information about local events may be sent to Concord Television, c/o Concord High School, 170 Warren Street, Concord, NH 03301. For more information, call 226-8872 or visit [www.yourconcordtv.org](http://www.yourconcordtv.org).

**Children's Library Services/Programs:** A full range of programs for children from birth through eighth grade is available in the Children's Room at the Concord Public Library. For information call 225-8670 or visit [www.concordnh.gov/library](http://www.concordnh.gov/library).

**Christmas Tree Disposal:** Christmas trees are not picked up with the weekly residential refuse. Concord/Penacook residents may dispose of their Christmas trees at any of the following locations: the Transfer Station located at 77 Old Turnpike Road; White Farm located on Clinton Street, or at Beaver Meadow Golf Course. Trees are accepted until the end of January. For more information, call the General Services Department at 228-2737.

**City Auditorium:** The City Auditorium is attached to City Hall at Green and Prince Streets. It is owned and operated by the City of Concord for the use and benefit of the public. The Auditorium may be rented through the Public Properties Division of the General Services Department. Call 230-3851 or visit [www.concordcityauditorium.org](http://www.concordcityauditorium.org) for more information.

**City Clerk:** The City Clerk records the City's vital documents and statistics, administers the City's elections, and acts as Clerk of the City Council. The City Clerk's Office is located on the first floor of City Hall, 41 Green Street, Concord. For more information, call 225-8500 or visit [www.concordnh.gov/cityclerk](http://www.concordnh.gov/cityclerk).

**City Controller:** The City Controller's office, within the Finance Department, supervises all the accounting operations of the City. The Controller's Office is located at the Combined Operations Maintenance Facility (COMF) at 311 North State Street, Concord. For more information call 225-8560 or visit [www.concordnh.gov/finance](http://www.concordnh.gov/finance).

**City Council:** The City Council consists of ten Ward Councilors, four At-Large Councilors and the Mayor. For more information about the City Council, visit [www.concordnh.gov/citycouncil](http://www.concordnh.gov/citycouncil) or contact the City Clerk's Office at 225-8500.

**City Council Meetings:** The City Council meets the second Monday of each month at 7:00 PM in the City Council Chambers located on the second floor at 37 Green Street. If handicap

arrangements are needed, contact the City Clerk's Office prior to the meeting at 225-8500. Copies of City Council meeting agendas and minutes are available in the City Clerk's office or at [www.concordnh.gov/citycouncil](http://www.concordnh.gov/citycouncil). A copy of the City Council meeting packet is available at the Concord Public Library and the Penacook Branch Library.

**City Engineer:** The City Engineer's Office is located on the third floor of City Hall, 41 Green Street, Concord. For more information, call 225-8520 or visit [www.concordnh.gov/engineering](http://www.concordnh.gov/engineering).

**City Manager:** The City Manager's Office is located on the second floor of City Hall, 41 Green Street, Concord. For more information, call 225-8570 or visit [www.concordnh.gov/citymanager](http://www.concordnh.gov/citymanager).

**City Prosecutor:** The City Prosecutor's Office prosecutes those persons charged with violating State or local law within the City. The Prosecutor's Office is located at 32 Clinton Street in Concord. Tel: 271-6407.

**City Solicitor:** The City Solicitor's Office is responsible for representing the City, its various departments, and employees in civil litigation and equity matters. The office also prepares ordinances, resolutions, and opinions for the City Council and other City Departments. The Solicitor's Office is located on the second floor of City Hall, 41 Green Street, Concord. Tel: 225-8505.

**City Tax Collector/Treasurer:** The City Treasurer is located in the Collections Office on the first floor of City Hall, 41 Green Street, Concord. For more information, call 225-8540 or visit [www.concordnh.gov/collection](http://www.concordnh.gov/collection).

**Code Administration:** The Code Administration Division assists the public through the construction and licensing process and is responsible for the administration of Zoning, Building, Housing, Licensing and Health regulations. The Code Administration Division, within the Community Development Department, is located at 37 Green Street, Concord. Call 225-8580 or visit [www.concordnh.gov/codeadmin](http://www.concordnh.gov/codeadmin) for more information.

**Community Centers:** There are four community centers in the City which are available for a wide variety of uses including meetings, pick-up volleyball and basketball games, children's birthday parties, etc. Call the Recreation Department at 225-8690 to schedule center rentals. The following is a list of centers and their locations:

- **East Concord Community Center:** Located at 18 Eastman Street. This center includes a small gym, two multi-purpose meeting rooms, and two restrooms. The center is across the street from Merrill Park which includes a swimming pool, softball field, multi-purpose field, Little League field, three tennis courts, a basketball court, playground equipment, a pond, trails, and ice skating area.
- **Heights Community Center:** Located at 20 Canterbury Road. This center includes a gym and restroom. The center is adjacent to Heights Park which includes a swimming pool, softball field, one tennis court, a basketball court, and playground areas.
- **West Street Ward House:** Located at 41 West Street. This center has a multi-purpose room and restrooms.
- **Green Street Community Center:** Located at 39 Green Street. This is the largest community center in the City. Facilities include a full-size gym, shower room, dance studio, and several meeting rooms.

**Community Development:** The Community Development Department is made up of Community Development Administration, the Planning Division, the Engineering Services Division, and the Code Administration Division. The Community Development Department is located on the second floor of City Hall and can be reached at 225-8510. Visit [www.concordnh.gov/CDAdmin](http://www.concordnh.gov/CDAdmin) for more information.

**Community Gardens on Clinton Street:** The State of New Hampshire owns the site of the community gardens on Clinton Street. For more information, call the NH Division of Forests and Lands at 271-3456.

**Concession Stand Licensing:** For information about obtaining a concession stand license, contact the Code Administration Office at 225-8580.

**Concord Public Library:** The Concord Public Library's main building is located at 45 Green Street, next to City Hall. The Penacook Branch Library is located at 3 Merrimack Street in Penacook. For more information about Library services, call 225-8670 or visit [www.concordnh.gov/library](http://www.concordnh.gov/library).

**Concord Public Library Foundation:** The Concord Public Library Foundation is a non-profit organization formed to receive donations and bequests from citizens interested in supporting the Concord Public Library. For further information, call 225-8670.

**Concord School District:** The Concord School District (SAU #8) Superintendent's Office is located at 38 Liberty Street, Concord. Tel: 225-0811. For more information, visit [www.concordnhschools.net](http://www.concordnhschools.net).

**Conservation Commission:** The primary purpose of the Concord Conservation Commission is to protect natural resources, prepare a conservation and open space plan, and provide advice for the better promotion, development or utilization of natural resources and open areas. The Conservation Commission meets on the second Wednesday of the month at 7:00 PM. For more information call 225-8515 or visit [www.concordnh.gov/planning](http://www.concordnh.gov/planning).

**Construction Permits:** For information about obtaining a construction permit, contact the Code Administration Office at 225-8580.

**Court Payment/Fines:** Questions regarding court payments, fines and hearings should be directed to the Concord District Court. The Concord District Court is located at 32 Clinton Street and can be reached at 271-6400.

**Crimeline:** The Concord Regional Crimeline is a non-profit organization that provides citizens with a vehicle to anonymously supply the police with information about a crime or potential crime of which they have knowledge. Cash rewards are offered to those callers whose information leads to an arrest. Concord Regional Crimeline can be reached at 226-3100. For more information, visit [www.concordregionalcrimeline.com](http://www.concordregionalcrimeline.com).

**Crime Prevention:** Contact the Police Department at 225-8600.

**Current Land Use:** Current Land Use applications are available at the Assessing Office or on-line at [www.concordnh.gov/assessing](http://www.concordnh.gov/assessing). The Assessing Office is located on the first floor of City Hall at 41 Green Street, Concord. For more information call 225-8550.

**Cutting Timber:** An “Intent to Cut” application must be submitted to the Assessing Office before any timber can be cut from any property within the Concord City limits. For more information, call 225-8550 or visit [www.concordnh.gov/assessing](http://www.concordnh.gov/assessing).

## D

**Data Processing:** Contact the Information Technology Department at 225-8597.

**Dead Animals in Public Right of Way:** To report a dead animal in the public right-of-way, call the General Services Department at 228-2737.

**Death Certificates:** Certified death certificates are available from the City Clerk’s office for all Concord deaths as well as statewide records for deaths beginning with 1990. The fee is \$15.00 for the first copy and \$10.00 for each additional copy of the same record. The City Clerk’s Office is located on the first floor of City Hall at 41 Green Street, Concord. Call 225-8500 or visit [www.concordnh.gov/cityclerk](http://www.concordnh.gov/cityclerk) for more information.

**Demolition Permits:** For information about obtaining a demolition permit, contact the Code Administration Office at 225-8580.

**Divorce Decree:** Certified divorce decrees are available from the City Clerk’s Office for all statewide records for divorces beginning with 1990 to within six months from the present date. The fee is \$15.00 for the first copy and \$10.00 for each additional copy of the same record. For divorce records prior to 1990, please contact the courthouse where your divorce took place. The City Clerk’s Office is located on the first floor of City Hall at 41 Green Street, Concord. For more information, call 225-8500 or visit [www.concordnh.gov/cityclerk](http://www.concordnh.gov/cityclerk).

**Dog Licenses:** Every dog four months or older is subject to a license in the City of Concord. The license term is May 1st through April 30th of each year. The fee is \$7.50 for a neutered male or spayed female and \$10.00 for a non-altered male or female. The fee for a dog whose owner is 65 and older is \$2.00. Proof of valid rabies vaccination is needed and a certificate is also needed to prove the dog is neutered or spayed. Dog licenses are obtained in the City Clerk’s Office or by mail at 41 Green Street, Concord, NH 03301. For more information, visit [www.concordnh.gov/cityclerk](http://www.concordnh.gov/cityclerk) or call 225-8500.

**Driveway Permits – New:** Permits to construct a new driveway within a public way may be obtained from the Code Administration Office. For more information, call 225-8580.

**Driveway Permits – Alterations to existing:** Permits to make alterations to an existing driveway within a public way may be obtained from the Engineering Services Division. For more information, call 225-8520.

## E

**East Concord Community Center:** See “Community Centers”.

**Election Information:** Election information is available in the City Clerk’s Office. The City Clerk’s Office is located on the first floor of City Hall, 41 Green Street, Concord. For more information call 225-8500.

**Employment Opportunities:** All City employment opportunities are posted on-line at [www.concordnh.gov/personnel](http://www.concordnh.gov/personnel) or in the Personnel Department located on the third floor of City Hall, 41 Green Street, Concord. For more information, call 225-8535.

**Engineering:** The Engineering Services Division, within the Community Development Department, coordinates and provides a broad range of technical and engineering services, including plan review, design project management and construction management for municipal infrastructure and facilities. The Engineering Services Division is located on the third floor of City Hall, 41 Green Street, Concord. For more information, call 225-8520 or visit [www.concordnh.gov/engineering](http://www.concordnh.gov/engineering).

**Everett Arena:** The Douglas N. Everett Arena, located at 15 Loudon Road, is the City's indoor ice skating facility, which is also used during the off season for trade shows and fairs. Public ice skating and lessons are offered during the fall, winter and summer months. Visit [www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=H05,26,02](http://www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=H05,26,02) or call 228-2784 for more information.

**Excavation of Gravel/Sand:** Contact the Assessing Office at 225-8550.

## **F**

**Fall Cleanup:** The General Services Department is responsible for the curbside collection of leaves. This service begins around the middle of October each year for the collection of leaves only. During the collection period, pick-up schedules are posted in the Concord Monitor or on-line at <http://www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=G10,02,15>. For more information, call 228-2737.

**Finance Department:** The City's Finance Department consists of four divisions: Management and Budget, Control, Purchasing, and Treasury. For more information, call 225-8560 or visit [www.concordnh.gov/finance](http://www.concordnh.gov/finance).

**Fire Department – Emergency:** Call 9-1-1.

**Fire Department – Non-Emergency:** The Concord Fire Department consists of four stations: Central Station, located at 150 North State Street (Tel: 225-8659); Broadway Station, located at 15 Broadway Street (Tel: 225-8664); Heights Station located at 127 Loudon Road (Tel: 225-8654); and Manor Station located at 47 Village Street in Penacook (Tel: 228-2702). For more information about the Fire Department, visit [www.concordnh.gov/fire](http://www.concordnh.gov/fire).

**Fire Hydrants:** Problems with fire hydrants should be reported to the Water Division, within the General Services Department, at 228-2737.

**Fire Permits:** A Fire Permit is required for all outdoor fires. For more information, contact the Fire Department at 225-8650 or visit [www.concordnh.gov/fire](http://www.concordnh.gov/fire).

**Fire Prevention:** The Fire Prevention Division is charged with providing fire prevention and public education to the citizens of Concord and Penacook. The Division provides inspections, fire investigations, complaint investigation and public education. For more information, call 225-8651 or visit [www.concordnh.gov/fire](http://www.concordnh.gov/fire).

**Food Service – Licensing/Inspecting:** Contact the Code Administration Office at 225-8580.

**Friends of the Concord City Auditorium:** The “Friends of the Audi” is an inclusive all-volunteer partnership of City Departments and Auditorium users working together to restore the historic theater and to foster its uses for the benefit of all citizens of our community. “The Friends of The Audi” Board is ready to assist everyone interested in using the theater. For more information, call 228-2793 or visit [www.theaudi.org](http://www.theaudi.org).

**Friends of the Concord Public Library:** The Friends of the Concord Public Library is a non-profit organization of persons who are interested in books and libraries; want to promote a better understanding in the community of library services, facilities, and needs; and stimulate endowments and bequests to the Concord Public Library. For more information call Library Administration at 225-8670.

**Friends of the Penacook Branch Library:** See “Friends of the Concord Public Library.” For further information, contact the Penacook Branch Library at 753-4441.

## G

**Garbage Collection:** The City contracts garbage collection services to Bestway Disposal. Curbside service is provided for residential premises only. Household trash is picked up once each week on a scheduled day. Trash must be placed at curbside by 7:00 AM on the day of pick-up in a **purple** pay-as-you-throw bag. For more information, call 228-2737 or visit [www.concordnh.gov/gadmin/payt/concordv2.asp?siteindx=G10,13](http://www.concordnh.gov/gadmin/payt/concordv2.asp?siteindx=G10,13).

**Genealogy:** The City Clerk’s Office is able to search for specific vital records only. Those individuals conducting genealogy searches of vital records are advised to contact the State Bureau of Vital Records. They have records that include all city and towns in New Hampshire. The State Bureau of Vital Records can be contacted at 271-4650. Other sources of information can be obtained by visiting [www.onconcord.com/cityclerk/concordv2.asp?siteindx=C10,08](http://www.onconcord.com/cityclerk/concordv2.asp?siteindx=C10,08).

**General Licensing:** Permit and license applications may be obtained at the Code Administration Office for the following regulated activities: amusement centers, amusement devices, amusement rides, bike races, billiard halls, billiard tables, bowling alleys, carnivals, charitable solicitations, convalescent homes, dancing, fireworks displays, food packaging or processing, food service establishments, grocery stores, hotels, junk yards, live entertainment, motels, parades, peddlers, pickets, protests, public gatherings, raffles, restaurants, road races, rooming houses, street fairs, taxicabs, taxicab drivers, theaters, vendors, food vending machines, yard sales. Call 225-8580 for more information.

**General Services Department:** The General Services Department provides maintenance and/or operation of the City’s infrastructure including roadways, sidewalks, bridges, buildings, storm drains, sanitary sewers and treatment, potable water supply and distribution, parks, cemeteries, the ice arena, the golf course, and the motor fleet. The General Services Department is located at 311 North State Street, Concord. For more information, call 228-2737 or visit [www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=H05,26](http://www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=H05,26).

**Golf Course - Municipal:** See “Beaver Meadow Golf Course”.

**Green Street Community Center:** See “Community Centers”.

**Grounds/Park Maintenance:** The Grounds Division of the General Services Department maintains all City cemeteries, as well as over 1,000 acres of leisure areas, including play lots,

parks, athletic fields and open space areas. For more information, call 228-2737 or visit [www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=H05,26,10](http://www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=H05,26,10).

## **H**

**Hazardous Substances:** The Fire Department should be notified promptly of any issues related to hazardous substances. The Fire Department can be reached at 225-8669. In the case of an emergency, call 9-1-1.

**Hazardous Materials Disposal:** Call the Fire Department at 225-8650 regarding disposal of hazardous waste materials.

**Heights Community Center:** See “Community Centers”.

**Heritage Commission:** The Heritage Commission was established to recognize, preserve, enhance, and promote the continued use of buildings, structures, sites, locales, and districts within the City having historical, architectural, cultural, or design significance. For more information call 225-8515 or visit [www.concordnh.gov/planning](http://www.concordnh.gov/planning).

**Hiking Trail Guide:** A copy of the guide to hiking trails within the City of Concord can be obtained online by visiting [www.onconcord.com/trails/concordv2.asp?siteindx=C50,50,60](http://www.onconcord.com/trails/concordv2.asp?siteindx=C50,50,60).

### **Hours of Operation (Municipal Buildings)**

**City Hall:** 8:00 a.m. to 4:30 p.m., Monday through Friday  
41 Green Street, Concord

**Concord Public Library:** **Fall/Winter Hours**  
45 Green Street, Concord  
9:00 a.m. to 8:30 p.m. Monday and Tuesday  
9:00 a.m. to 5:30 p.m. Wednesday  
11:00 a.m. to 5:30 p.m. Thursday  
9:00 a.m. to 5:30 p.m. Friday  
9:00 a.m. to 5:30 p.m. Saturday  
Closed on Sunday

**General Services Department:** 8:00 a.m. to 5:00 p.m., Monday through Friday  
311 N State Street, Concord

**Penacook Branch Library:** 2:30 p.m. to 8:30 p.m. Monday  
3 Merrimack Street, Penacook  
Closed on Tuesday  
2:30 p.m. to 5:30 p.m. Wednesday  
Closed on Thursday  
Closed on Friday  
9:00 a.m. to 12:00 p.m. Saturday  
Closed on Sunday

**House Address Numbers:** See “Street Numbers”.

**Housing Code:** The City’s Housing Code is administered by the Code Administration Division.  
Tel: 225-8580.

**Housing Inspection Program:** Inspections of all rental housing units, including apartments, rooming house units, and hotel/motel rooms are conducted by the Code Administration Office. For more information, call 225-8580.

**Human Resources Department:** The Human Resources Department is located on the third floor of City Hall, 41 Green Street. Position vacancies are posted and employment applications may be obtained at this location. Position vacancies are also posted on-line at [www.concordnh.gov/personnel](http://www.concordnh.gov/personnel). For more information, call 225-8535.

**Human Services Department/Welfare:** The Human Services Department provides temporary short-term assistance to residents who are not able to pay basic living expenses and have no other resources available. The Human Services Department is located at 247 Pleasant Street, Concord. For more information call 225-8575 or visit [www.concordnh.gov/hs](http://www.concordnh.gov/hs).

## I

**Ice Arena:** See “Everett Arena”.

**Ice Skating (outdoor):** Outdoor ice skating is available at White, Rollins and Merrill Parks during the winter months (conditions permitting). For more information, call the Recreation Department at 225-8690 or visit [www.concordnh.gov/recreation](http://www.concordnh.gov/recreation).

**Insurance Claims (against City):** Any claims against the City should be directed to the Finance Department at 225-8560.

## J

**Job Openings:** See “Employment Opportunities”.

**Juvenile Delinquency - Prevention/Diversion:** Contact the Police Department at 225-8600.

## L

**Landfill/Transfer Station:** The Concord Transfer Station is located at 77 Old Turnpike Road in Concord. Hours of operation are Monday, Wednesday and Friday from 8:00 AM to 4:00 PM; Thursdays 8:00 AM to 1:00 PM; and Saturdays 8:00 AM to 3:00 PM. The Transfer Station is closed on Tuesdays and Sundays. For more information, call 224-0890 or visit [www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=G10,07,08](http://www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=G10,07,08).

**Landlord/Agent Registration:** If you are an owner of rental property in the city you may be required to file a [landlord/agent registration form](#) with the City Clerks Office. Call 225-8500 for more information or visit [www.concordnh.gov/concordv2.asp?siteindx=C10,09](http://www.concordnh.gov/concordv2.asp?siteindx=C10,09).

**Landlord/Tenant Problems:** Problems pertaining to Housing Code violations in rental dwelling units should be addressed to the Code Administration Office at 225-8580.

**Lead Based Paint Removal/Abatement:** Contact the Code Administration Office at 225-8580.

**Leaf Pickup:** The General Services Department is responsible for the curbside collection of leaves. This service begins around the middle of October each year for the collection of leaves only. During the collection period, pick-up schedules are posted in the [Concord Monitor](#) or on-

line at <http://www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=G10,02,15>. For more information, call 228-2737.

**Legal Department:** The Legal Department consists of the Solicitor's Office and the Prosecutor's Office. The Solicitor's Office is responsible for representing the City, its various departments, and employees in civil litigation and equity matters. The Prosecutor's Office prosecutes those persons charged with violating State or local law within the City. The Solicitor's Office is located in City Hall and can be reached at 225-8505. The Prosecutor's Office is located at 32 Clinton Street, in the Concord District Court Building, and can be reached at 271-6407.

**Library Administration:** Library Administration may be reached at 230-3682 or via e-mail at [library@concordnh.gov](mailto:library@concordnh.gov).

**Library Information (Reference Desk):** The Library Reference Desk can be reached at 225-8670.

**Life Safety Code:** All new and existing buildings are subject to the Life Safety Code. For more information, contact the Code Administration Office at 225-8580.

## M

**Maps:** The Engineering Services Division maintains an extensive inventory of maps, plans, aerial photographs, and other record drawings. Copies of all maps and plans can be purchased at the Engineering Office, located on the third floor of City Hall, 41 Green Street, Concord. Tel: 225-8520.

**Marriage Ceremonies:** The City Clerk's Office performs marriage ceremonies by appointment only. For more information and/or to schedule a ceremony contact the Clerk's office at 225-8500. You will need to obtain a marriage license prior to being married so please refer to "Marriage Licenses" for more information.

**Marriage Licenses:** Applications for marriage licenses are obtained and processed at the City Clerk's Office, located on the first floor of City Hall, 41 Green Street, Concord. The fee is \$45.00, payable in cash only. Both parties must be present to obtain the license; photo ID's are required. If either party has been previously married, certified proof of how the previous marriage ended is necessary. For more information, call 225-8500 or visit [www.concordnh.gov/cityclerk](http://www.concordnh.gov/cityclerk).

**Master Plan:** The Master Plan for the City of Concord is a reference document of maps and reports adopted by the City Planning Board as a guide to the City's growth and development. The contents of the plan are defined by State law. The Master Plan is available on-line at [www.concordnh.gov/planning](http://www.concordnh.gov/planning), at the Planning Office, and at the Concord Public Library. For more information, contact the Planning Division at 225-8515.

**Memorial Field:** The Memorial Field Athletic Complex, located on Fruit Street, is a popular and well attended facility for the citizens of Concord. It serves as the home site for Concord High School and Bishop Brady High School athletics, and for the annual 4th of July fireworks display. To schedule use of the facility, call the Recreation Department at 225-8690. For questions related to maintenance of the facility, call the General Services Department at 228-2737.

**Merrimack Valley School District:** The Merrimack Valley School District Superintendent's Office is located at 105 Community Drive in Penacook. Tel: 753-6561. For more information, visit [www.mv.k12.nh.us](http://www.mv.k12.nh.us).

**Missing Persons:** Contact the Police Department at 225-8600.

**Motor Vehicle Registration:** Automobile registrations for Concord/Penacook residents are processed in the Collections Office. The Collections Office is located on the first floor of City Hall at 41 Green Street, Concord. Call 225-8540 or visit [www.concordnh.gov/collection](http://www.concordnh.gov/collection) for more information.

**Motor Vehicle Titles:** Application for a motor vehicle title may begin in the Collections Office located on the first floor of City Hall, 41 Green Street, Concord. The State of New Hampshire Title Bureau mails the title.

**Motor Vehicle Violations:** Contact the Police Department at 225-8600.

## N

**Noise Complaints – Day:** The City's Noise Control Ordinance is administered by the Code Administration Office. Tel: 225-8580.

**Noise Complaints – Night:** Nighttime noise complaints should be made to the Police Department at 225-8600.

## O

**Oil Recycling:** The Concord Transfer Station, located at 77 Old Turnpike Road, accepts used motor oil. It is requested that it be brought in one-gallon plastic containers. Proof of residency is required. For more information call 224-0890.

**Ordinances:** City of Concord ordinances are accessible and may be viewed by visiting [library.municode.com/index.aspx?clientId=10210&stateId=29&stateName=New%20Hampshire](http://library.municode.com/index.aspx?clientId=10210&stateId=29&stateName=New%20Hampshire). The Code of Ordinances is also available for viewing and copying at the Concord City Library.

## P

**Parking Bans:** Winter Parking bans begin at 12:00 Midnight and run through 7:00 AM. Parking bans are advertised on the web at [www.concordnh.gov](http://www.concordnh.gov), on Channel 17, and with other local media outlets. For more information, call the Parking Enforcement Office at 225-8640 or visit [www.concordnh.gov/police/concordv2.asp?siteindx=P20,25](http://www.concordnh.gov/police/concordv2.asp?siteindx=P20,25).

**Parking Enforcement:** The Parking Enforcement Division, within the Concord Police Department, is responsible for the enforcement of all City Ordinances relating to parking regulations. The Parking Control Unit may be reached at 225-8640.

**Parking Tickets/Complaints:** Inquiries about parking related offenses should be made to the Parking Enforcement Division at 225-8640. Parking tickets may be paid in the Police Department lobby or mailed to the address on the ticket.

**Parks/Playgrounds:** Visit [www.concordnh.gov/recreation](http://www.concordnh.gov/recreation) or call the Recreation Department at 225-8690 for information about City parks and playgrounds.

**Pay-As-You-Throw (PAYT):** The City implemented a Pay-As-You-Throw (PAYT) Program in an effort to encourage recycling and control trash disposal costs. Concord residents who have their trash collected at the curb must buy and place their trash in **purple** PAYT trash bags. PAYT bags are available in two sizes and are sold at local retail stores and at the City Clerk's Office. For more information, call the General Services Department at 228-2737 or visit [www.concordnh.gov/gsadmin/payt/concordv2.asp?siteindx=G10,13](http://www.concordnh.gov/gsadmin/payt/concordv2.asp?siteindx=G10,13).

**Peddlers/Vendors – Licensing/Complaints:** Contact the Code Administration Office at 225-8580.

**Penacook Branch Library:** The Penacook Branch of the Concord Public Library is located at 3 Merrimack Street in Penacook. Tel: 753-4441.

**Permits:** Permit and license applications may be obtained at the Code Administration Office for the following regulated activities: amusement centers, amusement devices, amusement rides, bike races, billiard halls, billiard tables, bowling alleys, carnivals, charitable solicitations, convalescent homes, dancing, fireworks displays, food packaging or processing, food service establishments, grocery stores, hotels, junk yards, live entertainment, motels, parades, peddlers, pickets, protests, public gatherings, raffles, restaurants, road races, rooming houses, street fairs, taxicabs, taxicab drivers, theaters, vendors, food vending machines, yard sales. Call 225-8580 for more information.

**Pistol Permits:** Contact the Police Department at 225-8600.

**Planning Board:** The Planning Board meets on the third Wednesday of the month, at 7:00 PM, in City Council Chambers, located at 37 Green Street, Concord. Meeting agendas and minutes are posted in the lobby of City Hall, at the Concord Public Library, and on-line at [www.concordnh.gov/planning](http://www.concordnh.gov/planning). For more information, call 225-8515.

**Planning Division:** The Planning Division, within the Community Development Department, is located on the second floor of City Hall, at 41 Green Street. Tel: 225-8515 or visit [www.concordnh.gov/planning](http://www.concordnh.gov/planning).

**Playground Maintenance:** The Public Properties Division, within the General Services Department, is responsible for the maintenance of City parks/playgrounds. The Public Properties Division can be reached at 225-8691.

**Police Department:** The Police Department is located at 35 Green Street. Non-emergency telephone number: 225-8600. Visit [www.concordnh.gov/police](http://www.concordnh.gov/police) for more information about the Police Department.

**Police Emergency Telephone Number:** 9-1-1

**Potholes:** Citizens may report potholes on City streets to the General Services Department at 228-2737.

**Property Assessment:** Contact the Assessing Office at 225-8550.

**Property Tax Exemptions:** Contact the Assessing Office at 225-8550.

**Property Tax Payments:** Property tax bills may be paid at the Collections Office located on the first floor of City Hall. To avoid standing in line, citizens are encouraged to pay by mail or deposit their payments into the secure mailbox located in the lobby of City Hall. Budget payment plans are available. Call 225-8540 or visit [www.concordnh.gov/collection](http://www.concordnh.gov/collection) for more information.

**Public Health:** All concerns and inquiries regarding Public Health should be directed to the Code Administration Office at 225-8580.

**Public Properties Division:** The Public Properties Division, within the General Services Department, is responsible for the maintenance of all City buildings and parking garages, as well as the Concord Municipal Airport. The Public Properties Division can be reached at 225-8691.

**Public Works:** See “General Services Department”.

**Purchasing Division:** The procurement of all supplies, services, construction and the disposal of personal property is the responsibility of the City Purchasing Department. For more information, call 225-8530 or visit [www.concordnh.gov/purchasing](http://www.concordnh.gov/purchasing).

## **R**

**Raffle Licensing:** Contact the Code Administration Office at 225-8580.

**Real Estate Liens:** Contact the Tax Collector or Deputy Tax Collector at 225-8540 with inquiries about real estate liens.

**Real Estate Tax Bills:** Property taxes are collected quarterly in the City of Concord, based upon assessments as of April 1st. The City sends out tax bills in late May and late October. Each mailing contains coupons for two payments. The two quarterly payments that are due July 1st and October 1st are estimates. The two quarterly payments due January 2nd and March 31st are the final payments due and reflect the actual tax rate for the year. Call 225-8540 or visit [www.concordnh.gov/collection](http://www.concordnh.gov/collection) for more information.

**Recreation Department:** The Recreation Department provides a variety of recreational facilities and programs for all citizens of the community. The Recreation Department also schedules all outdoor athletic fields and four community Centers. The Recreation Office is located in White Park. For more information, visit [www.concordnh.gov/recreation](http://www.concordnh.gov/recreation) or call 225-8690.

**Recycling:** The City of Concord provides curbside collection of recycling on a weekly basis to all Concord residential properties that use the residential curbside trash collection service. Educational materials to explain how the program works and what materials may be recycled are available from the General Services Department, located at 311 North State Street, Concord. For more information, visit [www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=G10,07](http://www.concordnh.gov/GSADMIN/concordv2.asp?siteindx=G10,07) or call 228-2737.

**Residency Certificates:** Residency certificates and/or residency affidavits may be obtained at the City Clerk’s Office, located on the first floor of City Hall, 41 Green Street, Concord. For more information, call 225-8500.

**Restaurant Inspection/Licensing:** Contact the Code Administration Office at 225-8580.

**Road Conditions:** The General Services Department maintains all City streets. Call 228-2737 to report problems with road conditions.

**Rooming House Inspection/Licensing:** Contact the Code Administration Office at 225-8580.

**RV Waste Disposal:** Concord residents may dispose of RV waste at the Wastewater Treatment Plant located at 125 Hall Street in Concord. Call 225-8691 for more information.

## S

**Sand/Salt Operations:** Contact the General Services Department at 228-2737.

**School Board:** For information about the Concord School Board, contact the Concord School District at 225-0811 or visit [www.concordnh.schools.net](http://www.concordnh.schools.net). For information about the Merrimack Valley School Board, contact the Merrimack Valley School District at 753-6561 or visit [www.mv.k12.nh.us](http://www.mv.k12.nh.us).

**Senior Citizen Activities:** The Recreation Department offers a number of programs aimed at senior citizens. For more information, visit [www.concordnh.gov/recreation](http://www.concordnh.gov/recreation) or call the Recreation Department at 225-8690.

**Septage Waste Disposal:** Contact the Wastewater Treatment Plant at 225-8691.

**Septic Systems:** Contact the Code Administration Office at 225-8580 with inquiries about septic systems.

**Sewer Emergencies:** Contact the General Services Department at 228-2737 Monday through Friday from 8:00 a.m. to 5:00 p.m. After 5:00 p.m. or on the weekends, contact the Water Treatment Plant at 225-8696.

**Sidewalks:** City sidewalks are maintained by the General Services Department. Tel: 228-2737.

**Sign Code:** Sign size, type and placement are regulated by the Sign Ordinance through the Code Administration Office. For more information, call 225-8580.

**Signs – Street/Traffic:** The General Services Department is responsible for street and traffic signs within the City. Tel: 228-2737.

**Site Development Permits:** Contact the Planning Division at 225-8515.

**Snow Plow Damage:** To report personal property damage caused by City snow removal operations, call the General Services Department at 228-2737.

**Snow Removal:** The Highways and Utilities Division, within the General Services Department, is responsible for snow removal from City streets and sidewalks. Tel: 228-2737.

**Solid Waste Recycling:** See “Recycling”.

**Special Exceptions (Land Use):** Contact the Code Administration Office at 225-8580.

**Steam Condensate Bills:** Inquiries should be made to the General Services Department at 228-2737.

**Stop Sign Request:** Requests for installation of Stop Signs should be made to the Engineering Services Division, 41 Green Street, Concord, NH 03301. For more information, call 225-8520.

**Street Excavation Permits:** A permit is required to excavate in or open a public way. Contractors may obtain these permits from the General Services Department, located at 311 North State Street, Concord. For more information, call 228-2737.

**Street Fair Licensing:** Contact the Code Administration Office at 225-8580.

**Street Light Repair:** Contact Unitil at 224-2311.

**Street Lighting – New Requests:** Citizens may request new street lighting by petitioning the City’s Pole and Wires Committee (Attn: Engineering Services Division, 41 Green Street, Concord, NH 03301). Inquiries regarding the maintenance and operations of existing street lights should be directed to Unitil at 224-2311.

**Street Maintenance:** The General Services Department maintains all City streets. Call 228-2737 to report problems such as potholes or damaged gutters.

**Street Numbers:** Residents desiring a street number assignment or change should contact the Engineering Services Division at 225-8520.

**Street Signs:** The General Services Department is responsible for street and traffic signs within the City. Tel: 228-2737.

**Street Sweeping:** The General Services Department is responsible for maintaining all City streets. Tel: 228-2737.

**Subdivision Regulations:** The City has established regulations governing the division of land into parcels for sale. These regulations are the subdivision regulations administered by the City Planning Board. The regulations affect any division of land made for the purpose of sale, lease, or transfer. For detailed information call the Planning Department at 225-8515 or visit [www.concordnh.gov/planning](http://www.concordnh.gov/planning).

**Swimming (Public) Pools:** There are seven public swimming pools in the City. All pools open for the season in June, after Concord schools are released. Free public swimming is available seven days a week during the afternoon and evening hours. Pools can be rented on Saturday and Sunday mornings for birthday, neighborhood or family parties. For more information about pools, or to schedule a rental, contact the Recreation Department at 225-8690 or visit [www.concordnh.gov/recreation](http://www.concordnh.gov/recreation).

**Swimming Pool Inspections/Permits:** Contact the Code Administration Office at 225-8580.

## T

**Tax Bills:** See “Real Estate Tax Bills”.

**Tax Collection Office:** The Tax Collector’s Office/Collections Office is located on the first floor of City Hall, 41 Green Street, Concord. For more information, call 225-8540 or visit [www.concordnh.gov/collection](http://www.concordnh.gov/collection).

**Tax Maps:** Contact the Assessing Office at 225-8550.

**Taxicab Inspection/Licenses:** Contact the Code Administration Office at 225-8580.

**Tennis Courts:** The Recreation Department offers tennis lessons during the summer to youths and adults. Call the Recreation Department at 225-8690 or visit [www.concordnh.gov/recreation](http://www.concordnh.gov/recreation) for more information.

**Tire Recycling:** The Concord Transfer Station, located at 77 Old Turnpike Road, accepts tires for recycling. Proof of residency is required. For more information call 224-0890.

**Titles, Vehicle:** Contact the Collections Office at 225-8540.

**Traffic Light Problems:** Problems with City traffic lights should be reported to the Fire Alarm/Traffic Division within the Fire Department. Call 225-8667 during business hours or 225-2545 during non-business hours.

**Traffic Signs:** The General Services Department is responsible for repairing or replacing traffic signs in the City. Tel: 228-2737.

**Trash Collection – Residential:** The City contracts trash collection services to Bestway Disposal. Curbside service is a refuse collection service for residential premises only. Household trash is picked up once each week on a scheduled day. Trash must be placed at curbside by 7:00 AM on the day of pick-up in a **purple** pay-as-you-throw bag. To inquire about holiday collection schedules or obtain additional information about this service visit [www.concordnh.gov/gadmin/payt/concordv2.asp?siteindx=G10,13](http://www.concordnh.gov/gadmin/payt/concordv2.asp?siteindx=G10,13) or call 228-2737.

**Treasury Division/Collections Office:** The Treasury Division maintains custody of City funds, authorizes all disbursements and receipts of cash, and invests or borrows in accordance with needs. The Division also handles all motor vehicle registrations, property tax, and tax sale activities, and accepts payments for accounts receivable and water bills. The Treasury Division (Collections Office) is located on the first floor of City Hall, 41 Green Street, Concord; Tel: 225-8540.

**Tree Planting Program:** For information regarding the City's Tree Planting Program, call the Planning Division at 225-8515.

**Tree Maintenance:** The General Services Department tree crew is responsible for the maintenance of trees on City property. Call 228-2737 to report a City tree problem.

## U

**Uniform Commercial Code Filing:** Contact the City Clerk's Office at 225-8500.

## V

**Variances:** Inquiries about variances should be made to the Code Administration Office at 225-8580.

**Vendors – Mobile Food Inspection/Licenses:** Contact the Code Administration Office at 225-8580.

**Voter Registration:** Voter registration is accepted in the City Clerk's Office. The City Clerk's Office is located on the first floor of City Hall at 41 Green Street, Concord. For more information, call 225-8500 or visit <http://www.concordnh.gov/Elections/concordv2.asp?siteindx=H05,08,02>.

## W

**Wastewater Treatment Plant:** The Wastewater Treatment Plant is located on Hall Street. Tel: 225-8691.

**Water Emergencies:** Contact the General Services Department at 228-2737 Monday through Friday from 8:00 a.m. to 5:00 p.m. After 5:00 p.m. or on the weekends, contact the Water Treatment Plant at 225-8696.

**Water/Sewer Bills:** Water and sewer bills may be paid by mail to the address on the bill, or in person at the Collections Office, located on the first floor of City Hall. Inquiries should be directed to 225-8693. They can also be paid at the General Services Department located at 311 North State Street in Concord.

**Water Treatment Plant:** The Water Treatment Plant is located on Hutchins Street. Tel: 225-8696.

**Welfare:** See "Human Services Department".

**West Street Ward House:** See "Community Centers".

**Wild Animals (suspected rabies):** Contact the NH Fish & Game Department at 271-3361.

**Wild Animals (nuisance):** Contact the NH Department of Agriculture – Wildlife Services Division at 223-6832.

**Wood Stove/Chimney Installation:** For installation requirements, inspections, and questions contact the Fire Prevention Bureau within the Fire Department at 225-8651.

## Y

**Yard Sale Permits:** Permits to hold a yard sale may be obtained from the Code Administration Office, located at 37 Green Street, Concord. Tel: 225-8580.

## Z

**Zoning-Administration/Enforcement/Interpretation:** Information related to interpretation and enforcement of the Zoning Ordinance may be obtained from the Code Administration Division. Complaints regarding land use and zoning violations may also be submitted to this Division. The Code Administration Division can be reached at 225-8580.