



City of Concord

Resident Services Guide

41 Green Street
Concord, New Hampshire
www.concordnh.gov



@CityofConcordNH

TABLE OF CONTENTS

City of Concord Mayor & City Council.....	2-3
City Manager.....	4
Assessing Department.....	5
City Clerk’s Office / Records Department.....	6
Collections / Treasury Division.....	7
Community Development Department.....	8
Code Administration.....	8
Engineering Services Division.....	9
Planning Division.....	9
Finance & Purchasing.....	10
Fire Department.....	11
General Services Department (Public Works).....	12
Human Resources Department.....	13
Human Services Department.....	14
Information Technology Department.....	15
Legal Department.....	16
Parks & Recreation Department.....	17
Police Department.....	18
Public Library.....	19
Trash Holidays.....	21
“A” topics.....	22-23
“B” topics.....	23-25
“C” topics.....	25-28
“D” topics.....	29-30
“E” topics.....	30-31
“F” topics.....	31-32
“G” topics.....	33-34
“H” topics.....	34-35
“I” topics.....	35-36
“J” topics.....	36
“L” topics.....	36-38
“M” topics.....	38-39
“N” & “O” topics.....	40
“P” topics.....	40-43
“R” topics.....	43-45
“S” topics.....	45-47
“T” topics.....	48-49
“U” topic.....	49
“V” topics.....	49
“W” topics.....	50
“Y” & “Z” topics.....	51

CITY OF CONCORD MAYOR & CITY COUNCIL



There are 10 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 non-voting advisory capacity.

Contact information for the Mayor and City Council is provided on the next page.

Resources:

- [City Council web page](#)
- [City Council priorities](#)

CITY OF CONCORD MAYOR & CITY COUNCIL

MAYOR

Byron Champlin
(Ward Councilor: 2014, At Large: March 2019, Mayor: 2024)
154 Rumford Street
Concord, NH 03301
(603) 228-0097
chamby@comcast.net

COUNCILORS AT LARGE

Nathan Fennessey (2020)
127 School Street
Concord, NH 03301
(603) 856-3890
nfennessey@concordnh.gov

Fred Keach (2008) (2014 At Large)
6E Hills Avenue
Concord, NH 03301
(603) 568-7667
fkeach@concordnh.gov

Amanda Grady Sexton (2010) (2014 At Large)
195 Mountain Road
Concord, NH 03301
(603) 548-9377
agradysexton@concordnh.gov

Judith Kurtz (2024)
10 Ridge Road
Concord, NH 03301
(603) 406-4953
jkurtz@concordnh.gov

WARD COUNCILORS

Ward One

Brent Todd (2014)
PO Box 3405
Concord, NH 03302
(603) 753-9609
BrentToddConcord@gmail.com

Ward Four

Karen McNamara (July 2021)
18 Prince Street
Concord, NH 03301
(603) 545-5578
kmcnamaraward4@gmail.com

Ward Eight

Ali Sekou (2024)
43 Prescott Street, Apt. 18
Concord, NH 03301
(603) 366-6353
asekou@concordnh.gov

Ward Two

Michele Horne
218 Bog Road
Concord, NH 03303
(603) 533-9278
mhorne@concordnh.gov

Ward Five

Stacey Brown (2022)
6 Garden Street
Concord, NH 03301
(603) 717-1350
sfbrown@concordnh.gov

Ward Nine

Kris Schultz (2024)
806 Alton Woods Drive
Concord, NH 03301
kschultz@concordnh.gov

Ward Three

Jennifer Kretovic (2016)
8 Gallen Drive
Concord, NH 03303
(603) 228-8395
jkretovic@concordnh.gov

Ward Six

Paula McLaughlin (2022)
24 South Spring Street
Concord, NH 03301
(603) 848-2930
pwmclaughlin24@gmail.com

Ward Ten

Jeff Foote (2024)
92 Shawmut Street
Concord, NH 03301
(603) 225-3256
jfoote@concordnh.gov

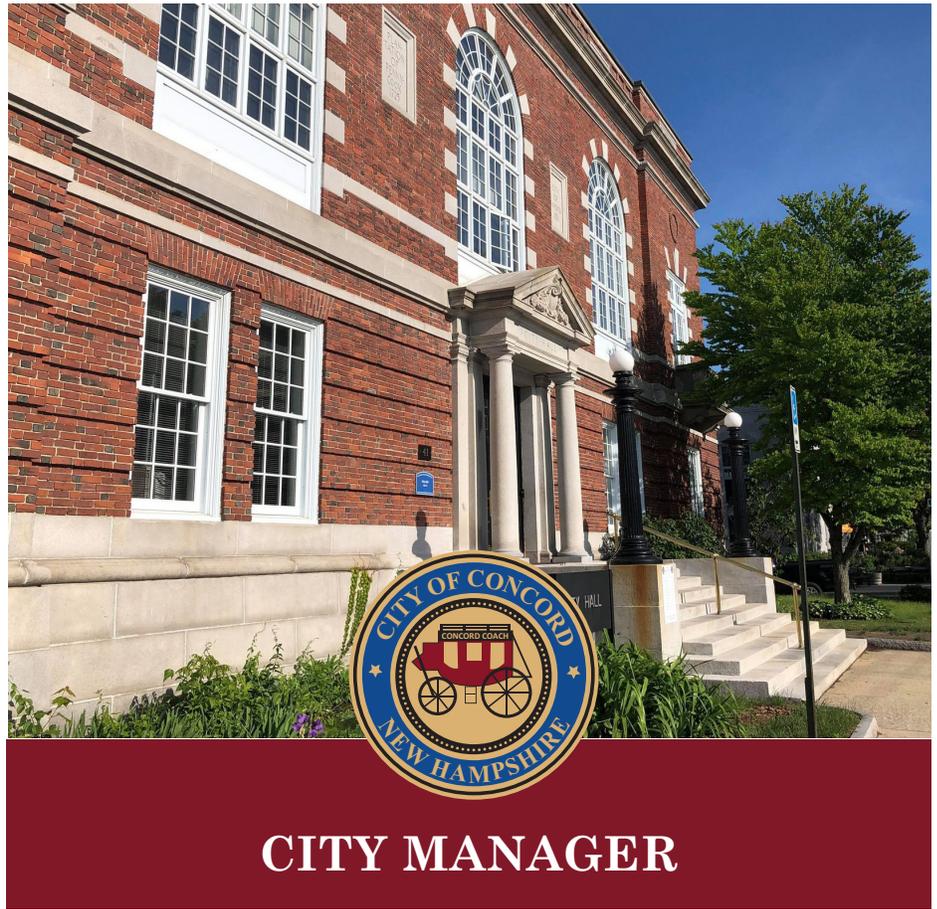
Ward Seven

Jim Schlosser (2024)
7 Badger Street
Concord, NH 03301
(781) 879-2089
jschlosser@concordnh.gov

**ADMINISTRATION
CONTACT:**

City Hall
41 Green Street
Tel: (603) 225-8570
Fax: (603) 225-8558
citymanager@concordnh.gov

Thomas Aspell Jr., City Manager



The City Manager is responsible for overseeing all day-to-day city operations, including:

- Insuring financial stability;
- Fostering sound financial management practices;
- Facilitating strategic planning for future growth and development, as well as for operational efficiency; and
- Maintaining the City’s overall commitment to providing high quality services to the Concord community.

The City Manager also oversees all property, real and personal, owned by the City.

Resources:

[City Manager’s web page](#)



ASSESSING DEPARTMENT

ASSESSING CONTACTS:

City Hall
41 Green Street
Tel: (603) 225-8570
Fax: (603) 225-8558
assessing@concordnh.gov

HOURS:

Monday-Friday, 8 a.m.-4:30 p.m.

Jonathan Rice, Director of Real Estate Assessments

The Assessing Department is responsible for discovering, listing, and valuing all property in the City of Concord. The citizens of Concord receive equitable and fair assessments each year. All responsibilities and functions of the assessing office are based upon the fair administration of the New Hampshire constitution and statutes governing property assessments. Assessments are made following internationally accepted mass appraisal practices. The assessing staff strives to be fiscally responsible and sensitive to the public's needs.

Resources:

[Assessing Department web page](#)
[Exemptions/Credits](#)



CITY CLERK'S OFFICE / RECORDS DEPARTMENT

CITY CLERK'S OFFICE CONTACTS:

City Hall
41 Green Street
Tel: (603) 225-8500
Fax: (603) 225-8592
cityclerk@concordnh.gov

HOURS:

Monday-Friday, 8 a.m.-4:30 p.m.
Thursday until 6 p.m.

Janice Bonenfant, City Clerk

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.

Resources:

[City Clerk's web page](#)

[Elections](#)

[Vital Records](#)



COLLECTIONS / TREASURY DIVISION

COLLECTIONS / TREASURY DIVISION CONTACTS:

City Hall
41 Green Street
Tel: (603) 225-8540
Fax: (603) 225-2799
collection@concordnh.gov

HOURS:

Monday-Friday, 8 a.m.-4:30 p.m.
Thursday until 6 p.m.

Chelsey Michalski, Treasurer/Tax
Collector

The Collections/Treasury Division is responsible for automobile registrations, financial services including bond rating, cash management, and trust funds, and property tax billing and collections.

Resources:

[Collections web page](#)

[Automobile & Boat registrations](#)

[Property Tax](#)



COMMUNITY DEVELOPMENT DEPARTMENT CONTACTS:

City Hall
41 Green Street
Tel: (603) 225-8595
communitydevelopment@concordnh.gov

HOURS:
Monday-Friday, 8 a.m.-4:30 p.m.

Matt Walsh, Deputy City Manager - Development

CODE ADMINISTRATION CONTACTS:

City Hall Annex
37 Green Street
Tel: (603) 225-8580
code@concordnh.gov

HOURS:
Monday-Friday, 7:30 a.m.-4 p.m.

David Hall, Code Administrator

COMMUNITY DEVELOPMENT DEPARTMENT (Code, Engineering & Planning)

The mission of the Community Development Department is 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 Concord Community Development Department strives to foster success stories within our City. By working cooperatively as partners with the private sector, rather than simply regulators, Community Development ensures that both public and private projects are planned, designed, and constructed to quality standards to be enjoyed for generations to come. The culmination of this effort helps safeguard Concord's place as a preeminent location to live, work, and raise a family in northern New England.

Resources:

[Community Development web page](#)

CODE ADMINISTRATION

The **Code Administration Office** assists the public through the process of, and is responsible for, the administration of zoning, building, housing, licensing, and health regulations. The division also coordinates appeals to the Zoning Board of Adjustment, the Building Board of Appeals, and the Demolition Review Committee.

Resources:

[Code Administration web page](#)

[Building Safety](#)

[Health & Licensing](#)

[Zoning](#)

ENGINEERING CONTACTS:

City Hall
41 Green Street
Tel: (603) 225-8520
Fax: (603) 230-3630
engineering@concordnh.gov

HOURS:

Monday-Friday, 8 a.m.-4:30 p.m.

Michael Bezanson, City Engineer

PLANNING CONTACTS:

City Hall
41 Green Street
Tel: (603) 225-8515
Fax: (603) 230-3630
planning@concordnh.gov

HOURS:

Monday-Friday, 8 a.m.-4:30 p.m.

AneeMarie Skinner, City Planner

ENGINEERING SERVICES DIVISION

The **Engineering Services Division** provides quality, cost effective engineering services in support of public and private development projects. 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.

Resources:

[Engineering web page](#)

PLANNING DIVISION

The key functions of the **Planning Division** are to provide staff support for the Planning Board, review development proposals, and guide the development and implementation of the Master Plan. The Planning Division also provides staff support to the following: The Conservation Commission, The Heritage Commission, The Architectural Design Review Committee and The Energy and Environment Committee.

Resources:

[Planning web page](#)



**FINANCE DEPARTMENT
CONTACTS:**

City Hall
41 Green Street
Tel: (603) 225-8560
Fax: (603) 230-3684
finance@concordnh.gov

HOURS:
Monday-Friday, 8 a.m.-4:30 p.m.

Brian LeBrun, Deputy City
Manager - Finance

FINANCE & PURCHASING

The City of Concord Finance Department is made up of four divisions with their own individual responsibilities:

- Accounting Office
- Office of Management and Budget
- Purchasing Office
- Treasury / Collections Office

This department is responsible for all daily financial operations of the city as established by City Ordinances and the City Charter.

Resources:

[Finance and Purchasing web page](#)

[Accounting Office web page](#)

[Office of Management and Budget web page](#)

[Purchasing web page](#)

[Treasury/Collections web page](#)

FIRE DEPARTMENT CONTACTS:

Fire Headquarters
24 Horseshoe Pond Lane
Tel: (603) 225-8650 (non-emergency)
Fax: (603) 225-5833
fire@concordnh.gov

Emergency: Call 911

HOURS:
Monday-Friday, 8 a.m.-4:30 p.m.

John Chisholm, Fire Chief



FIRE DEPARTMENT

The Concord Fire Department provides a wide range of services, including fire suppression, basic and advanced life support emergency medical care, fire safety inspections and education, car seat safety checks, regional emergency communications, fire alarm and traffic signal maintenance, as well as many other services intended to meet the specific needs of our citizens.

Resources:

[Fire Department web page](#)

[Fire Prevention web page](#)

[Fire Stations web page](#)

[Communications Center web page](#)



**GENERAL SERVICES
CONTACTS:**

311 North State Street
Tel: (603) 228-2737
Fax: (603) 228-2749
generalservices@concordnh.gov

HOURS:
Monday-Friday, 8 a.m.-4:30 p.m.

Earle Chesley, General Services
Department Director



**GENERAL SERVICES DEPARTMENT
(PUBLIC WORKS)**

Concord General Services is the public works department for the City of Concord, New Hampshire that delivers services to enhance the quality of life of the community. Services include street maintenance, solid waste management, water and sewer utilities, drinking water and wastewater treatment, public property maintenance, City fleet and equipment services, and management of the Douglas N. Everett Arena.

Resources:

[General Services web page](#)

[Everett Arena web page](#)

[Trash and Recycling web page](#)

[Utility Billing web page](#)

[Streets web page](#)

[Water web page](#)

[Wastewater web page](#)

[Services web page](#)





**HUMAN RESOURCES
DEPARTMENT CONTACTS:**

City Hall
41 Green Street
Tel: (603) 225-8535
Fax: (603) 230-3726

HOURS:
Monday-Friday, 8 a.m.-5 p.m.

Jennifer Johnston, Director of
Human Resources and Labor
Relations

HUMAN RESOURCES DEPARTMENT

The Human Resources Department works as a team to provide effective service and vital information to employees, retirees, and the public with compassion, dignity, and respect in a fair and equitable manner. Serving as a central source, their goal is to foster an environment for employees to succeed, develop, and enhance their careers with equal opportunity for all.

Resources:

[Human Resources web page](#)

[Employment web page](#)



**HUMAN SERVICES
DEPARTMENT CONTACTS:**

28 Commercial Street
Tel: (603) 225-8575
Fax: 227-0763
humanservices@concordnh.gov

HOURS:
Monday-Friday, 8:30 a.m.-Noon,
1-4 p.m.

Karen Emis-Williams, Human
Services Director

HUMAN SERVICES DEPARTMENT

The mission of the 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.

Resources:
[Human Services web page](#)



**INFORMATION
TECHNOLOGY
DEPARTMENT CONTACTS:**

39 Green Street
Tel: (603) 225-8597

HOURS:
Monday-Friday, 8 a.m.-4:30 p.m.

Jonathan Smullen, Director of
Information Services

**INFORMATION TECHNOLOGY
DEPARTMENT**

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.

Resources:

[IT Department web page](#)



**LEGAL DEPARTMENT
CONTACTS:**

Solicitor's Office
City Hall
41 Green Street

Tel: (603) 225-8505

Danielle Pacik, City
Solicitor

Prosecutor's Office
28 Commercial Street
Suite 6

Tel: (603) 230-4990

Fax: (603) 230-4989

Michaela Andruzzi,
City Prosecutor

LEGAL DEPARTMENT

The City Solicitor is the head of the Legal Department. It is comprised of two divisions: the Solicitor's Office and the Prosecutor's Office. The City Solicitor's Office ensures 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 within this legal framework. The City Prosecutor's Office prosecutes those persons charged with violating state or local law within the city. The Prosecutor has a paramount duty to the legal system to see that in the course of prosecution, justice is done.

Resources:

[Legal web page](#)

[Solicitor's Office web page](#)

[Prosecutor's Office web page](#)

**PARKS & RECREATION
DEPARTMENT CONTACTS:**

City Wide Community Center
14 Canterbury Road
Tel: (603) 225-8690
Fax: (603) 225-8589
recreation@concordnh.gov

David Gill, Parks & Recreation
Director



**PARKS & RECREATION
DEPARTMENT**

The Parks & Recreation Department is committed to engaging the community with safe, fun, and inclusive opportunities to enhance health and wellness by providing programming, parks, and recreation facilities. The Parks & Recreation Department manages the City Wide Community Center, Green Street Community Center, the Merrimack Lodge at White Park, West Street Ward House, and the Concord City Auditorium. The Department also operates and maintains 13 cemeteries within the City of Concord.

Resources:

[Parks & Recreation web page](#)

[Audi](#)

[Cemeteries](#)

[Community Centers](#)

[Community Pools](#)

[Facilities](#)

[Merrimack Lodge](#)

[Program Offerings](#)



POLICE DEPARTMENT CONTACTS:

35 Green Street
Tel: (603) 225-8600
police@concordpolice.com

Records Dept. Fax: (603) 228-2703
records@concordpolice.com

Office of the Chief Of Police Fax:
(603) 225-8519

Bradley Osgood, Chief of Police



POLICE DEPARTMENT

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.

Resources:

[Police Department web page](#)

[Cold Cases web page](#)

[Community Services Division web page](#)

[Parking Enforcement web page](#)

[Records Division](#)

[Specialty Units web page](#)



**PUBLIC LIBRARY
CONTACTS:**

[Main Branch](#)

45 Green Street
Tel: (603) 225-8670
Fax: (603) 230-3693
library@concordnh.gov

[Heights Branch](#)

14 Canterbury Road

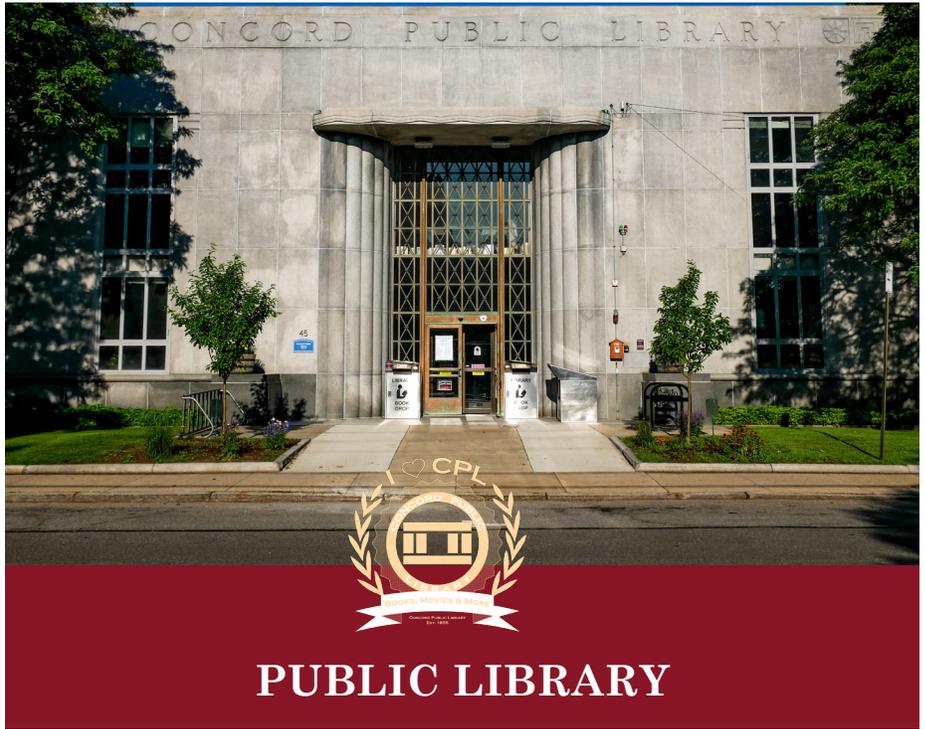
[Penacook Branch](#)

3 Merrimack Street

HOURS:

Visit the [Library's website](#) for current hours

Todd Fabian, Library Director



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.

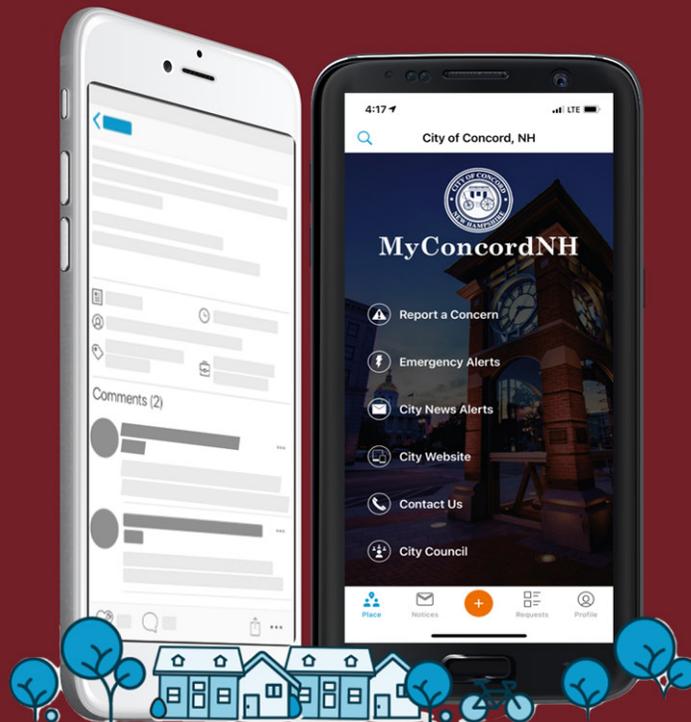
Resources:

- [Library web page](#)
- [Borrowing web page](#)
- [Programs web page](#)
- [Research & Learn web page](#)
- [Services web page](#)



WHERE YOU LIVE. WHERE YOU CARE.

Get Connected.
Get Involved.
Get Results.



Submit and follow requests
Stay updated on local information and events



MyConcordNH



Download the MyConcordNH app for free.



2024 Trash Holiday Schedule

The City of Concord contracts solid waste and recycling services with Casella. Trash and recycling are collected from scheduled areas once each week, Monday through Friday, and through Saturday when trash collection is delayed due to a holiday.

Listed below are the trash collection holiday delays for 2024. All other holidays not listed below will follow the normal collection schedule. The Concord Transfer Station will also be closed on each of these holidays.

Holiday	Missed Collection Date	Holiday Week Schedule
New Year's Day	Monday, January 1, 2024	No Collection on Monday. Monday's route will be collected on Tuesday. Collection for the rest of the week will be postponed by one day.
Memorial Day	Monday, May 27, 2024	No Collection on Monday. Monday's route will be collected on Tuesday. Collection for the rest of the week will be postponed by one day.
Independence Day	Thursday, July 4, 2024	No Collection on Thursday. Monday through Wednesday will have regular collection. Thursday's route will be collected on Friday. Friday's route will be on Saturday.
Labor Day	Monday, September 2, 2024	No Collection on Monday. Monday's route will be collected on Tuesday. Collection for the rest of the week will be postponed by one day.
Thanksgiving Day	Thursday, November 28, 2024	No Collection on Thursday. Monday through Wednesday will have regular collection. Thursday's route will be collected on Friday. Friday's route will be on Saturday.
Christmas Day	Wednesday, December 25, 2024	No Collection on Wednesday. Monday through Tuesday will have regular collection. Wednesday's route will be collected on Thursday. Collection for Thursday and Friday will be postponed by one day.
New Year's Day	Wednesday, January 1, 2025	No Collection on Wednesday. Monday through Tuesday will follow regular collection. Wednesday's route will be collected on Tuesday. Collection for Thursday and Friday will be postponed by one day.



Abatements: For information on how to file an abatement with the Assessing Office, visit the Assessing Department's [web page](#).

Accident/Police Reports: Contact the Police Department at (603) 225-8600.

Accounting Office: The Accounting Office, within the Finance Department, supervises all the accounting operations of the City. The Accounting Office is located on the 2nd floor of City Hall, 41 Green Street, Concord. For more information call (603) 225-8560 or visit the Finance [web page](#).

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

- *City Vendors:* contact the Finance Department at (603) 225-8560 or via e-mail at finance@concordnh.gov.
- *Dog Owners:* contact the City Clerk's Office at (603) 225-8500 or via e-mail at cityclerk@concordnh.gov.
- *Library Card Holders:* contact the Concord Public Library at (603) 225-8670 or via e-mail at library@concordnh.gov.
- *Property Owners:* contact the Assessing Department at (603) 225-8550 or via e-mail at assessing@concordnh.gov.
- *Vehicle Registrants:* contact the Collections Office at (603) 225-8540 or via e-mail at collection@concordnh.gov.
- *Voter Registration:* contact the City Clerk's Office at (603) 225-8500 or via e-mail at cityclerk@concordnh.gov.
- *Water/Sewer Customers:* contact the Utility Billing Office at (603) 225-8693 or via e-mail at utilitybilling@concordnh.gov.

Airport: [The Concord Municipal Airport](#) is a 614-acre general aviation facility approximately two miles east of the City center. The airport features two runways (6,005-foot and 3,200-foot in length, respectively), which are capable of serving large aircraft including Boeing 727s. The airport has one fixed base operator, Concord Aviation Services, which offers aircraft services and fueling. Concord Aviation Services can be reached at 603-228-2267. The airport also has a Hertz vehicle rental facility and significant hangar space for lease. Concord Municipal Airport is also home to the New Hampshire Army National Guard and New Hampshire State Police Aviation Hangars. For additional information regarding the airport, call 603-225-8595 or visit the Airport [web pages](#).

Ambulance Billing: Ambulance billing is done by Quick Med Claims. Inquiries regarding ambulance billing should be made to (888) 505-5166.

Animal Problems/Complaints - Domestic: Lost or found animals and barking/nuisance complaints should be reported to the Police Department at (603) 225-8600.

Animals in Danger/On Ice: Report to the Fire Department at (603) 225-8669.



Animal Shelter: Pope Memorial SPCA of Merrimack County is the designated animal shelter for the City of Concord. Tel: (603) 856-8756. For more information, visit www.popememorialsPCA.org/.

Asbestos Information/Removal: Contact the Code Administration Office at (603) 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 (603) 225-8550 or visit www.concordnh.gov/assessing.

Auditorium – City: The City Auditorium, or “The Audi,” 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 Parks & Recreation Department. Call (603) 225-8690 or visit www.concordcityauditorium.org for more information.

Auto Registration: Automobile registrations for Concord and 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 (603) 225-8540 or visit the [Treasury/Collections web page](#) for more information. Renewals can also be done online (will incur a small fee) using EB2gov.com.



Beaver Meadow Golf Course: Beaver Meadow Golf Course is Concord’s municipal golf course located in West Concord that is open to the public. The course is typically open from mid-April through the first of November, and has indoor simulators available inside during inclement weather and winter months. [Cross country skiing](#) and ice skating on the pond are available, weather permitting, during the winter. For more information, call the Pro Shop at (603) 228-8954 or visit bmgc.golf.

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. Call (603) 230-3664 for more information.

Birth Certificates: The City Clerk’s Office issues certified copies of birth, death, marriage, and divorce records to immediate family members for events that occurred in Concord, New Hampshire. We also have access to statewide records for births beginning with 1935 to present (ex-

B

cept 1949 and 1950). The City Clerk's Office is located on the first floor of City Hall at 41 Green Street, Concord. For more information, call (603) 225-8500 or visit www.concordnh.gov/cityclerk. A PDF application is available online via the City Clerk's [web page](#). Vital records can also be requested [online](#).

Block Parties: Residents who wish to have a block party with their neighbors must get permission from the City Manager 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 Code Administration Office, 37 Green Street, Concord, NH 03301 For more information, call (603) 225-8580.

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 the [City of Concord web-site](#).

Budget – Municipal: Copies of the City of Concord's current and past budgets are available for viewing [online](#) at concordnh.gov, at Concord Public Library or in the City Clerk's Office. For more information about the City Budget, call the Office of Management & Budget, within the Finance Department, at (603) 225-8582.

Building Applications & Fees: Visit the [Code Administration's web page](#) for building applications and fees. For more information, call (603) 225-8580.

Building Permits: Building Permits are issued by the Code Administration Office. A Building Permit application may be obtained by visiting www.concordnh.gov/codeadmin. For more information, call (603) 225-8580.

Burning Brush/Fire Permits: A Fire Permit is required for all outdoor fires. For more information, contact the Fire Department at (603) 225-8650 or visit www.concordnh.gov/fire. Permits can also be obtained [online](#) through the Division of Forests and Lands, weather/conditions permitting.

Bus System: The City bus system is operated by Concord Area Transit. For more information, visit <http://concordareatransit.com> or call (603) 225-1989.

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: (603) 225-8500. For a full list of outlets, visit <http://concordareatransit.com/buying-a-pass/>.

Business & Economic 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 (603) 225-8595 or communitydevelopment@concordnh.gov for more information.

B

Business Licenses: For information about obtaining a Concord business license, contact the Code Administration Office at (603) 225-8580.

C

Cemeteries: The Parks & Recreation Department's Cemetery Division maintains all Concord and Penacook cemeteries. The Cemetery Office is located at Blossom Hill Cemetery at 207 North State Street, Concord. Tel: (603) 225-3911 or visit the www.concordnh.gov/703/Cemeteries.

Channel 17: Channel 17 is the municipal access channel provided by Concord Community Television. The channel airs coverage of City Council, Planning Board, and Zoning Board meetings, as well as other City information, events, and public service announcements. For more information, call (603) 226-8872 or visit www.yourconcordtv.org.

Children's Library Services/Programs: A full range of programs for children from birth through 8th grade is available in the Children's Room at the Concord Public Library. For information call (603) 225-8670 or visit www.concordnh.gov/library.

Christmas Tree Disposal: Concord and Penacook residents with curbside trash and recycling collection can place their Christmas trees curbside for disposal on their trash collection day in early January. Christmas trees will be collected for two weeks. Trees must be placed at the curb by 7 a.m. All lights and decorations must be removed from the tree. Artificial trees and wreaths will not be collected. Trees can also be taken to the Concord Transfer Station at 77 Old Turnpike Road during the month of January. Visit the [General Services web page](#) for dates and more information.

City Auditorium: The City Auditorium, or "The Audi," 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 Parks & Recreation Department. Call (603) 225-8690 or visit 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 (603) 225-8500 or visit www.concordnh.gov/cityclerk.

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 the [Council's web page](#) or contact



the City Clerk's Office at (603) 225-8500.

City Council Meetings: The City Council meets on the second Monday of the month at 7 p.m. in the Council Chambers, located on the second floor of the City Hall Annex at 37 Green Street. If handicap arrangements are needed, contact the City Clerk's Office prior to the meeting at (603) 225-8500. Copies of City Council meeting agendas and minutes are available in the City Clerk's office or [online](#).

City Engineer: The City Engineer's Office is located on the third floor of City Hall, 41 Green Street, Concord. For more information, call (603) 225-8520 or visit 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 (603) 225-8570 or visit 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 28 Commercial Street, Suite 6, in Concord. Tel: (603) 230-4990.

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: (603) 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 (603) 225-8540 or visit <http://concordnh.gov/453/Treasury-Collections>.

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 in the City Hall Annex between the City Hall and the Concord Police Department, at 37 Green Street, Concord. Call (603) 225-8580 or visit www.concordnh.gov/codeadmin for more information and online applications.

Community Centers: There are four community centers in the City available for a wide variety of uses including meetings, pick-up volleyball and basketball games, children's birthday parties, etc. Call the Parks & Recreation Department at (603) 225-8690 to schedule center rentals. The following is a list of centers and their locations:

- *City Wide Community Center:* Located at 14 Canterbury Road. This 30,000 square foot facility includes five multi-purpose programming rooms, including the Heights Branch of the Concord



Public Library; two exercise rooms; a Senior Lounge; a large, multi-purpose auditorium featuring a stage and adjacent catering kitchen; an 8,000 square foot gymnasium with two basketball courts, pickle ball courts, volleyball court; and houses the Parks & Recreation Department administrative offices.

- *Green Street Community Center:* Located at 39 Green Street. Facilities include a full-size gym, shower room, dance studio, and several meeting rooms.
- *Merrimack Lodge at White Park:* The Merrimack Lodge at White Park is located next to the White Park Pond. It can be rented for private events. It includes a meeting area and an outdoor patio.
- *West Street Ward House:* Located at 41 West Street. This center has a multi-purpose room and restrooms.

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 (603) 225-8510. Visit the [Community Development web page](#) for more information.

Community Services Division (Police Department): The Community Resource Unit of the Police Department organizes, establishes, maintains, expands, and promotes coordinated crime prevention and community related programs within the City of Concord. This includes an on-going outreach to groups, neighborhoods, businesses, schools, and other members of the public and private sectors. This outreach results in pro-active crime awareness and crime prevention programs while developing and strengthening a healthy rapport with the community. The unit accomplishes their goals through educational programs for clubs, organizations, schools, churches, businesses, individuals, senior citizens, and many others with crime prevention education, school resource programs, and interactive community-police initiatives. Visit the [Community Services Division web page](#) for more information and event listings.

Concession Stand Licensing: For information about obtaining a concession stand license, contact the Code Administration Office at (603) 225-8580 or visit the [Health & Licensing web page](#).

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. There is also a Heights Branch located at the City Wide Community Center at 14 Canterbury Road. For more information about Library services, call (603) 225-8670 or visit 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 (603) 225-8670.

Concord School District: The Concord School District (SAU #8) Superintendent's Office is



located at 38 Liberty Street, Concord. Tel: (603) 225-0811. For more information, visit www.sau8.org/.

Conservation Commission: The Conservation Commission meets for the declared purpose of protecting, promoting and developing the natural resources of Concord and for protecting the watershed resource of the city. The Conservation Commission meets on the second Wednesday of the month at 7 p.m. For more information call (603) 225-8515 or visit www.concordnh.gov/planning.

Construction Permits: For information about obtaining a construction permit, contact the Code Administration Office at (603) 225-8580 or visit their [web page](#).

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. For more information, visit: <https://www.courts.state.nh.us/courtlocations/merrdistdir.htm#Concord>.

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. Rewards are offered to callers whose information leads to an arrest. Concord Regional Crimeline can be reached at 226-3100. For more information, visit www.concordregionalcrimeline.com.

Crime Prevention: Contact the Police Department at (603) 225-8600.

Current Use: Current use is the means for encouraging the preservation of open space and conserving the land, water, forest, agricultural, and wildlife resources. Property owners with 10 or more acres of farm land, forest land, or unproductive land may apply. Visit the Assessing Department's [web page](#) for more information and an application. The Assessing Office is located on the first floor of City Hall at 41 Green Street, Concord. For more information, call (603) 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 (603) 225-8550 or visit www.concordnh.gov/assessing.

D

Damaged Mailbox: To report a damaged mailbox from winter plowing operations, call the General Services Department at (603) 228-2737 or report it through the [SeeClickFix online portal](#) or MyConcordNH app.

Dead Animals in Public Right of Way: To report a dead animal in the public right-of-way, call the General Services Department at (603) 228-2737 or report it through the [SeeClickFix online portal](#) or MyConcordNH app.

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 1965. The fee is \$15 for the first copy and \$10 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 (603) 225-8500 or visit www.concordnh.gov/cityclerk for more information.

Demolition Permits: For information about obtaining a demolition permit, contact the Code Administration Office at (603) 225-8580 or visit their [web page](#).

Divorce Decree: Certified divorce decrees are available from the City Clerk's Office for all statewide records for divorces beginning with 1979 to within six months of the present date. The fee is \$15 for the first copy and \$10 for each additional copy of the same record. For divorce records prior to 1990, please contact the courthouse where the divorce was adjudicated. The City Clerk's Office is located on the first floor of City Hall at 41 Green Street, Concord. For more information, call (603) 225-8500 or visit www.concordnh.gov/cityclerk.

Dog Licenses: Every dog four months and older is subject to a license in the City of Concord. The license term is May 1 through April 30 of each year. The fee is \$7.50 for a neutered male or spayed female and \$10 for a non-altered male or female. The fee for a dog whose owner is 65 and older is \$2. 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 or call (603) 225-8500. Renewals can also be done [online](#).

Downtown Services: The Downtown Services Team was established by the City of Concord to preserve the investments of the Concord Main Street Project that was completed in the fall of 2016. Duties include maintaining hardscapes, street sweeping, irrigation systems, planters, trash receptacles, and snow removal on sidewalks and hardscapes in the Main Street Project area. The Downtown Services Team works 6:30 a.m. to 3 p.m. daily, including weekends, with the exception of holidays. This schedule provides coverage for routine tasks and responsibilities of custodial services in the parking garages and maintenance of the public squares. Snow removal in the parking garages and in the squares is completed by a contractor for the City. This effort provides better service to the downtown area to keep areas safe, clean, and beautiful for the community to enjoy. To report a concern, call the General Services Department at (603) 228-2737 or report it through the [SeeClickFix online portal](#) or MyConcordNH app.

D

Drainage Issue: To report a drainage issue, call the General Services Department at (603) 228-2737 or report it through the [SeeClickFix online portal](#) or MyConcordNH app.

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 (603) 225-8580 or visit their [web page](#).

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 (603) 225-8520 or visit their [web page](#).

E

Educational Opportunities: Visit the [educational resources web page](#) for more information.

Election Information: Election information is available in the City Clerk's Office or online at www.concordnh.gov/elections. The City Clerk's Office is located on the first floor of City Hall, 41 Green Street, Concord. For more information call (603) 225-8500.

Employment Opportunities: All City employment opportunities are posted [online](#) or in the Human Resources office located on the third floor of City Hall, 41 Green Street, Concord. For more information, call (603) 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 (603) 225-8520 or visit www.concordnh.gov/engineering.

Engineering Permits & Fees: For more information on permits and fees, visit www.concordnh.gov/engineering.

Everett Arena: The Douglas N. Everett Arena hosts dry floor events from mid-March to mid-September. From mid-September to mid-march, the arena operates as an ice arena and hosts ice skating activities such as public ice skating, stick practice, and hockey. For more information, visit www.concordnh.gov/arena.

E

Excavation Tax: In accordance with RSA 72-B, every owner who intends to excavate earth shall file a “Notice of Intent to Excavate” (form PA-38) with the Assessing Department before activity begins. Visit the Assessing Department’s [web page](#) for more information.

Exemptions / Credits: Property tax exemptions and credits are available to eligible Concord property owners. Any property owner who may be eligible for an exemption for the first time must file a permanent application with the Assessing Department between January 1 and April 15 of the tax year.

- Existing credits and exemptions for veterans, blind, and elderly will continue based upon permanent applications already on file. At least once every five years, residents must re-qualify for the veterans credits, blind, and elderly exemptions. Taxpayers must inform the Assessing Department of any change of status.

- Charitable, religious, and educational property exemption requests must be filed annually by April 15 for the BTLA form A-9 and May 31 for the BTLA form A-12.

More information on these exemptions and credits is available on the Assessing Department’s [web page](#), or you can contact the Department at (603) 225-8550.

F

Fall Leaf Collection: See “Leaf Collection.”

Final Bill / Transfer of Service Requests: Request a final bill or transfer your service to a new customer using the [SeeClickFix online portal](#) or MyConcordNH app. Final meter readings can be done on Thursday free of charge. Other days will be subject to a service fee. For more information, call the Utility Billing office at (603) 225-8693.

Finance Department: The City’s Finance Department consists of four divisions: Accounting Office, Office of Management and Budget, Purchasing, Office and Treasury/Collections Office. For more information, call (603) 225-8560 or visit www.concordnh.gov/finance.

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

Fire Department – Non-Emergency: The Concord Fire Department consists of four stations:

- Broadway Station, located at 15 Broadway Street (Tel: (603) 225-8529)
- Central Station, located at 150 North State Street (Tel: (603) 225-8527)
- Heights Station located at 127 Loudon Road (Tel: (603) 225-8526)
- Manor Station located at 47 Village Street in Penacook (Tel: (603) 225-8517)



Fire Headquarters are located at 24 Horseshoe Pond Lane. (Tel. (603) 225-8650, non-emergency/business only). For more information about the Fire Department, visit www.concordnh.gov/fire.

Fire Hydrants: To report a concern, call the General Services Department at (603) 228-2737 or report it through the [SeeClickFix online portal](#) or MyConcordNH app.

Fire Permits: A Fire Permit is required for all outdoor fires. For more information, contact the Fire Department at (603) 225-8650 or visit www.concordnh.gov/fire. Permits can also be obtained [online](#), weather/conditions permitting.

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 (603) 225-8651 or visit www.concordnh.gov/fire.

Food Service – Licensing/Inspecting: Contact the Code Administration Office at (603) 225-8580 or visit the Health & Licensing [web page](#).

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 (603) 228-2793 or visit www.theaudi.org. Rentals for the City Audi are coordinated by the Parks & Recreation Department.

Friends of the Penacook Branch Library: For more information call the Library at (603) 225-8670.



Garbage Collection: Residents living in multi-unit facilities with eight or more units have dumpsters for household solid waste disposal. Residential properties with seven units or less in Concord and Penacook have curbside trash and recycling collection. Household trash is picked up once each week on a scheduled collection day. Trash collection will be postponed by one day through the week during trash holidays. A trash holiday schedule can be found online and in this guide on page 21.

Curbside Collection: For curbside collection, trash and recycling must be placed at the curb by 7 a.m. on a resident's scheduled collection day. Trash must be placed in a pay-as-you-throw (PAYT) trash bag, available at local retailers. Two sizes are available for PAYT trash bags: 30-gallon bags that hold up to 20 pounds and 15-gallon bags that hold up to 10 pounds. Bags are \$2.50 per 30-gallon bag and \$1.25 per 15-gallon bag. Bags are sold in bundles of five bags. PAYT trash bags do not need to be used for disposal in dumpster containers; PAYT trash bags are only required for residents placing trash at the curb. The PAYT program encourages residents to produce less trash while being in direct control of individual costs for solid waste services. Find a list of PAYT bags retailers at www.concordnh.gov/trash.

Recycling: The City of Concord offers the convenience of single-stream recycling. All acceptable recyclable items can be placed together into the same container; recyclables do not have to be sorted in separate bins. Recyclables should not be placed inside of plastic bags, and plastic bags should not be placed in with recyclable materials. Recycling materials should be placed freely together in a recycling bin. Plastic bags need to be kept out of the recycling stream and instead should be recycled at an accepting local retailer. Make sure items are emptied and clean, and boxes are broken down. For more information, visit www.concordnh.gov/recycling.

For more information about trash and recycling, call General Services at (603) 228-2737 or visit www.concordnh.gov/solidwaste.

To report a concern, call the General Services Department at (603) 228-2737 or report it through the [SeeClickFix online portal](#) or MyConcordNH app.

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 (603) 271-4650. Other sources of information can be obtained by visit the City Clerk's Genealogy [web page](#). The Concord Public Library also offers genealogy resources. Visit their [web page](#) for more information.

General Licensing: Permit and license applications may be obtained at the Code Administration Office for the following regulated activities: bike races, carnivals, charitable solicitations, fireworks displays, food packaging or processing, food service establishments, grocery stores, junk yards, live entertainment, parades, peddlers, pickets, protests, public gatherings, raffles, restaurants, road races, street fairs, taxicabs, taxicab drivers, theaters, vendors, food vending machines, and yard sales. Call (603) 225-8580 for more information or visit the Code Administration [web page](#).

General Services Department: The General Services Department provides the City of Con-

G

cord with public works services including street maintenance, trash and recycling, water treatment, wastewater treatment, public properties, equipment services, and the Douglas N. Everett Arena. The department's main office (Combined Maintenance Operations Facility) is located at 311 North State Street. Visit their [web page](#) for more information.

GIS Maps: City of Concord GIS manages citywide utility records, property records, roadway infrastructure data, land development history, and public safety management data. This ESRI powered system is an essential part of the Engineering Division functions to serve city departments, residents, and businesses. Visit the GIS [web page](#) for more information on maps.

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

Green Street Community Center: See “Community Centers.”

H

Hazardous Substances: The Fire Department should be notified promptly of any issues related to hazardous substances. The Fire Department can be reached at (603) 225-8669. In the case of an emergency, call 9-1-1.

Hazardous Materials Disposal: Call the Fire Department at (603) 225-8650 regarding disposal of hazardous waste materials.

Health & Licensing Services: The Health Services Division of Code Administration fosters a culture of food safety and community resilience through ongoing public outreach and education, and routine inspections of a variety of different types of establishments. They license special events such as races, farmers markets, fairs, and holiday parades as well as respond to community concerns. View the Health & Licensing [web page](#) for more information or call (603) 225-8580.

Heights Branch Library: The Heights Branch Library is located in the City Wide Community Center, at 14 Canterbury Road. Heights Branch Library. Tel: (603) 230-4932.

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.

H

Hiking Trail Guide: A printed copy of the guide to hiking trails within the City of Concord can be obtained through the Planning Division for \$11 or \$13 if mailed. Call (603) 225-8515 to order. For online maps, visit www.concordnh.gov/trails.

House Address Numbers: See “Street Numbers.”

Household Hazardous Waste Day: Concord and Penacook residents should bring their household hazardous waste to the City of Concord’s Household Hazardous Waste Day to safely dispose of unwanted household products that are toxic, ignitable, corrosive, or reactive. This includes items such as cleaners, pesticides, adhesives, polishes, fuels, and oil-based paints. The event occurs only once a year in the fall. Subscribe to Notify Me at www.concordnh.gov/notifyme to be notified of future collection dates. Visit the [household hazardous waste web page](#) for a list of acceptable materials and more information.

Housing Code: The City’s Housing Code is administered by the Code Administration Division. Tel: (603) 225-8580. More information is available on the Code Administration’s [web page](#).

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 (603) 225-8580 or visit the Code Administration’s [web page](#).

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 [online](#). For more information, call (603) 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 28 Commercial Street, Concord. For more information call (603) 225-8575 or visit the Human Services [web page](#).

I

Ice Arena: See “Everett Arena.”

Ice Skating (Indoor): The Everett Arena offers ice skating from mid-September through mid-

I

March. During the ice skating season, the arena offers public skating, stick practice, skating lessons for beginners, learn to play hockey, travel youth hockey, and high school hockey. Visit www.concordnh.gov/skating for more information.

Ice Skating (Outdoor): Outdoor ice skating is available at White Park, Rollins Park and Beaver Meadow Golf Course during the winter months (conditions permitting). For more information, call Concord Parks and Recreation at 603-225-8690 or visit www.concordparksandrec.com.

J

Job Openings: All City employment opportunities are posted [online](#) or in the Human Resources office located on the third floor of City Hall, 41 Green Street, Concord. For more information, call (603) 225-8535.

Juvenile Delinquency - Prevention/Diversion: Contact the Police Department at (603) 225-8600.

L

Landfill/Transfer Station: The Concord Transfer Station is located at 77 Old Turnpike Road in Concord. Hours of operation are Monday through Saturday, 8 a.m. to 4 p.m. The Transfer Station is closed on Sundays and trash holidays. For more information, call (603) 224-0890 or visit the Transfer Station [web page](#).

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 Clerk's Office. Call (603) 225-8500 for more information or visit <http://www.concordnh.gov/996/Landlord-Agent-Registration>.

Landlord/Tenant Problems: Problems pertaining to Housing Code violations in rental dwelling units should be addressed to the Code Administration Office at (603) 225-8580.



Lead Based Paint Removal/Abatement: Contact the Code Administration Office at (603) 225-8580.

Leaf Collection: The General Services Department performs leaf collection in both the spring and fall.

• **Fall Leaf Collection:** In the fall, bulk leaf collection occurs for six weeks as weather permits. Residents can rake leaves loosely (unbagged) to the curb. Leaves should be raked fully into the street in tight windrows (instead of piles) along the edge of the road. Three crews will collect leaves from different areas of the city, alternating their starting locations each year. Collection focuses on residential areas within the City's drainage system. Maps are available online to see where crews plan to collect as well as where crews have finished collecting once collection begins. There is no set collection schedule due to unpredictable weather conditions and leaf volumes. Leaves should be ready by the start of the program to not miss collection. Crews will only collect from areas once and will not be able to return. Residents near Concord High School will receive bulk collection on Veteran's Day each year in coordination with the school closure in an effort to minimize public disturbance and in consideration of public safety. Bulk leaf collection is weather dependent. Residents are advised to be prepared for changes in weather and to remember that snow could possibly suspend collection.

To guarantee collection, residents with curbside trash collection are advised to participate in the City's bagged collection that will run during the last three weeks of Fall Leaf Collection. Leaves can be placed in biodegradable yard waste bags and/or rigid containers labeled for leaves. Unlike in the spring, bagged collection in the fall will not necessarily coincide with a resident's trash day. Leaves must be placed by 7 a.m. each Monday for collection during the week.

• **Spring Leaf Collection:** In the spring, leaf collection occurs for six weeks in coordination with curbside trash collection. Residents with curbside trash collection can place leaves at the curb by 7 a.m. on their scheduled trash day. All leaves must be in biodegradable yard waste bags and/or rigid containers labeled for leaves. Leaves raked loosely to the curb are only collected during Fall Leaf Collection. In the spring, leaves must be bagged or contained for easy pick-up with trash collection. Unacceptable materials will not be collected, including branches, brush, and the use of plastic bags.

A recommended alternative option is for residents to mulch leaves into their lawn. Residents can also bring leaves to a local accepting farm or to Gelinax Excavation & Earth Materials Recycling Center.

For program dates and more information, call (603) 228-2737 or visit www.concordnh.gov/leafcollection. Maps, videos, and FAQs are available online.

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 (603) 225-8505. The Prosecutor's Office is located at 28 Commercial Street, Suite 6, and can be reached at (603) 230-4990.

L

Library Administration: Library Administration may be reached at (603) 230-3682.

Library Information (Reference Desk): The Library Reference Desk can be reached at (603) 225-8670, or by email at library@concordnh.gov.

Life Safety Code: All new and existing buildings are subject to the Life Safety Code. For more information, contact the Code Administration Office at (603) 225-8580 or visit the [National Protection Association website](#) to view the Life Safety Code.

Low & Moderate Tax Relief: The State of New Hampshire has enacted a law enabling property owners to receive relief of the state education portion of their tax bill. Property owners who re-sided in their home as of April 1 in the year for which the claim is made and had total household incomes of \$37,000 or less if single and \$47,000 or less if married or head of a New Hampshire household are eligible. The forms must be completed and mailed to the Department of Revenue no earlier than May 1 and no later than June 30. For more information, visit the State of New Hampshire Department of Revenue Administration [website](#).

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: (603) 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 (603) 225-8500. You will need to obtain a marriage license prior to being married. 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 \$50, 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 (603) 225-8500 or visit 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, at the Planning Office, and at the Concord Public Library. For more information, contact the Planning Division at (603) 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 Parks & Recreation Department at (603) 225-8690 or visit www.concordparksandrec.com.

Merrimack Lodge at White Park: The Merrimack Lodge at White Park is located next to the White Park Pond. It can be rented for private events. It includes a meeting area and an outdoor patio and is managed by Concord Parks & Recreation. Visit the [Merrimack Lodge web page](#) for more information.

Merrimack Valley School District: The Merrimack Valley School District Superintendent's Office is located at 105 Community Drive in Penacook. Tel: (603) 753-6561. For more information, visit <https://www.mvsdpride.org/>.

Missing Persons: Contact the Police Department at (603) 225-8600.

Motor Vehicle Registration: Automobile registrations for Concord and 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 (603) 225-8540 or visit the [Treasury/Collections web page](#) for more information. Renewals can also be done online (will incur a small fee) using EB2gov.com.

Motor Vehicle Titles: The application for a motor vehicle title begins 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 once the application is processed.

Motor Vehicle Violations: Contact the Police Department at (603) 225-8600.

MyConcordNH App: Connect with the City of Concord using our MyConcordNH app. If you see an issue (pothole, missed trash collection, illegal dumping, graffiti, damaged street sign, parking concern, snow plowing, among others), just open the app to submit a request and stay notified of the request status. This app will also quickly direct you to important City of Concord services and information. The app is available for both Android and Apple devices and can be downloaded on [Google Play](#) or the [App Store](#).

N

National Night Out: This event for all ages is held across the country to heighten crime and drug prevention awareness, strengthen neighborhood and community police relationships, and to send a message to criminals that neighborhoods are organized and fighting back on crime. It is organized by the Police Department on the second Tuesday in August and includes other City departments, area law enforcement organizations, and community organizations. Visit www.concordnh.gov/828/National-Night-Out for information on the event.

Neighborhood Maps: Downloadable neighborhood maps are available on the [Assessing website](#).

Noise Complaints – Day: The City’s Noise Control Ordinance is administered by the Code Administration Office. Tel: (603) 225-8580.

Noise Complaints – Night: Nighttime noise complaints should be made to the Police Department at (603) 225-8600.

O

Ordinances: City of Concord ordinances are accessible and may be viewed [online](#). The Code of Ordinances is also available for viewing and copying at the Concord City Library.

P

Parking Bans: Winter Parking bans begin at midnight and run through 7 a.m. the next morning. Winter Storm Event Parking Bans prohibit parking on any City street due to a snow storm while Winter Maintenance Parking Bans prohibit parking in the downtown area when snow is scheduled to be removed after a snow storm. Parking bans are advertised online at www.concordnh.gov, on the MyConcordNH app, on Channel 17, on social media, and on local media outlets. Sign up for parking ban email alerts at www.concordnh.gov/notifyme. For more information, visit www.concordnh.gov/winteroperations.

Parking Enforcement: The Parking Enforcement Division, within the Concord Police Department, is responsible for the enforcement of all City ordinances relating to parking regulations.

P

The Parking Control Unit may be reached at (603) 225-8640. Visit www.concordnh.gov/parking for maps and more information.

Parking Meters and Kiosks: Issues with a parking meter or kiosk can be reported to the Parking Enforcement Division, within the Concord Police Department, at (603) 225-8640, through the SeeClickFix [online web portal](#), or via the MyConcordNH app.

Parking Tickets, Appeals: Appeals are handled by the Concord District Court. You must contact the Parking Division to have a hearing scheduled. Phone: (603) 225-8640. Appeals cannot be made on citations that have been paid. You may contact the Parking Division via email at parkingtickets@concordpolice.com.

Parking Tickets, Complaints: Inquiries about parking related offenses should be made to the Parking Enforcement Division at (603) 225-8640. Parking tickets may be paid [online](#), by phone at 1-888-455-2792, by mail (use envelope provided with your ticket; checks must be payable to City of Concord), or in person at the Concord Police Station (35 Green Street, Concord) by cash, check, or credit card (subject to a transaction fee).

Parks/Playgrounds: Visit www.concordparksandrec.com or call the Parks & Recreation Department at (603) 225-8690 for information about City parks and playgrounds.

Parks & Recreation Department: The Concord Parks & Recreation Department provides a variety of recreational facilities and programs for all citizens of the community. The Parks and Recreation Department also handles scheduling at all outdoor parks, athletic fields, the City Auditorium, and four community centers. The Concord Parks & Recreation Office is located at the City Wide Community Center, 14 Canterbury Road. For more information, visit www.concordparksandrec.com or call (603) 225-8690.

Paving Request: The City of Concord continues to invest in local neighborhood streets through our Neighborhood Street Paving Program. Since fiscal year 2016, economic conditions have improved to allow the City to refocus paving initiatives to local neighborhood streets after having completed necessary work on major arterial roads. To make a paving request, use the [SeeClickFix online portal](#) or MyConcordNH app. For more information, visit www.concordnh.gov/pavingplan.

Park Maintenance: The Parks & Recreation Department's Grounds Division maintains all City parks, including play lots, parks, athletic fields, playgrounds, basketball/tennis courts, and open space areas. For more information, visit www.concordparksandrec.com.

Pay-As-You-Throw (PAYT): The City implemented a Pay-As-You-Throw (PAYT) Program in 2009 in an effort to encourage recycling and provide residents with direct control of 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

P

retail stores and at the City Clerk's Office. For more information, call the General Services Department at (603) 228-2737 or visit www.concordnh.gov/trash.

Pay By Phone Parking App: You can pay for on-street and garage locations with the PayBy-Phone app. It's the easiest way to pay, and requires just your mobile phone. (Please note that PayByPhone does charge a fee per transaction). Download the PayByPhone app, or visit payby-phone.com to start parking. Visit www.concordnh.gov/parking for maps and more information about parking in Concord.

Peddlers/Vendors – Licensing/Complaints: Contact the Code Administration Office at (603) 225-8580.

Penacook Branch Library: The Penacook Branch of the Concord Public Library is located at 3 Merrimack Street in Penacook. Tel: (603) 753-4441.

Permits: Permit and license applications may be obtained at the Code Administration Office for the following regulated activities: bike races, carnivals, charitable solicitations, fireworks displays, food packaging or processing, food service establishments, grocery stores, hotels, junk yards, live entertainment, parades, peddlers, pickets, protests, public gatherings, raffles, restaurants, road races, street fairs, taxicabs, taxicab drivers, theaters, vendors, food vending machines, and yard sales. Call (603) 225-8580 for more information.

Pistol Permits/Concealed Carry Permits: Contact the Police Department at (603) 225-8600.

Planning Board: The Planning Board meets on the third Wednesday of the month, at 7 p.m., 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 [online](#). For more information, call (603) 225-8515.

Planning Division: The Planning Division, within the Community Development Department, is located on the third floor of City Hall, at 41 Green Street. Tel: (603) 225-8515 or visit www.concordnh.gov/planning.

Playground Maintenance: Visit www.concordparksandrec.com or call the Parks & Recreation Department at (603) 225-8690 for information.

Police Department: The Police Department is located at 35 Green Street. Non-emergency telephone number: (603) 225-8600. Visit 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

P

(603) 228-2737, through the SeeClickFix [online web portal](#), or via the MyConcordNH app.

Property Assessment: Contact the Assessing Office at (603) 225-8550.

Property Tax Exemptions: See “Exemptions / Credits.”

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 (603) 225-8540 or visit <http://concordnh.gov/453/Treasury-Collections> for more information.

Public Health: All concerns and inquiries regarding Public Health should be directed to the Code Administration Office at (603) 225-8580.

Public Properties Division: The Public Properties Division, within the General Services Department, is responsible for the maintenance of City buildings and public facilities. Locations include the Municipal Complex (City Hall, City Auditorium, Police Headquarters, Concord Public Library, Penacook Library, Code Enforcement Office & Council Chambers), the COMF (Combined Operations Maintenance Facility), community centers, community swimming pools, park buildings, the Concord Municipal Airport, and the Douglas N. Everett Arena. The Public Properties Division can be reached at (603) 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 (603) 225-8530 or visit www.concordnh.gov/purchasing.

R

Raffle Licensing: Contact the Code Administration Office at (603) 225-8580.

Real Estate Liens: Contact the Tax Collector or Deputy Tax Collector at (603) 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 1. The City sends out tax bills in late May and late November. Each

R

mailing contains coupons for two payments. The two quarterly payments that are due July 1 and October 1 are estimates. The two quarterly payments due January 2 and March 31 are the final payments due and reflect the actual tax rate for the year. Call (603) 225-8540 or visit <http://concordnh.gov/453/Treasury-Collections> for more information.

Recreation Department: The Concord Parks & Recreation Department provides a variety of recreational facilities and programs for all citizens of the community. The Parks and Recreation Department also handles scheduling at all outdoor parks, athletic fields, the City Auditorium, and four community centers. The Concord Parks & Recreation Office is located at the City Wide Community Center, 14 Canterbury Road. For more information, visit www.concordparksandrec.com or call (603) 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. Recycling program information and information about acceptable materials is available at www.concordnh.gov/recycling or call (603) 228-2737. See “Garbage Collection” for more information.

Report a Concern: Submit a request by utilizing the web portal on the City’s website or download the free MyConcordNH app. Requests can be made in a variety of categories, including: potholes, missed trash collection, parking, snow plowing, trails, parks, downtown maintenance, trees, and water, among others. **This system is not monitored 24/7 and should not be used to report emergencies.** Requests are automatically assigned to appropriate City staff, providing a faster and more direct way to connect with the City. Get email updates regarding requests, view your request history, and explore the map to see what has been publicly reported in the community. The MyConcordNH mobile app is available for download on Android and iPhone. In addition to the reporting tool, the app includes links to important City services and information. City notices, such as winter parking bans or delayed trash collection, will be sent as push notifications on the app. Report a concern and learn more at www.concordnh.gov/seeclickfix.

Restaurant Inspection/Licensing: Contact the Code Administration Office at (603) 225-8580.

Road Conditions: The General Services Department maintains all City streets. Find information about street maintenance online at www.concordnh.gov/streetmaintenance. To report a concern, use the SeeClickFix [online portal](#), MyConcordNH app, or call (603) 228-2737.

Rooming House Inspection/Licensing: Contact the Code Administration Office at (603) 225-8580.

RV Waste Disposal: Concord residents may dispose of RV waste at the Wastewater Treatment Plant located at 125 Hall Street in Concord. The RV Waste Station is open Monday through Friday, 7 a.m. to 3 p.m. Call (603) 225-8691 for more information or visit www.concordnh.gov/RV.



Sand Locations: Residents can pick-up sand in the winter at the following locations:

- *Transfer Station:* 77 Old Turnpike Road, Monday-Saturday, 8 a.m. to 4 p.m.
- *Wastewater Treatment Plant:* 125 Hall Street, Monday-Friday, 7:30 a.m. to 3 p.m.
- *Abbott Road Material Storage Site:* Across from #54, behind the gate, anytime

Please do not exceed any more than two five-gallon buckets.

School Districts & School Boards: For information about the Concord School District and School Board, contact the Concord School District at (603) 225-0811 or visit <https://www.sau8.org/en-US>. For information about the Merrimack Valley School District or School Board, contact the Merrimack Valley School District at 753-6561 or visit <https://www.mvsdpride.org/>.

Senior Citizen Activities: The Parks & Recreation Department offers programs and activities for seniors. For more information, visit www.concordparksandrec.com or call (603) 225-8690.

Septage Waste Disposal: Contact the Wastewater Treatment Plant at 225-8691. Septage hauler requirements and applications can be found at www.concordnh.gov/septage.

Septic Systems: For more information on septic systems, visit the [NH Department of Environmental Services website](#).

Sewer Emergencies: Contact the General Services Department at (603) 228-2737 Monday through Friday from 8 a.m. to 5 p.m. After 5 p.m. or on the weekends/holidays, contact the answering service at the Water Treatment Plant at (603) 225-8696.

Sidewalks: City sidewalks are maintained by the General Services Department. To report a concern, use the SeeClickFix [online portal](#), MyConcordNH app, or call (603) 228-2737.

Sign Code: Sign size, type and placement are regulated by the Sign Ordinance through the Code Administration Office. For more information, call (603) 225-8580.

Signs – Street/Traffic: The General Services Department is responsible for the maintenance of existing street and traffic signs within the City. To report a concern, use the SeeClickFix [online portal](#), MyConcordNH app, or call (603) 228-2737.

Site Development Permits: Contact the Planning Division at (603) 225-8515 or visit the Planning Department [web page](#) for more information.

Snow Plow Damage: To report personal property damage caused by City snow removal operations, use the SeeClickFix [online portal](#), MyConcordNH app, or call the General Services Department at (603) 228-2737.

Snow Removal: The Highways and Utilities Division, within the General Services Department, is responsible for snow removal from City streets and sidewalks. Visit www.concordnh.gov/winteroperations to view the City's Winter Operations Policy and for information about plowing,



parking bans, and snow removal. To report a concern, use the SeeClickFix [online portal](#), MyConcordNH app, or call (603) 228-2737.

Solid Waste Recycling: See “Recycling.”

Special Exceptions (Land Use): Contact the Code Administration Office at (603) 225-8580.

Spring Leaf Collection: See “Leaf Collection.”

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 (603) 225-8520.

Street Excavation Permits: A permit is required to excavate in or open a public way. Contractors may obtain these permits from the Engineering Department, located on the third floor at 41 Green Street, Concord. For more information, call (603) 225-8520.

Street Fair Licensing: Contact the Code Administration Office at (603) 225-8580.

Street Light Repair: The City of Concord does not maintain the street lights. Contact Unitil at (888) 301-7700.

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 (888) 301-7700.

Street Maintenance: See “Road Conditions.”

Street Numbers: Residents desiring a street number assignment or change should contact the Engineering Services Division at (603) 225-8520.

Street Signs: See “Signs - Street/Traffic.”

Street Sweeping: The General Services Department is responsible for maintaining all City streets. To report a concern, use the SeeClickFix [online portal](#), MyConcordNH app, or call (603) 228-2737.

Subdivision Regulations: The City has established regulations governing the division of land into parcels for sale. The Subdivision Regulations are administered by the 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 (603) 225-8515 or visit www.concordnh.gov/planning.



Sustainable Tree Program: Concord General Services' Sustainable Street Tree Program is one of many ways the City of Concord continues to invest in the community's urban forestry. The Sustainable Street Tree Program is an initiative to benefit the community with better air quality, provide shade, increase biodiversity, reduce storm water runoff, and offer a beautiful aesthetic to our city. The City of Concord currently plants approximately 25-30 trees a year within approved locations. Property owners can request to plant a tree in the front yard of their property within 10 feet from the back of the sidewalk or right-of-way. Property owners are responsible for the maintenance, care, and cost of the tree. There is no charge for the delivery, planting, or pruning provided within the first year. For more program information and to apply, visit www.concordnh.gov/treeprogram.

Swimming, Outdoor Public Pools: There are seven public swimming pools in the City. All pools typically open for the season in June, after Concord schools are released, and close around mid-August. Free public swimming (Concord/Penacook residents) is available seven days a week during the afternoon and evening hours. Non-resident pool passes are also available for purchase. For more information about pools, contact Concord Parks & Recreation Department at (603) 225-8690 or visit www.concordparksandrec.com.

Swimming Pool Inspections/Permits (Private): Contact the Code Administration Office at (603) 225-8580.



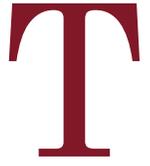
Tax Bills: See "Real Estate Tax Bills."

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 (603) 225-8540 or visit <http://concordnh.gov/453/Treasury-Collections>.

Tax Maps: Contact the Assessing Office at (603) 225-8550.

Taxicab Inspection/Licenses: Contact the Code Administration Office at (603) 225-8580.

Tennis Courts: There are 19 tennis courts, located in the City's parks. The Parks & Recreation Department also offers youth and adult tennis lessons during the summer. Call Parks & Recreation at (603) 225-8690 or visit www.concordparksandrec.com for more information.



Titles, Vehicle: Contact the Collections Office at (603) 225-8540.

Traffic Light Problems: The Fire Alarm Division of the Concord Fire Department maintains the traffic lights and pedestrian walk lights owned by the City of Concord. To report a light out day or night, contact our Communications Center at (603) 224-2545. Our Fire Alarm Superintendent will be contacted immediately to address the problem. Please be sure to provide the following information: the location of the light, the direction of travel, a description of the problem, your name and phone number so we may contact you with any questions.

Traffic Signs: See “Signs - Street/Traffic.”

Trails: The City has an extensive trail system available for all abilities and ages, complete with scenic vistas and nature views. Visit www.concordnh.gov/trails for more information and maps.

Transfer Station: The Concord Transfer Station is located at 77 Old Turnpike Road in Concord. Hours of operation are Monday through Saturday, 8 a.m. to 4 p.m. The Transfer Station is closed on Sundays and trash holidays. There is a \$10 minimum transaction fee and a rate schedule is available online. For more information, call (603) 224-0890 or visit www.concordnh.gov/transferstation.

Trash Collection – Residential: The City contracts trash collection services with Casella Waste Systems. 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 curbside by 7 a.m. on the scheduled collection day and be contained in a purple pay-as-you-throw (PAYT) trash bag. For more information, visit www.concordnh.gov/trash or call (603) 228-2737. See “Garbage Collection” for more information.

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: (603) 225-8540.

Tree Planting Program: See “Sustainable Tree Program.”

Tree Maintenance: The General Services Department tree crew is responsible for the maintenance of trees on City property. To report a concern, use the SeeClickFix [online web portal](#), MyConcordNH app, or call (603) 228-2737.

U

Uniform Commercial Code Filing: Contact the City Clerk's Office at (603) 225-8500.

V

Variances: Inquiries about variances should be made to the Code Administration Office at (603) 225-8580.

Vendors – Mobile Food Inspection/Licenses: Contact the Code Administration Office at (603) 225-8580.

Voter Registration: Voter registration is accepted in the City Clerk's Office, located on the first floor of City Hall at 41 Green Street, Concord. For more information, call (603) 225-8500 or visit www.concordnh.gov/elections.

W

Wastewater Treatment Plant: There are two wastewater treatment plants in Concord. The sanitary sewer collection system in Concord delivers wastewater from residential, commercial, and industrial properties to the Hall Street Wastewater Treatment Plant or the Penacook Wastewater Treatment Plant. Both facilities use a biological process to remove organic matter and perform a rigorous cleaning to the wastewater before restoring it to the river. These facilities are imperative to public health, resource recovery, and protecting the environment. For more information or to schedule a tour, call (603) 228-2737 or visit www.concordnh.gov/wastewater.

Water Emergencies: Contact the General Services Department at (603) 228-2737 Monday through Friday from 8 a.m. to 5 p.m. After 5 p.m. or on the weekends/holidays, contact the answering service at the Water Treatment Plant at (603) 225-8696.

Water/Sewer Bills: Water and sewer bills may be paid by mail to the address on the bill, in person at the Collections Office, located on the first floor of City Hall, or at the General Services



Utility Billing Office located at 311 North State Street in Concord. Bills can be paid by phone by calling 1-800-615-9507 and on the City's website using the Utility Payment System, both methods will charge a nominal convenience fee. Customers can also enroll for automatic payments with the E-Z Pay Plan. More information is available at www.concordnh.gov/utilitybilling or by calling (603) 225-8693.

Water Treatment Plant: The Water Treatment Plant is located on Hutchins Street. Drinking water is collected from Penacook Lake and treated in accordance to the highest standards for both water quality and public safety. The treatment facility follows a traditional treatment process of coagulation, flocculation, sedimentation, and filtration. Drinking water is distributed from the Water Treatment Plant to the water storage tanks throughout Concord and then to homes, businesses, and properties in Concord. For more information or to schedule a tour, call (603) 228-2737 or visit www.concordnh.gov/water.

Welfare: See "Human Services Department."

West Street Ward House: See "Community Centers."

Wild Animals (suspected rabies): Contact the NH Fish & Game Department at (603) 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 (603) 225-8651.

Y

Yard Sale Permit: Permits to hold a yard sale may be obtained from the Code Administration Office, located at 37 Green Street, Concord. Tel: (603) 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 (603) 225-8580.

Zoning Applications and Information: The Zoning office of Code Administration handles the administration and enforcement of the City of Concord Zoning Ordinance. Zoning also coordinates the activities of the Zoning Board of Adjustment. Staff processes applications for variances, special exceptions, equitable waivers and administrative appeals. Agendas are set and legal notices are provided to abutters and to the public. View the [Zoning web page](#) for applications and more information.

