“HOW TO” Complete Transactions in the Virtual Town Hall:
TOWN CLERK/TAX COLLECTOR’S OFFICE

CONTACTS:

Tax questions: Tax Collector Erin Newnan, enewnan@londonderrynh.org, x 105.

Vital Records and Marriage Licenses: Town Clerk Sherry Farrell, sfarrell@londonderrynh.org, x 199.

Vehicle or Boat Registrations: General Clerks' Number, x 195.

Dog Licensing: General Clerks' number, x 195.

- All online services can be accessed from one page by going to the Town website at www.londonderrynh.org and choosing “Online Services” on the left side of the Home page or use this link - https://www.londonderrynh.org/home/pages/online-services.

- Renewal of a vehicle registration: This can be done in one of 3 ways:
  - Use the ONLINE PORTAL (EB2GOV) which you can access per the instructions listed above. We will receive notice of your completed online transaction the next business day. It will be processed and mailed back to you.
  - By US MAIL: Send a check made out to the Town of Londonderry, your registration renewal notice or a written list of the plate #s to be renewed, and a self-addressed stamped envelope. We will process it and mail it back to you.
  - By DROP BOX: In a sealed envelope, include your check, registration renewal notice or a written list of the plate #s to be renewed and a self-addressed stamped envelope. Mark the outside of the sealed envelope “Town Clerk’s Office” and place your request in one of the two secure black mailboxes at the entrances to the Town Hall.

NOTE: At this time, the State has NOT extended the deadline for vehicle registration RENEWALS. Please contact the Clerks’ office with any questions or if you need assistance (432-1100 x 195).

- Registration and title transfers of a newly purchased vehicle: The State has announced that all 20-day temporary plates issued after 3/1/20 for NEWLY ACQUIRED vehicles have been extended through April 30, 2020. To get a temporary plate, contact the Concord DMV at (603)227-4000 and tell the operator you want to set up an appointment to get a “TEMPORARY PLATE”. If you tell them you need to register your car, they will refer you back to us. Avoid this by specifying a TEMPORARY PLATE. All DMV offices are closed to the public. Many of these transactions are being done over the phone.

- Transferring a previously registered plate to a newly acquired vehicle: The State DMV instruction is that these transactions should wait until we are open to the public again. Be sure to hold onto the
registration for the plates you will eventually transfer. Until further notice, you should continue to operate your vehicle using the 20-day temporary plate. Please contact the Concord DMV at (603) 227-4000 to obtain one if you did not receive one from the dealer or you purchase by private sale.

- Tax/sewer bill payments can continue to be made with a personal check or online as follows:

  1. **ONLINE PORTAL:** Current balances may be checked and online payments can be made through the online portal at [https://www.londonderrynh.org/home/pages/online-services](https://www.londonderrynh.org/home/pages/online-services).

     - Check your balance – Choose “Tax Status Information”
     - Pay your bill – Choose “Utility Bill Pay” or “Property Tax Pay”

  2. **US MAIL:** Payments may be sent through the US Postal Service (NO CASH). The post date will be honored as the date of payment. Personal checks are accepted for all payments at this time.

  3. **DROP BOX:** Payments may be put in the secure black mailboxes outside of both entrances to the Town Hall (NO CASH, but personal checks are accepted). Please put your payment in a sealed envelope marked “Tax Collector”.

**NOTE:** At this time, 8% APR will continue to accrue daily on all past due balances. Contact Tax Collector Erin Newnan with questions ([enewnan@londonderrynh.org](mailto:enewnan@londonderrynh.org), or x 105).

- **Dog licensing:** Renewals and licensing of new dogs may be done 1 of 3 ways. A current rabies certificate must be on file in order to renew your dog’s license. If it needs to be updated, please email a copy of the new certificate to [sfarrell@londonderrynh.org](mailto:sfarrell@londonderrynh.org) or mail one to us.

  - **ONLINE PORTAL:** This is for RENEWALS only. Using your dog’s 2019 license number, you may renew the license online. Choose the Dog Licenses option at [https://www.londonderrynh.org/home/pages/online-services](https://www.londonderrynh.org/home/pages/online-services).

  - **US MAIL:** Payments may be sent through the US Postal Service (NO CASH). Include your dog’s rabies certificate (for new dogs) and/or license # to renew, a self-addressed stamped envelope, and a check made out for the appropriate amount to the Town of Londonderry using the following fee schedule/dog:

    - Puppy (4-7 Months): $7.50
    - Spayed or neutered dog: $7.50
    - Unaltered dog: $10.00
    - Senior citizen dog: $3.00 (owner is 65 years old or older; first dog only)
3. **DROP BOX:** If you would rather not put it in the mail, you have the option of doing the same for renewals and new dogs as in #2 above, but drop your sealed envelope marked “Town Clerk’s Office” in one of the two secure black mailboxes at the entrances to Town Hall. We will mail your new license back to you.

For additional questions about Dog Licensing, please call our office at (603) 432-1100 x 195.

- **Vital Records requests:** Certified copies of birth, death, marriage, civil union & divorce certificates can be requested by qualified individuals and agencies that provide a ‘direct and tangible’ interest in the record. A $15.00 fee is charged for a record search, whether or not a certified copy can be processed. The fee for each additional copy of the same record is $10.00. These requests may be done in one of three ways:

  1. **ONLINE PORTAL:** Go to [https://www.londonderrynh.org/home/pages/online-services](https://www.londonderrynh.org/home/pages/online-services) and choose ‘Vital Records’. We will get notice of your request the following business day, process it and mail it out to you.

  2. **US MAIL:** Payments may be sent through the US Postal Service (NO CASH) along with a completed Vital Record Request Form which is available on our website at [https://www.londonderrynh.org/town-clerktax-collector/pages/marriage-license-birth-death-certificates](https://www.londonderrynh.org/town-clerktax-collector/pages/marriage-license-birth-death-certificates).

  3. **DROP BOX:** If you would rather not put it in the mail, you have the option of doing the same as US Mail, but drop it off in a sealed envelope marked “Town Clerk’s Office” in one of the two secure black mailboxes at the entrances to Town Hall. We will mail your record back to you.

  4. **Additional Resources for Vital Records:**

     - Consult the State Vital Records Division’s website at [https://sos.nh.gov/vital_records.aspx](https://sos.nh.gov/vital_records.aspx) or by phone at 603-271-4650. While the building is closed to the public, applications for records are being accepted by mail and through the website.

     - If urgent service is needed, customers can use VitalChek which offers priority processing of time-sensitive request. Go to [https://www.vitalchek.com](https://www.vitalchek.com) or call 1-877-878-8007.

For additional questions about Vital Records, please call our office at (603) 432-1100 x 195.

- **Marriage Licenses:** Please contact Town Clerk Sherry Farrell either by email at [sfarrell@londonderrynh.org](mailto:sfarrell@londonderrynh.org) or by calling (603) 432-1100 x 199.