

**TOWN OF HAMPTON
TOWN HALL COMMON QUESTIONS**

March 20, 2020

How do I renew my motor vehicle registration?

In most instances, motor vehicle registrations can be completed online through the hamptonnh.gov website. There are a few very unique and very rare situations that will prevent you from completing a registration online. If you encounter a problem, please do not hesitate to call the Town Clerk's office. The Town Clerk's office will mail you your registration form, stickers, and the free town parking sticker.

How do I register a new car?

We are still working on a solution for this but the NH Department of Motor Vehicle has relaxed some of their timeframes with respect to temporary plates and for expiring drivers' license. Per WMUR, all 20-day plates issued after March 1 are now good until April 30. It is recommended that anyone traveling outside the state check in with other states to see if the temporary New Hampshire tag will be honored. Any driver's license due to expire in the months of March and April can receive a six-month extension. Drivers can make this change over the phone at 603-227-4020. Commercial licenses are not eligible for an extension.

I don't have a computer at home or a cellphone, how do I go about renewing my motor vehicle registration?

Call the Town Clerk's office and they will help you with this. There may be limited coverage over the next few weeks but the office will follow-up with you at their earliest convenience.

Will the office closure impact trash and recycling schedules? What about the transfer station?

No impact to the schedules and no change in the hours at this time.

I tried paying my taxes online but I don't remember the email address I provided you. What do I do?

On the Tax Collector's webpage you can pay online by providing your name and address if you don't remember your property number. The search is a little tricky, so be patient. If you are using the "Search by Owner or by Property" feature, once you find the appropriate owner or property, the Property ID feature self-populates. This was a tricky one for us as well. You can always call or email us for the amount owed. Payments can be mailed to the Tax Collector or they can be dropped off at the drop box to the left of the front door at Town Hall.

I'm really old school and I don't like paying online. What can I do during your closure?

During this closure, we will still have key employees in the office to conduct business as usual. If you have your tax bill, you can pay by mail. If you are trying to renew your car registration, you can go to hamptonnh.gov, click on the register to pay icon and from there select the motor vehicle renewal option. From there you select "get an estimate" to determine how much you owe. Now you can mail in your payment

There are some services such as a new car registration that can't be accomplished over the phone and we are quickly working on a solution for this.

I see that I can request a copy of my birth certificate online. Will the process be delayed since your office is closed? Does the same apply for all vital records requests (birth, death, marriage, etc.)?

The majority of vital records requests are accomplished on line so there should be no delay in processing.

How do I go about getting a marriage license at this time?

We haven't yet come to a final decision on this one, as a marriage license has to be in person. We will get back to you on this once we evaluate the options we are considering.

So, I received an email that the Parks and Recreation Department is not moving forward with their trips in April. Will the trip be rescheduled? Can I get a refund or a credit on my account?

The P&R Department is hopeful to reschedule all trips but if this isn't possible or if you aren't available on the reschedule date you can either ask for a full refund or a credit on your account for future use. Credit card refunds are very quick and check refunds take approximately 10 days.

I tried to renew my dog's license online but I can't locate the current license number?

Call or email the Town Clerk's Office and they can provide you the current license number.

I'm having difficulty getting to my veterinarian's office (quarantined, financial difficulties) so I am not able to get my dog's shots up-to-date. Will I get in trouble since I can't renew my dog's license at this time?

The deadline for dog license renewals is April 30th, however, there is no penalty until June 1st.

I see I only have until June 2, 2020 to change my party affiliation before the State Primary on September 8th. How do I go about doing this?

The Voter Change Form is on the Town Clerk's Web Page under Forms. You can download the form, complete and mail in to the office.