

## TOWN OF OTISFIELD

403 State Route 121, Otisfield, ME 04270  
Voice: 207.539.2664 Fax: 207.539.2246  
[otisfield@myfairpoint.net](mailto:otisfield@myfairpoint.net)



Dear Otisfield Citizen,

We are writing to you in hopes of clarifying the Board of Selectmen's position regarding Otisfield residents (and nonresidents) complaints, concerns and questions; how they are handled by our town's employees (including Selectmen), what results can be reasonably expected, and the timeframe of the town's actions.

Because we currently have no policy, and prefer not to have one at this time, we felt a letter was in order. This letter will hereby serve as a template for the Board of Selectmen's position, regarding future complaints and inquiries.

From this day forward, we are requiring that our citizens follow the procedure outlined below:

1. Any and all reporting, or questioning of possible building code or ordinance violations must be directed to our Code Enforcement Officer (CEO) 539-2360, or in person during normal business hours, as posted on our website. Should the CEO not answer, please leave a message on the phone and your call will be returned. Please be prepared to have specific details of why you are calling, and the exact violation you are reporting. This allows us to have the proper file information.
2. If our CEO is on vacation, we will make arrangements to have a Deputy CEO available. This does not apply to Fridays when the office is closed, or when the CEO is out sick or at approved trainings. We will also provide limited coverage by a State certified Local Plumbing Inspector (LPI). Please know that this arrangement with an LPI will only be for permits and inspections related to permits, and unforeseeable emergencies.
3. Please do not call a Selectman with a question or a complaint about a code or an ordinance violation. The only exception to this, at this time, is if you wish to report an emergency situation that may place the public, the habitat, or the environment in immediate danger. This kind of call may be better served, if placed to our Fire Chief or 911.
4. Please call our Assistant to the Selectmen, 539-2664 x 2, for any and all other questions or concerns regarding town property, town policy, and/or town government in general. We will ask that they decide if your request needs to be in writing, so that the Board of Selectmen will be properly notified. We will then either respond to you directly, pass it along to the proper person or department, and/or request that you come to the next Selectmen's Meeting to discuss it in person.
5. Please call or see our Road Commissioner, to address any and all town road issues, questions or concerns. He is currently elected by the voters of Otisfield and is best suited to answer any such inquiries. Should your question be one of "road status" (easements, rights-of-way, discontinuance, and/or abandonment, etc.), and needs our assistance in any way, we will of course assist him as needed.

We want you to know that as Selectmen, we prefer our taxpayers come before us at Selectmen's Meetings (the first & third Wednesdays of each month at 7:00PM). This allows us the opportunity to have a face-to-face discussion and a more decisive outcome. Without complaints and/or concerns being presented to us in writing or in person, we simply cannot guarantee a substantive and productive outcome.

If your concerns are discussed at a Selectmen's Meeting, they will be included in our meeting minutes and will be posted on our website, so please check there to ensure your concerns are being addressed. If they are not, we welcome you to contact us immediately in writing.

Sincerely,

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Hal Ferguson

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Rick Micklon

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Lenny Adler

Adopted: October 1, 2009

Amended 8/15/2017