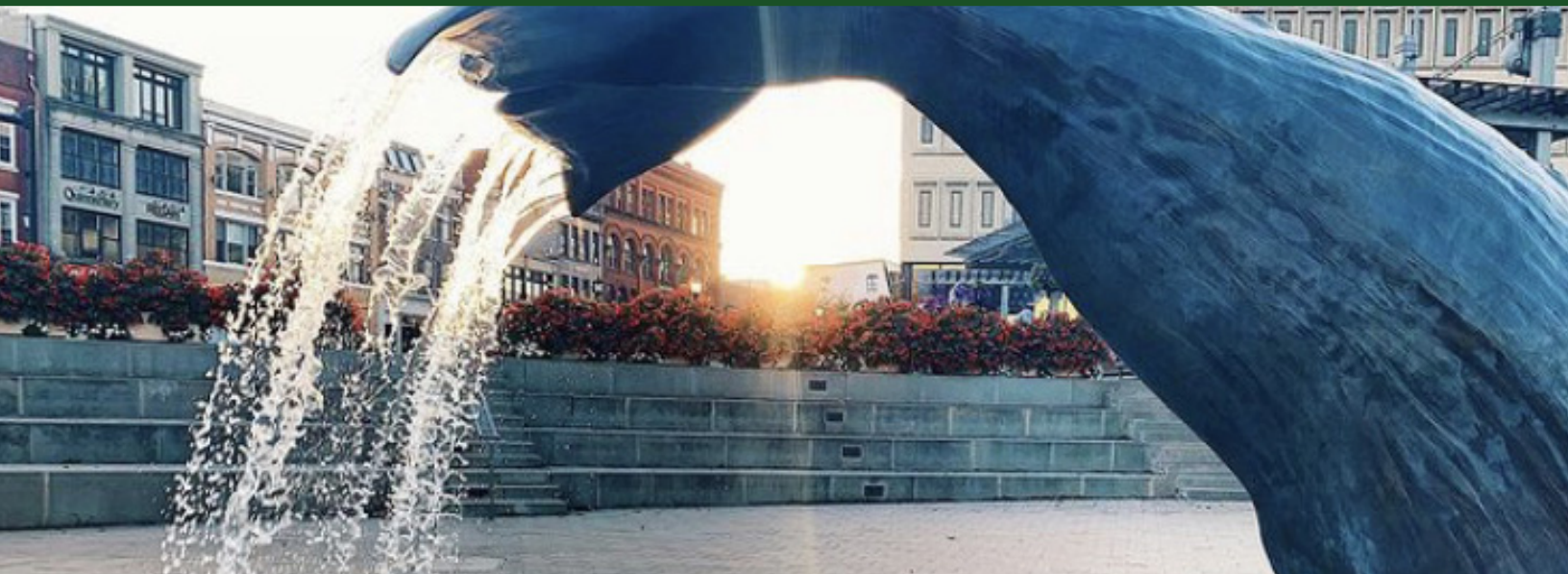




newlondon
welcome packet

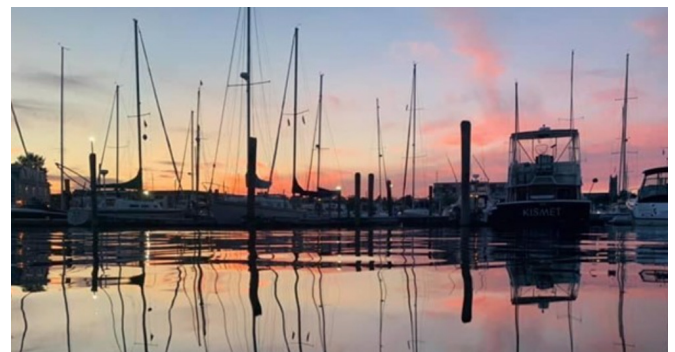
BUSINESS RESOURCE GUIDE
SUMMER 2024





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WELCOME

NEW LONDON welcomes you as a new member of our diverse business community.

We are a business-friendly community, here to help you make the most of the opportunities available in southeastern Connecticut.

Within this packet, you will find information intended to make the establishment of your business an efficient, streamlined process. It includes a New Business Checklist, contact information for City Departments, grant and loan opportunities, information about City services, and more. I hope you agree that New London's rich cultural scene, providing a wide range of art, music, theater, and dining – all in a coastal setting – will add value for you, your employees and your clients.

You are joining an eclectic mix of existing businesses, ranging from large manufacturers to family-operated restaurants. You have easy access to New London's Intermodal Transportation Center, which provides rail, bus, and ferry services. You are just off I-95 with convenient access to larger markets in Boston and New York, as well as Bradley and T.F. Green International airports.

New London is one of the Top Ten creative communities of its size in America, and I'm pleased that you are now part of the rich fabric that makes us attractive, diverse, successful, and welcoming to all!



Facebook: Michael Passero



LinkedIn: Michael Passero



Email: mpassero@newlondonct.org



Mayor Michael Passero

ECONOMIC DEVELOPMENT TEAM:

Felix Reyes, Director of Economic Development & Planning
860-437-6392, freyes@newlondonct.org

Elizabeth K. Nocera, MPA, Economic Development Coordinator
860-437-6309, enocera@newlondonct.org

Adriana Reyes, Grants and Project Coordinator
860-440-6641, areyes@newlondonct.org



A VIBRANT SEAPORT CITY

Every port has a story, and ours does too.

Waterfront Dining

New London has a variety of dining options for all to enjoy. Many of the restaurants offer outdoor seating and comfortable, family-friendly environments. Whether you're looking for waterfront seafood dining, diverse culinary options, or a romantic night out, New London is a great foodie experience.

Festivals

New London's rich cultural scene is highlighted by the many community events and festivals held on the historic waterfront each year. These events bring together a diverse group of people to celebrate the City's maritime heritage and New London's unique place as a vibrant, inclusive community.

The major annual events include SailFest, the Annual St. Patrick's Day Parade, Hygienic Art's Salon Des Independents, the Connecticut Maritime Heritage Festival, Let Loose Thursdays, Salsa en la Plaza, Christmas Tree Lighting Ceremony, and more.

These community celebrations speak to the heart of our City: a glorious waterfront, a sense of history, pride in our many cultures, and an energy focused on a bright future.

Parade Plaza

Voted one of America's Most Beautiful Town Squares by Travel + Leisure, Parade Plaza was developed to encourage pedestrian traffic, create an open link between the parking garage and the downtown business district, and provide greater public safety around New London's busy transportation center.



For a listing of New London events,
please scan this QR code.



START A BUSINESS IN NEW LONDON CHECKLIST

The information provided is not legal advice but merely provides the reader with an identification of issues to consider when establishing a new business entity.



BEFORE SITE SELECTION

- Review the [Zoning Map](#).
- Review the [Site Selection - Things to Consider](#).
- Contact [Planning and Zoning](#) to discuss your potential project and site.
- Contact the State of Connecticut to learn more about [licenses and permits](#) that could be required for your business.
- Contact [Ledge Light Health District](#) to discuss any potential permits.
- Contact the [Liquor Control Commission](#) for permitting.
- To create a formal business structure, please register your business on the [State of CT business](#) page.
- To conduct business as a sole proprietor please register a [Trade Name Certificate](#) with the Clerk's office.
- Determine insurance needs with a commercial insurance broker. If you have employees, you must provide [Workers' Compensation](#) and [Unemployment Insurance](#).
- Consider the timeframes and fees for any approvals.

BEFORE OPENING

- Obtain a [State Tax Registration Number/ID](#) from DRS.
- Obtain an Employer Identification number (EIN) from the IRS, if required. This is required if there are employees, if you are a non-profit, or in some other situations. Check with the IRS.
- [Review State Licensing and Permitting](#).
- Complete any applicable Zoning Applications as the [Planning and Zoning Division](#) advises. The Planning and Zoning Commission must approve any special permit.
- Any liquor permit must be registered and stamped at the [Clerk's Office](#).
- Obtain Building Permits such as the Certificate of Occupancy as directed by the [Building Inspector](#).
- Review [Business Incentives](#).
- If the property is over 50, please submit a [Historic Preservation Design Review Form](#).
- If your business has employees, consult with the [Department of Labor](#) on the required registrations and insurance.
- Contact the [Building Department](#) for Permits.
- Contact the [Fire Marshal](#) for Licenses and Permits.
- Contact [Veolia](#) for permits.

BEFORE GRAND OPENING

- Contact the Economic Development team to help promote your business through our Social Media accounts on [Facebook](#) and [Instagram](#).
- Add your business information to the Economic Development Department's [Email Blast List](#).



NEW LONDON

STATE OF CT BUSINESS STARTUP TOOL

Everything you need to start a new business in Connecticut. In less than ten minutes, you'll have a powerful customized checklist that will cut through the confusion and guide you through the process of starting a business in Connecticut.



REGISTER YOUR BUSINESS

Want to receive important updates and information about City of New London opportunities? Please register your business at: newlondonct.civicserve.com/public/business/registration.

SMALL B.I.G. PROGRAM

Owners of a small business with a physical location in the city are invited to apply for a Business Improvement Grant of up to \$10,000 to help them sustain their business and remain resilient in the face of unforeseen challenges and during off-peak seasons. The Small Business Improvement Grants Program, or Small BIG, is administered through the New London Office of Economic Development and Planning with funding from the American Rescue Plan Act (ARPA).

This program is for small businesses that have existed in New London for at least one year and are in good standing with all local, state, and federal regulations and tax departments. The minimum award is \$2,000 and the maximum award is \$10,000. Applications and full details are available online at the City's Economic Development Portal. <https://newlondonct.civicserve.com/applicant/178927/new-application/details/>.

GRAFFITI ON YOUR PROPERTY?

Do you have graffiti on your storefront? Please call the City of New London Blight Officer at (860) 440-6642. If you see graffiti on your property or other public property, please be sure to take photographs to document the damage.

IF YOU SEE SOMETHING, HELP IS A PHONE CALL AWAY:

Does someone appear to need shelter or other human services? You may call or text 24/7 (texting is best) David Horst, Outreach Worker, at **(860) 876-6649**. Please include caller's name and call-back number, as well as the location and a brief description of the individual. Outreach workers are Jose Colon and David Horst. For any emergencies, please call 911.

For additional resources, you may contact Southeastern Mental Health Authority (SMHA) Mobile Outreach Team at (860) 886-9302 for mental health emergencies.

NON-EMERGENCY POLICE & FIRE

For non-emergency calls, please contact Police Dispatch: (860) 447-5269; or Fire Dispatch: (860) 447-5268.

TRASH DISPOSAL

Please follow the city's schedule for trash and recycling pick-up. Waste receptacles are to be placed out for pick-up no earlier than 24 hours prior to pick-up. For downtown pick-up, please use the assigned dumpsters on Green Street, if applicable. If there are trash management issues, please report the incident at: Request for Service - newlondonct.org.

REPORT AN ISSUE

www.newlondonct.org/311/request/add





BUSINESS INCENTIVE PROGRAMS

FACADE IMPROVEMENTS

1. Building Facade Improvement Program. Provides grants up to a maximum of \$50,000 per single principal building in the downtown program area.
2. Downtown Sign Improvement Program. Provides grants up to \$1,999 to first- and second-floor storefront business owners for business signs, and for property owners for building identification signs.

For more information, please contact Tom Bombria tbombria@newlondonct.org; (860) 437-6346.

REVOLVING LOAN FUND

1. Business Revolving Loan Fund. This program provides low interest loans for small- and medium-size businesses located within, or considering locating within, the New London Enterprise Zone (EZ).
2. Commercial and Mixed Use Building Rehabilitation Program. This program provides financial assistance to owners of commercial properties, located within the Enterprise Zone, who plan substantial building renovations.

For more information, please contact Elizabeth Nocera enocera@newlondonct.org; (860) 437-6309

CITY & TOWN DEVELOPMENT ACT

A special tax exemption program available for major capital improvement projects that create long-term, tax-based growth. This program may not be available for projects eligible for Enterprise Zone programs.

For more information, please contact Felix Reyes freyes@newlondonct.org; (860) 437-6392.

ENTERPRISE ZONE IMPROVEMENT PROGRAMS

State of Connecticut Dept. of Economic and Community Development monitored program provides tax incentives for manufacturers and certain commercial sector businesses locating within the enterprise zone.

For more information, please contact Elizabeth Nocera enocera@newlondonct.org; (860) 437-6309.

FOREIGN TRADE ZONE

New London's Foreign Trade Zone, located adjacent to the downtown area, is a designated area considered outside the U.S., for Customs tariff purposes.

For more information, please contact Tom Bombria tbombria@newlondonct.org; (860) 437-6346.



SITE SELECTION: THINGS TO CONSIDER

Licensing is required for many types of businesses, and the requisite licensing will be a condition of approval for the business opening. If you want to establish a new business in New London, a few questions will need to be answered.

ZONING REQUIREMENTS:

What zoning requirements are required to support the business? Are the locations under consideration zoned for business use? Is the space/property being considered move-in ready, or will it require the construction of a new building or renovation of an existing one?

LAND USE:

Are there any other needs for the business operation that must be met by the site (i.e., lighting, parking, handicap accessibility, drive-through service, etc.) which may need administrative and/or land-use board approval to proceed? A change in the use of a property may increase the parking demand and require a land-use variance if sufficient parking does not exist.

BUILDING REQUIREMENTS:

Is the space under consideration up to code for the proposed use, or will it require an upgrade to be permitted? Construction Permits will likely be required if there will be construction involved with the establishment of the new business.

SIGNAGE:

New London has standards for facade and monument signs. Make sure to review the signed regulations. Are there improvements needed to the signage at the location under consideration? Have you reviewed the town's sign ordinance to determine if such improvements will be acceptable to the town?

HISTORIC PRESERVATION:

Does the location require review by the Historic Preservation Committee?

BUSINESS PERMITS:

Is any permitting/registration required for a home-based business?

ENGINEERING:

Any improvements impacting a public right of way would require a road opening permit through the Engineering Department.



BLIGHT AND PROPERTY MAINTENANCE FAQs

What are some of the responsibilities of property owners in the City of New London?

- 1) Maintain all exterior property and premises in a clean, safe, and sanitary condition.
- 2) Maintain all accessory structures (garages, fences, and walls) structurally sound and in good repair.
- 3) Maintain all sidewalks free from obstructions and hazardous situations.
(Bulky waste must follow the Public Works Departments refuse policy, large items such as furniture, televisions, etc. will not be picked up during weekly collection. Snow, ice, overgrown trees and bushes).
- 4) Maintain all premises free from overgrown grass or noxious plant growth in excess of ten inches.
- 5) No inoperable or unregistered motor vehicles that are not stored in an approved structure are allowed. No vehicle at anytime is allowed to be in major disassembly, disrepair, or in the process of being stripped or dismantled unless work is being performed in a structure designed and approved for such use.
- 6) Removal of all graffiti from exterior surfaces of any structure or building.

If I have a concern that my neighbors are not maintaining their property or I have a property maintenance question or complaint, whom do I contact, and can I remain anonymous?

The Building Division is tasked with the enforcement of the Property Maintenance Code and the Blight ordinance for the City of New London. The Building Division is located at 111 Union Street. Office hours are Monday thru Friday 8:30 – 4:00.
The Building Division's Main office phone number is (860) 447-5240.

Complaints regarding blight or exterior property maintenance issues can be filed on the City of New London's website under service request.
<https://newlondonct.org/311/request/add>

If a complaint can be seen from the public's right of way it can remain anonymous.

HELPFUL RESOURCES

Advance CT

www.advancect.org

Advance CT is a private nonprofit economic development organization that drives job creation and new capital investment in Connecticut through business attraction, retention, and expansion, in close cooperation with state, regional, and local partners.

Black Business Alliance

www.bbbusinessalliance.org

The Black Business Alliance (BBA), is a 501c6 non-profit membership organization that seeks to EMPOWER, GUIDE, PROMOTE, ENHANCE, COLLABORATE, and GROW small and medium-sized black and minority businesses throughout Connecticut and nationally by addressing the gap in business access to funding, educational resources, and statewide capacity building.

Chamber of Commerce of Eastern CT

www.chamberect.com

Coalition of business leaders dedicated to securing and enhancing the economic vitality of Eastern Connecticut.

CT Small Business Administration (SBA)

www.sba.gov/district/connecticut

District offices in all 50 states provide resources, training, and specialists to help start and grow businesses, plus hundreds of online resources for small business owners and employees.

Cultural Coalition South Eastern CT

www.culturesect.org

The Coalition is a 501(c)(3) nonprofit organization with an office in Norwich governed by a board of directors comprising cultural, community, and business leadership.

IRS Small Business Portal

www.irs.gov/businesses/small/index.html

Answers to small business tax questions, plus access to forms and publications, a video library, an event calendar, and other online tools and products.

Social Security Online

www.socialsecurity.gov

Home to multiple social security resources for small businesses and employees.

SCORE

www.score.org

SCORE, “the nation’s largest network of volunteer business experts,” is an SBA resource partner, dedicated to entrepreneur education. SCORE has over 10,000 volunteers in 300 chapters with years of business experience available to help small business owners through one-on-one counseling, business tools, and training programs.

seCTer

www.secter.org

The Southeastern CT Enterprise Region (seCTer) is the region’s designated private, non-profit economic development organization providing a broad range of services and resources to stimulate and support economic development and diversification within Southeastern Connecticut.

Women’s Business Development Council

www.ctwbdc.org

Women’s Business Development Council is a 501(c)(3) non-profit organization that is dedicated to providing the tools and resources to help women thrive in business. We believe that when desire, education, and preparation come together, opportunities are created, ideas are ignited, and economies are expanded.

Veteran-owned businesses (SBA resources)

www.sba.gov/business-guide/grow-your-business/veteran-owned-businesses

Funding programs, training, and federal contracting opportunities for veteran entrepreneurs.



TRANSPORTATION

New London has become one of the Northeast's first multi-modal transportation centers. All at one location, adjacent to the restored Union Station, are connections for trains, buses, ferries, taxis, and rideshare services.

Rail

New London Union Station, located on the Northeast Corridor, is the busiest railway in the U.S., and is the primary railroad station in southeastern Connecticut. Amtrak trains operate along the Connecticut shoreline between Boston, New York, Washington D.C., and beyond.

Ferry

The New London-based year-round ferry system links New London with Orient Point, Long Island; Block Island, RI; and Fishers Island, NY. 1.3 million people utilize the ferry system annually, with 58 arrivals and departures daily during peak summer travel season.

Highways

New London is ideally situated between many major market areas in the country. By road, New London is approximately 2 ½ hours from New York and less than 2 hours from Boston. New London is also within a 1 hour drive to New Haven, Hartford, and Providence markets. Highway access to interstate I-95 is within minutes from any location in New London. Other major routes serving New London include U.S. Route 1 and State Routes 32 and 85. Additionally, New London is near State Routes 2, 12, 156, 184, and 161.

Water Taxi

From June to September the Thames River Heritage Park Water Taxi links downtown New London, Fort Trumbull, and the City of Groton/Fort Griswold.

Smart Ride

This demand-response service uses Spare Labs' SEAT Connect App to request or schedule rides. You may also call SEAT @ 860-934-5234 to book your ride, but for best response, use the free app or web browser (<https://spare-rider-seatconnect-production.vercel.app/login>)

Air

Groton-New London Airport, across the Thames River 15 minutes from downtown New London, services the business and general aviation demands of our region providing infrastructure and aeronautical support facilities for corporate jets, and multi- and single-engine aircraft operators.

T.F. Green International Airport is 45 minutes away in Warwick, RI.

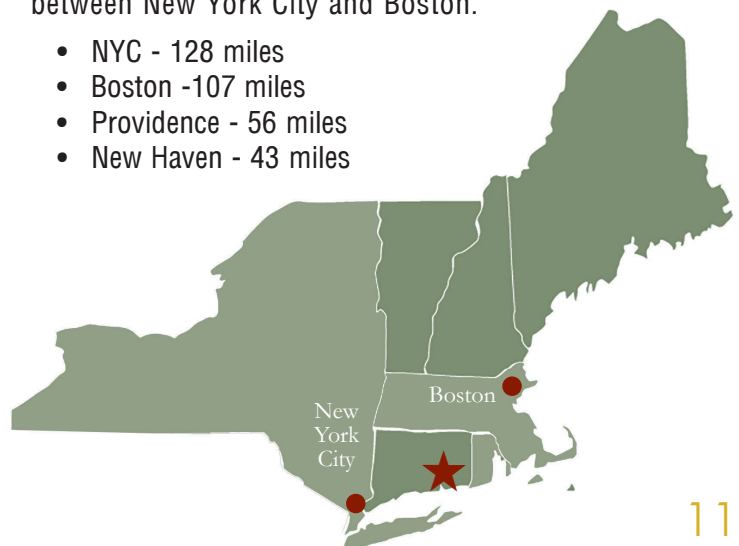
Bradley International Airport in East Granby, CT, is about an hour and ten-minute drive from New London.

Tweed-New Haven Regional Airport, a public airport, is about a forty-five minute drive from New London.

Proximity to NYC, Boston, Providence, New Haven, Hartford

By land, New London is almost midway between New York City and Boston.

- NYC - 128 miles
- Boston - 107 miles
- Providence - 56 miles
- New Haven - 43 miles





EDUCATION

New London Public Schools is Connecticut's first and only all-magnet school district. The magnet plan is built upon a three-pathway system.

The district currently serves more than 3,300 students in grades PreK-12 and consists of six (7) district campuses; one preschool, three K-5 elementary schools, one middle school and one 9-12 high school which has three magnet pathways:

- Science, Technology, Engineering & Math (STEM) Pathway
- International Education Pathway
- Visual & Performing Arts Pathway

To have your child become part of New London Magnet Schools, complete an online application and join a tour. For more details, please visit <https://www.newlondon.org/>.

ATTRACTIONS

New London's shoreline location makes it a hub of outdoor adventure, with no shortage of ways to get out and explore! From historical tours or boat trips to hiking & biking along our coastline – New London truly has something for everyone.



DINING & NIGHTLIFE

You can't beat the New London food scene when it comes to fresh dishes, innovative chefs, and thriving bars. Sink your teeth into award-winning wings, curb your sweet tooth at one of our local bakeries, or relax at a coffee shop. New London's options are endlessly delicious.



SHOPPING

In search of unique artisan shops? New London is the destination for one of a kind local shops. A hub of creative energy, shopping in New London means discovering unique clothing, gifts and antiques that you could not find anywhere else!





CITY COUNCIL

The Council meets the first and third Monday of each month at 7:00 p.m. in the City Council Chambers of City Hall unless otherwise specified. The City Council is the City's legislative body, consisting of seven members. The Councilors are elected at large and serve for two-year terms. A majority of all the members elected to the Council shall constitute a quorum to do business. The President and the President Pro Tempore are selected by vote of the members of the Council. The President presides over the meetings of the Council.

Efrain Dominguez, Jr.

President & Chair,
Economic Development Committee —
Council Liaison: Cultural District Commission;
Renaissance City Development Association;
Historic District Commission; Planning & Zoning
Commission; Zoning Board of Appeals;
Foreign Trade Zone; SECT Council of Governments

Reona M. Dyess

Councilor & Chair, Finance Committee —
Council Liaison: Parking Authority;
Finance Board;
Beautification Committee

Jefferey P. Hart

Councilor & Chair, Public Works Committee —
Council Liaison: Water/Water Pollution Control
Authority; Pedestrian Advisory Committee;
New London Port Authority;
School Building & Maintenance Committee

Alma D. Nartatez

Councilor & Chair, Public Welfare Committee —
Council Liaison: Citizens Advisory Committee;
T.V.C.C.A.; Senior Affairs Commission;
Housing Authority

Akil Peck

Councilor & Chair, Public Safety Committee —
Council Liaison: Police Civilian Review Board;
New London Public Library

Jocelyn Rosario

Councilor & Chair, Administration Committee
Council Liaison: Pension Committee;
Inland Wetland Conservation Commission;
Personnel Board; Charter Review Board

John D. Satti

Councilor & Chair, Education, Parks &
Recreation Committee — Council Liaison:
Parks & Recreation Commission;
Board of Education; School Building
& Maintenance Committee (Chair);
Save Ocean Beach



CITY OF NEW LONDON DEPARTMENTS

Assessor's Office

860-447-5216

Responsible for discovering, listing and valuation of all taxable and tax-exempt Real & Personal Property. Administers exemptions and abatement programs in accordance with the Connecticut General Statutes. Can provide street cards and property assessment information.

Building Division

860-447-5240

The Building Inspection Division is the City's regulatory authority for the Connecticut Building Code, the City's Demolition Ordinance, the City's Housing and Property Maintenance Code, the City's Blight Ordinance, and the City's Flood Plain Management Ordinance.

Please get in touch with the Building Department for all required inspection services for:

- New construction
- Repairs
- Alterations
- Additions
- Demolition permits
- Inspector of existing structures
- Abatement orders for housing and property maintenance code compliance

City Clerk

860-447-5205

The City Clerk is responsible for the administration of vital records, public records, including land records, elections and is the acting liaison for the city regarding the Department of Public Health, Connecticut State Library, Elections Enforcement Commission, FOI Commission, and other duties.

Please get in touch with the city clerk for the services not limited to:

- Land recordings
- Justice of the peace appointments
- Marriage licenses
- Vital records
- Trade name certificates
- Dog licenses
- Absentee ballots
- Liquor permit registration

Community Development

860-440-6640

The Community Development Division provides budgeting, grant writing, program development, census and demographic information and analysis, and other administrative, technical, and supervisory services for the following:

- CBDG grant for non-profits
- Citizens Advisory Committee
- Fair housing
- Historic District Commission
- Housing & neighborhood preservation
- Grants & loans available for homeowners

Economic Development

860-437-6309

The mission is to provide the leadership, commitment, and resources to achieve our vision by: offering a clean, safe, and affordable City; providing well managed and maintained infrastructure through proactive and reactive services; excellent stewardship of public assets and a variety of cultural, recreational, eco-friendly transportation modes, and entertainment opportunities that enhance the quality of life including:

- Business incentives
- Tourism
- Marketing

Fire Department

860-447-5291

- Ambulance billing
- Burn permits
- Propane tank use at events
- Removal or abandonment of flammable storage tanks
- Fire prevention permit

Human Services

860-447-5284

Lead, in partnership with Ledge Light Health District, Alliance for Living, and community partners, opioid use disorder initiatives. Implement initiatives to provide opportunities for well-being for all New London residents.

Ledge Light Health District

860-448-4882

Ledge Light Health District (LLHD) is the local health department for New London, as well as East Lyme, Groton, Ledyard, Lyme, New London, North Stonington, Old Lyme, and Stonington.

Provides licensing and regulating activities for the following:

- Food service establishments
- Cosmetology/body art
- Lodging
- Pools
- Temporary events
- Vendors and caterers

Office of the Mayor

860-447-5201

- Events permits

Parking Authority

860-443-1775

- Parking Rates
- Pay A Citation
- Make an Appeal
- Micro transit ride share program: NL Smart Ride
- Electric Charing Stations EVCS

Parks & Recreation

860-447-5230

Can assist with programming for youth, such as:

- Youth employment programming through the Office of Youth Affairs
- Before and summer childcare
- Trips, technology classes, art classes, discussion groups, special events, book clubs, etc.

Personnel Office

860-447-5210

Employment Opportunities:
newlondonct.org/personnel

Planning and Zoning

Responsible for administering and enforcing the City's zoning regulations, subdivision regulations, and the coastal management program. Division staff provide administrative and technical assistance to the Planning and Zoning Commission, the Zoning Board of Appeals, and the Inland Wetland/Conservation Commission. The planning and zoning office can assist with the following services:

- Zoning map
- Business operation permit, including home-based business
- Special use permits
- Fence and driveway permits
- Commercial additions and modifications
- Keeping of hens
- Deck/shed addition
- Solar panels
- Subdivisions
- Coastal site plans
- Lot bulk requirements
- Residential additions or modifications
- Sign permits
- Private parks

Police Department

860-447-5269

- Submit anonymous tips
- Records
- Citizens complaints
- File a police report
- Pistol permits
- Peddler/vendor permits
- Pawn broker application

- Noise permit application
- Youth Academy
- Take Me Home program
- Recruiting
- Accident reports
- Hire an officer

New London Port Authority

860-443-3786

The City of New London's Waterfront Park offers vessel trash removal and pump-out services, use of our coin-operated laundry machines, and secure head and shower facilities (access code obtainable from the Dock Master).

Public Utilities/ Veolia

860-447-5221

- Water/sewer bills
- Lead services
- Stormwater
- Water conservation
- Community fund
- Water quality

Public Works / Engineering

860-447-5250

- Recycling
- Trash collection
- Parks

Report an Issue:

www.newlondonct.org/311/request/add



Recreation Department

(860) 447-5230

New London Recreation is currently the only accredited recreation department in Connecticut; the Commission accredits Recreation Departments for Accreditation of Park and Recreation Agencies (CAPRA) standards for national accreditation.

The New London Recreation Department offers a wide range of programs and services for youths and adults that connect the community with resources that will enrich and enhance the quality of life of all individuals through healthy lifestyle initiatives, inclusive prevention services, and programs that encourage civic involvement and community partnerships such as:

- Youth tennis lessons
- Adult pickleball
- Zumba
- Yoga
- Baby through adult swim lessons
- Vacation camps
- Summer playground programs
- Cooking
- Parent leadership training (Spanish & English)
- Family with service needs referral
- And much more

Learn more at <http://www.newlondonrec.com>.

Senior Center

860-447-5232

- Healthy aging through health and wellness education
- Cultural and leadership opportunities health education series
- Social engagement, as we know that many of our members live alone.

Registrar of Voters

860-447-5206

The election functions of the City of New London are administered by the Office of the Registrars of Voters whose responsibilities and duties are governed by the General Statutes of the State of Connecticut. The Office is administered jointly by a Democratic and a Republican Registrar who are appointed by their respective Town Committees. The principal duties of the registrars are to maintain records of eligible voters, supervise primaries and elections, and uphold the State election laws as governed by the Election Division of the Secretary of the State.

2024 Elections:

Primary Election: Tues, Sept 10, 6am to 8pm
General Election: Tues, Nov 5, 6am to 8pm

Tax Collector's Office

860-447-5208

Please contact the office:

- When you purchase a new property.
- When you change mailing addresses.
- When you have paid off your mortgage.

Personal Property Taxes over \$100 are due in two installments, on July 1st and January 1st. All bills are mailed in June with enough copies for each installment. To ensure you receive a copy of your bill, your mailing address must be updated with the Assessor's office.

Regular Motor Vehicle Taxes are due in one installment on July 1st.

Supplemental Motor Vehicle Taxes are due in one installment on January 1st. To ensure you receive a copy of your bill, your mailing address must be updated with the Department of Motor Vehicles and the Post Office.

How To Pay

In office:

15 Masonic St, New London, CT 06320
(behind City Hall, next to the Post Office)

By mail: City of New London, PO Box 1305,
New London, CT 06320

Online: mytaxbill.net/newlondon

A central graphic for the 'Explore New London' app. It features a colorful, abstract design with geometric shapes in shades of orange, blue, green, and purple. The text 'Explore New London' is written in a stylized, purple and white font. Below the graphic, the text 'Download the App now:' is displayed in white. A large QR code is centered below the text. At the bottom of the graphic, there are two buttons: 'GET IT ON Google Play' and 'Download on the App Store'. The entire graphic is set against a dark blue and purple gradient background.

**Explore
New London**

Download the App now:

GET IT ON
Google Play

Download on the
App Store

NEW LONDON CULTURAL DISTRICT



#NLCT



ExploreNewLondonCT.com