



# The TOWN OF NORWOOD

Commonwealth of Massachusetts

GENERAL MANAGER  
Tony Mazzuco

August 17, 2021

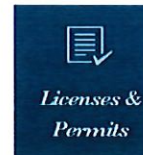
Re: Online Permitting and Licensing

This letter is being sent to individuals and businesses that have regularly applied for permits, licenses and approvals from the Town of Norwood.

I am excited to announce that the Town, like many communities across the Commonwealth, will transition to an electronic process commonly referred to as online permitting.

**We are scheduled to transition to the new system on August 31, 2021. As of that date, applications for licenses, permits and approvals, hereafter referred to as “permits”, will need to be submitted online via the Citizen Self Service site.** This change will affect most permits for the majority of Town Departments, Boards and Commissions. The Citizen Self Service site will be integrated with the Town of Norwood website and will be updated regularly as more applications become available online.

You will be able to access the new system at [www.norwoodma.gov](http://www.norwoodma.gov) and select the Licenses & Permits link in the blue ribbon on the main page.



The Town has spent the last two years working with consultants specializing in software for local government to customize an online permitting solution. The new online permitting software has many new benefits, such as automatic notifications when action is required by the applicant, online payment and transparency of all documents submitted both internally and externally connected with any application pending with a Town Department, Board or Committee.

The Town will provide a computer station with a scanner and printer, on the first floor of Town Hall in Room 11, across from the Building Department. For assistance, please don't hesitate to contact the department through which you are seeking a permit.

We welcome your feedback on the new process, as we work to continually improve the process for both applicants and Town staff.

Sincerely,

Tony Mazzuco, MPA, ICMA-CM  
General Manager