



# Good Neighbor Guide



## One Randolph, One Purpose

Improving the quality of life in our community  
through collective expectations



*Please support our generous Good Neighbors.  
This Guide would not have been possible without them!*

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## TRANSLATION INFORMATION

Translated copies of this guide are available in Vietnamese & Haitian Creole at the  
Town Hall, 41 South Main Street, Randolph.

## THÔNG TIN VỀ BẢN DỊCH

Có bản hướng dẫn đã dịch này bằng tiếng Việt & Haitian Creole tại  
Town Hall, 41 South Main Street, Randolph.

## ENFÒMASYON SOU TRADIKSYON

Kopi gid sa a ki tradui disponib nan lang Vyetnamyen ak Kreyòl Ayisyen nan  
Town Hall, 41 South Main Street, Randolph.

# Helpful Randolph Telephone Numbers and Information



EMERGENCY CALLS (Police, Fire, Ambulance).....	911
Police Department/Parking Clerk.....	(781)963-1212
Fire Department.....	(781)961-0992
Animal Control.....	(781)961-0946
Assessors.....	(781)961-0906
Building/Plumbing/Wiring Inspectors.....	(781)961-0921
Department of Public Works/Water/Sewer.....	(781)961-0940
Family Resource Center (Randolph Public Schools).....	(781)961-6247
Health Department.....	(781)961-0924
Housing Authority.....	(781)961-1400
Public Schools Superintendent's Office.....	(781)961-6200
Recreation Department.....	(781)961-0939
Senior Center/Veterans' Services.....	(781)961-0930
Tax Collector.....	(781)961-0913
Town Clerk & Registrar.....	(781)961-0900
Town Council.....	(781)961-0918
Town Manager.....	(781)961-0911
Turner Free Library.....	(781)961-0932
Town Website.....	<a href="http://www.TownofRandolph.com">www.TownofRandolph.com</a>

## Utility Companies

Comcast (Cable/Internet/Phone).....	1-800-266-2278
Columbia Gas Company.....	1-800-677-5052
National Grid (Electric).....	1-800-322-3223
National Grid (Gas).....	1-800-233-5325
Verizon (Cable/Internet/Phone).....	1-800-837-4966

## Randolph Community Television Channel Guide

Channel	Comcast	Verizon
Public Access <i>(Resident Information and Bulletin Board)</i>	8	30
Education <i>(School Committee Meetings/School Events)</i>	22	28
Government <i>(Town Council, Conservation Commission, Planning Board, Zoning Board Meetings)</i>	11	29

# Property Standards



**House Numbering.** When responding to an emergency call, a police officer, firefighter or rescue worker coming to your assistance can lose valuable time if they have difficulty locating your home. A prominent and visible house number is an essential part of identifying your home. Be sure your house number is large enough to be seen from the road and that it is also visible at night.

**Landscaping.** Landscaping is required in all front yards for all buildings and additions over 1,000 square feet and must be completed within one year from the date of occupancy of the building. Front yards shall be completely landscaped, except for those areas occupied by driveways, walls and paved walkways. In other words, you are not permitted to pave your front yard!

**Downspouts/Sump Pumps/Drainage.** Water from downspouts and sump pumps should never be connected to the town's sewer system. This can overwhelm the sewer system during storms. Please do not discharge your water so that it creates a flooding issue for neighboring properties. Placing drains or pipes that will discharge water or other liquids from private property onto town property or public ways is prohibited.

**Driveways.** No driveway shall be located within five feet of a hydrant, utility pole or catch basin. If you are having your driveway repaved, a permit must be obtained from the Building Department. For more information, call (781) 961-0921.

**Junk/Unregistered Vehicles.** The outdoor storage of **more than one** unregistered vehicle or any junk motor vehicle is prohibited. **The Randolph Police Department WILL TOW any unregistered vehicles (in excess of one) on any property in Randolph. To report junk vehicles, please call (781) 963-1212.**

## Property Standards (continued)



**Swimming Pools.** Any swimming pool with 24 inches of water or more requires a five foot fence, which must be locked to prevent unauthorized access to the pool. During the summer months, be sure to add the proper chemicals to your pool to help prevent the growth of mosquitoes, which can carry life threatening diseases. Once summer is over, the pool must be covered.

**Foreclosed/Abandoned Properties.** If you have a home in your neighborhood that is abandoned, it should have a designated property manager notice posted on the front door. If it does not, please contact the Board of Health by calling (781) 961-0924.

**Building/Electrical/Plumbing Permits.** Permits are necessary before beginning any renovation, demolition, addition or construction of any kind to your property, you must contact the Building Department at (781) 961-0921 to obtain a Building Permit. Building permits are necessary to ensure that work is being done in accordance with state building codes.

You will need an electrical, sprinkler or plumbing/gas permit to install or repair any equipment or fixtures covered by the state building, plumbing, gas or electrical codes. Only licensed plumbing, gas, sprinkler or electrical contractors can apply for these permits. Call the Building Department at (781) 961-0921 to be sure your home renovation project is being done properly and safely!



# Property Maintenance



**Grass Cutting.** Tall grass can attract ticks and rodents. Not only is it a common courtesy for your neighbors, but it is also a bylaw of the Town of Randolph. To report an overgrown lawn, please call the **Board of Health (781) 961-0924**. Well kept lawns and properties are the hallmarks of a nice neighborhood, so please, mow your lawn!

**Creeks and Detention Basins.** Property owners are responsible for maintaining the ditches, creeks and detention/retentions on their property. Not doing so can cause flooding on your property, as well as your neighbors.

**Fences.** It is strongly advised that you hire a Land Surveyor before installing a fence so that property lines can be determined. This is not a service that the Town provides. Be sure your fence will not be higher than six feet tall, and placement of the fence must not make it difficult for others when pulling out of their driveway or street. Digging up the ground on any street or sidewalk of the Town is prohibited, so it is important to know exactly where your property line is located.

**Driveway Paving.** Please be sure to call the Building Department before you pave a new driveway or re-pave an existing one. There are bylaws preventing too much pavement on your property, so be sure you are in compliance before the work is done to avoid having to rip-up an expensive paving job!

**Junk and Debris.** Please do not allow junk or debris to accumulate on your property. Not only is it unsightly, but it attracts rodents and insects.



# Animals



**Animal Control Officer : (781) 961-0946**

**Dog Licenses.** The owner or keeper of a dog must annually register and license their dog once it reaches six months of age at the Town Clerk's Office. The cost is currently \$15.00 for spayed/neutered dogs, and \$20.00 for dogs that are not spayed/neutered. There is a late fee of \$25.00 after April 1, in addition to the licensing fee. The owner must provide a valid rabies certificate from the vet. For your convenience, a Dog License Form is also attached to your annual Town Census, which is mailed each January.

**Leash Law.** All dogs must be on a leash in the Town of Randolph. The leash shall not exceed seven feet in length, and the dog must be attended by a person of adequate age and ability to control the dog.

**Barking.** It shall be unlawful for a dog owner, keeper, or kennel owner to allow a dog, or dogs, within the Town to bark in the open, outside of any building, or inside a building in such a manner as to be heard beyond the premises for more than 30 minutes during the hours of 7:00 a.m. and 9:00 p.m., or for more than 10 minutes during the hours of 9:00 p.m. and 7:00 a.m.

**Low Cost Rabies Clinic.** The Town of Randolph holds a low-cost rabies clinic each year in the early Spring for dogs and cats. Proceeds benefit the Dick Bustard Foundation, which provides care for stray and injured animals. For information, contact the Animal Control Officer.

**Animal Waste Removal.** Failure to clean up after your dog is punishable by a fine of up to \$50.00. Be sure to bring a bag when you take your pooch for a walk!



## Driving/Parking



**Speed Limits.** Please obey posted speed limits on all town streets. Speeding tickets result in insurance surcharges for the driver of the vehicle and speeding could endanger the safety of others.

**Crosswalks:** Always STOP for pedestrians waiting to cross on a crosswalk – it's the Law!

**Safety Vehicles.** Please remember to pull over to the right to allow ambulances, fire trucks and police cars with flashing lights and/or sirens to pass.

**School Buses.** If a school bus or a school van has its lights flashing and a stop sign extended, you must STOP -- It is the law. It does not matter which side of the road you are traveling on. Remain stopped until the lights stop flashing or the stop sign folds back. A first violation of this law can cause a license suspension and a \$250 fine.

**Handicapped Parking Spaces.** Anyone found parking in a spot reserved for handicapped parking who does not display a Handicap Placard will be issued a ticket of \$250. Keep in mind that even if you are waiting in your vehicle with the car running, you are taking up a spot that someone who is handicapped may need, and you can still be issued a ticket.

**Overnight Parking:** There is no overnight parking on any street from 2:00 a.m. to 6:00 a.m. **This law is in effect 365 days a year.** Violators of this regulation will be assessed a \$15.00 fine.

**Blocking Sidewalks.** There is NO parking on sidewalks at any time.





## Winter Restrictions

**Parking.** If you park in the street during a snowstorm or during a parking ban declared by the Chief of Police, you could be issued a ticket for “Interfering With Snow Removal,” which carries a \$15.00 fine and your vehicle may be towed at your expense. Please watch the Randolph Public Access Channel (Channel 8 on Comcast or Channel 30 on Verizon), as well as the Town of Randolph website for updates.

**Removing of Vehicles.** The Chief of Police shall have the authority to remove any vehicle interfering with snow removal or road work, and may impose upon the owner of such vehicle, liability for the cost of such removal and of the storage charges of said vehicle.

**Snow Removal.** No person engaged in the removal of snow shall cause snow to be deposited so as to obstruct any public way or sidewalk. Any person removing or clearing snow whether by snow plowing, snow blowing, shoveling or any other kind of snow removal, who deposits or leaves snow in a public way, shall be punished by a fine or penalty of \$300.

**Fire Hydrants.** Fire Safety is the responsibility of every member of the community. Please identify the fire hydrant nearest to your home and shovel a pathway to and around it. This will save precious time for firefighters responding to an emergency.



## Good Order/General Behavior



**Dangerous Weapons.** No person shall carry “nunchucks,” sabers, swords or similar weapons, knives having a blade in excess of two and one-half inches or other object or tool so redesigned, prepared or treated that it may be used to inflict bodily harm or injury. No person shall discharge firearms, arrows, pellets, or other substances capable of causing physical harm or property damage. Hunting is not allowed in the Town of Randolph.

**Fireworks.** Pursuant to Massachusetts state law, no person shall possess, sell or set off fireworks.

**Advertisements.** No person shall place any sign, or advertisement upon or against any wall, fence, post, ledge, stone, tree, building, telephone pole, sidewalk or structure on any street in town without the permission of the owner.

**Peddling & Soliciting - Permit Required.** No person shall sell, solicit or display goods or merchandise on public ways of the Town unless licensed to do so by the Town Council. No person shall hawk or peddle without registering with the Chief of Police.



**Yard Sales.** The Town of Randolph permits a yard sale to be conducted between the hours of 8 a.m. and Sunset; a maximum of 3 yard sales to be held at one address during one calendar year; and the sale shall not continue for more than 2 consecutive days. Permit applications can be obtained from the Randolph Police Department (781) 963-1212.

**Shopping Carts.** No person shall remove a shopping cart from a Business without written permission from the Business. Any person who removes a shopping cart from a business without written permission is subject to a fine in the amount of \$50.00.



## Good Order/General Behavior (continued)

**Home Businesses.** Randolph welcomes residents to have home businesses with the following requirements: (1) you must have a business certificate on file in the Town Clerk's Office, (2) your home business cannot change the residential character of your neighborhood, (3) you are allowed one additional employee, and (4) you cannot store or display goods or products outside of your home. All services or sales must be by appointment only. There are a limited number of businesses that are allowed in residential neighborhoods. To find out if your business is allowed in a residential area, contact the Building Department at (781) 961-0921.

**Auto Sales/Repair.** The sale or repair of automobiles, other than your own personal vehicle, is prohibited in residential areas.



**Noise.** In order to keep noise disturbances in our neighborhoods to a minimum, please follow these suggestions:

- Refrain from operating tools or equipment (i.e., leaf blowers and lawn mowers) from 8:00 p.m. - 7:00 a.m. on weekdays, and from 9:00 p.m. - 9:00 a.m. on weekends.
- Refrain from playing music and the use of loud speakers and public address systems from 9:00 p.m. – 8:00 a.m.

# Trash Pick-Up & Recycling



**Town of Randolph Board of Health: (781) 961-0924**

The Board of Health administers weekly trash pick-up. Recycling is picked up curbside every other week. Please know and follow your designated pick-up times. If you have white goods to be picked up (refrigerators, washing machines, water heaters, etc.), contact the Board of Health to arrange for pick up.

A “how-to” instructional guide with recycling guidelines and what items are recyclable is available on the Board of Health’s page on the Town’s website. Also visit [www.RecycleBank.com](http://www.RecycleBank.com) to learn how to earn points every time you recycle. The points can be used at places you like to shop in and around Randolph.

**Barrels and Trash Receptacles.** Do not place your trash barrels on the street more than 24 hours prior to pick up. Be sure to properly secure trash barrels and their contents and to retrieve the barrels once your trash has been picked up.

**Mercury Disposal.** Please do not dispose of items containing mercury in the trash. Mercury is toxic to people and wildlife and pollutes our environment. Some items that contain mercury include thermometers, thermostats, fluorescent light bulbs and button batteries. Please contact the Board of Health for information on how to properly dispose of these and any other items containing Mercury.

**Grease/Cooking Oil.** Please do not put grease or cooking oil down the drain in your sink. To properly dispose of it, allow the grease or cooking oil to cool, place it in an airtight container and place it in the trash.



## Public Safety



**Randolph Police Alert Network.** To sign for updates about crimes, emergencies and other information, go to [www.randolphmapolice.com](http://www.randolphmapolice.com) and click on “Sign Up for Citizen Observer Alerts.”

**Jaywalking/Sidewalks.** Jaywalking is defined as the illegal or reckless pedestrian crossing of a roadway. When crossing a street, please use the designated crosswalks or appropriately marked way. Be Safe! When walking, if a sidewalk is available, use it!

**Pot Holes/Street Lights Out.** To report a pothole or a street light that needs repair, contact the Town Manager’s Office at (781) 961-0911, or go to [www.TownofRandolph.com](http://www.TownofRandolph.com) and click on “Report a Pot Hole” or “Report a Street Light Out.” You will need to know the pole number of the broken street light when you call.

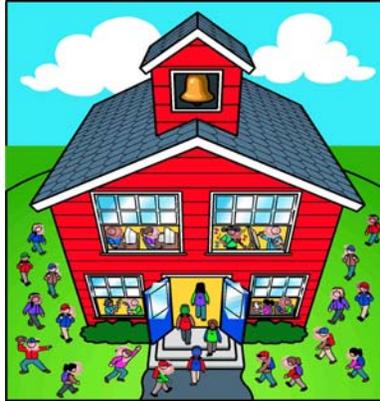
**Good Neighbors Look Out for Each Other.** To report suspicious situations to the Randolph Police, or if you and your neighbors would like to form a neighborhood watch, call the police department at (781) 963-1212. You may also submit an **anonymous** tip by texting the keyword **WATCH**, along with your message to **847411**.

**Car Seat Installation.** The Randolph Fire and Police Departments are certified child car seat installation locations. Call the Fire Dept. at 781-961-0991, or the Police Dept. at 781-963-1212, for an appointment.

**Fire Safety Reminder!** Be sure to replace the batteries in all the smoke alarms and carbon monoxide detectors in your home when you set your clocks for daylight savings time.



# Public Schools and Playgrounds



## Elementary Schools

### **M.L. Donovan School**

123 Reed Street  
781-961-6248

### **J.F. Kennedy School**

20 Hurley Drive  
781-961-6211

### **E.G. Lyons School**

60 Vesey Road  
781-961-6252

### **M.E. Young School**

30 Lou Courtney Drive  
781-961-6256

## Middle School

### **Randolph Community Middle School**

225 High Street  
781-961-6243

## High School

### **Randolph High School**

70 Memorial Parkway  
781-961-6220

**Playgrounds.** There are six playgrounds in Randolph for your enjoyment. Four are located at our elementary schools, one is located at the former Devine School and our signature playground is Imagination Station. All elementary school playgrounds are open to the public, except during school hours. Imagination Station is the town's largest playground, which also features a splash pad! It is located off of North and Pleasant Streets (Behind the Zapustas Ice Arena) and is open to the public each day until dusk. The splash pad is open during the Summer season.

**Powers Farm – A Community Park.** Located at 592 North Main Street, the park is made up of 22 acres of open space, wetlands, walking trails, a picnic pavilion and a toddler play space. For more information, visit [www.TownofRandolph.com](http://www.TownofRandolph.com) or call Randolph Recreation at 781-961-0939



## Water Ban Information



### The Town of Randolph water ban includes 5 phases that must be followed.

**Phase 1.** The use of all automatic watering devices and soaker hoses is prohibited. Only the use of hand held hoses with a shutoff nozzle shall be allowed. No organized car washes shall be allowed from June 1<sup>st</sup> to September 1<sup>st</sup> of the year. The filling of in-ground or above-ground swimming pools from the municipal water supply shall be prohibited after June 1<sup>st</sup> of the year. This phase is in effect at times when further restrictions are not required.

**Phase 2 (Includes Phase 1).** When reservoirs are below 80% full, a further restriction shall be implemented as follows: Outside water use is restricted to the hours of 7:00 A.M. – 10:00 A.M. and 6:00 P.M. – 9:00 P.M.

**Phase 3 (Includes Phase 2).** When reservoirs are below 70% full (with incoming water), a further restriction shall be implemented as follows: Outside use of water Phase 2, the hours would be reduced to 6:00 P.M. – 9:00 P.M. only.

**Phase 4 (Includes Phase 3).** When reservoirs are below 70% full (with no incoming water), a further restriction shall be implemented as follows: There shall be no outside use of water.

**Phase 5 (Includes Phase 4).** When reservoirs are between 50% and 40% full, a further restriction shall be implemented as follows: All outside watering shall be prohibited as in Phase 4 and all use of nonessential water is prohibited.