Mayor Edward A. Bettencourt, Jr. has declared a local state of emergency for Peabody in response to the COVID-19 pandemic.

In light of the ever-evolving situation here in the Commonwealth, the difficult decision was made to close all city buildings to the public until further notice. This decision was made to help limit in-person contact while also continuing to provide city services to residents and business owners.

While we certainly understand this situation is not ideal, we are proceeding with the well-being of our citizens and staff in mind. We encourage everyone to closely follow information from the Massachusetts Department of Health (DPH), Peabody Health Department, and the Centers for Disease Control and Prevention (CDC) and exercise good judgment and caution.

We are asking that the public use our on-line payment and services portal (www.peabody-ma.gov) and contact us via email and telephone with any questions that you may have. Essential business with the City requiring an in-person transaction must be conducted outside of City buildings by appointment through each department. Residents are encouraged to use the on-line servers and the drop box on the Chestnut Street side of City Hall for bill payment. Again, other business will be conducted by phone or email.

Please see the telephone contact numbers below for frequently visited departments:

- Assessors: 978-538-5716
- Building: 978-538-5724
- Conservation: 978-538-5782
- Council On Aging/Torigian Senior Center: 978-531-2254
- Department of Public Services: 978-536-0600
- Fire Department (business line): 978-531-2200
- Health Department: 978-538-5920
- Human Resources: 978-538-5721
- Police Department (business line): 978-538-6385
- Parks, Recreation & Forestry: 978-536-7133
- Peabody Municipal Light Plant: 978-531-5975
- Clerk’s Office: 978-538-5756
- Collector: 978-538-5748
- Treasurer: 978-538-5760
- Veterans Services: 978-538-5928
Collector’s Office
- The City’s online payment system allows residents to pay real estate, personal property, and motor vehicle excise taxes online, in addition to paying water/sewer bills. Please visit www.peabody-ma.gov and go to Payment Center.
- The payment drop box continues to be available 24/7 at the entrance on the Chestnut Street side of City Hall.

Peter A. Torigian Senior Center
- Administrative offices will be CLOSED to the public until further notice. Staff will be responding to calls and emails, but please do not come to the offices in person. The Senior Center is offering meal delivery and transportation on a limited basis. Please call 978-531-2254 for more information.

Building Department
- The Building Department will only be accepting applications online and will not be servicing any walk-in customers as contractors and homeowners are able to apply for, pay for, and print permits from the City of Peabody website, www.peabody.ma.gov and go to Online Services.
- All essential inspections will be conducted on a case-by-case basis decided by the individual inspector.
- Please call 978-538-5724 should you have any questions.

Department of Public Services/Water Department
- The Department of Public Services administrative offices will be CLOSED to the public until further notice. Staff will be responding to calls and emails, but please do not come to the offices in person.
- The Drop Off Recycling Center at the Department of Public Services will be open for yard waste and recycling disposal.
- Curbside trash and recycling pickup will continue on a regular schedule unless otherwise noted.

Peabody Institute Library
- The Main Branch of the Peabody Institute Library is offering contactless curbside pickup of books and materials by calling 978-531-0100 or email at pea@noblenet.org. Digital library resources can be accesses at https://noble.overdrive.com/noble-peabody/content

Parks, Recreation & Forestry Department
- Please call 978.536.7130 for information on Programs and Services

The McVann/O’Keefe Skating Rink and The Meadow at Peabody Golf Couse
- Closed until further notice.

City Clerk’s Office
- You may register to vote, update your address and/or party, update your name or check registration information by visiting the Secretary of State’s Online Voter Registration System: https://www.sec.state.ma.us/ovr/
- City census forms should either be mailed or placed in the drop box at the Chestnut Street side of City Hall.
- For all other essential transactions, such as death certificates and marriage licenses, please access the City website, www.peabody-ma.gov and/or call the City Clerk’s Office to schedule an appointment.

Veterans Services Office
The Veterans Services Office will be open by appointment only by calling 978-538-5928.

As a reminder:
- Take actions to avoid the spread of respiratory viruses like the flu and COVID-19, such as washing your hands frequently for 20 seconds with soap and warm water (or use an alcohol-based hand sanitizer when soap and water are not available), avoiding people who are sick, avoiding touching your eyes, nose, or mouth, and covering your cough or sneeze with a tissue. People who are sick should stay home and not go into crowded public places or visit people in hospitals.
- Anyone who is experiencing a fever and/or respiratory illness and is concerned they have either come into contact with the virus or traveled to an affected country within the last 14 days is advised to contact their primary health care provider.
- Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks phones, keyboard, toilets, faucets, and sinks. If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.
- Get the flu vaccine.
- Stay home if you are sick.
- Think about your own personal preparedness for you and your family (https://mass.gov/know-plan-prepare).

For the most up-to-date public health information, please visit these websites:
- Massachusetts Department of Public Health: http://www.mass.gov/2019coronavirus
- Massachusetts 2-1-1

The City of Peabody continues to monitor this situation very closely and will provide further updates on the City’s website and various social media platforms as new information becomes available:

City Website: https://www.peabody-ma.gov
City Facebook: Facebook.com/Peabody.Gov/
City Twitter: @CityofPeabodyMA

For School News and Updates:
School Website: https://peabody.k12.ma.us/
School Twitter: @Peabody Public

Peabody TV: Facebook.com/Peabody TV; Twitter: @peabodyaccess; www.peabodytv.com