November 19, 2026

Re: Building Department Availability and Means of Contact

To the Members of the Public,

Jonathan Abbott and I have greatly enjoyed our time so far serving your community through the Building Department and working with residents, contractors, and property owners. As we continue to settle into our roles, I would like to take a moment to address an ongoing misconception that appears to be causing some confusion regarding our availability and the various means of contacting our office.

While the Building Department's posted office hours indicate the times we are scheduled to be physically present at Town Hall, they do not represent the only times we are available to assist the public. We conduct inspections throughout the week and remain available to address questions, concerns, and other building-related matters outside of our posted office hours. I want to emphasize that our availability is not limited to a particular day of the week or the hours listed on the Town's website.

I encourage everyone to reach out whenever assistance is needed, whether through the Town Hall office line, email, or directly on my work cell phone. For inspections, questions, or general assistance, please do not hesitate to call or text me at 860-846-5506. Our goal is to remain accessible, responsive, and accommodating to the needs of the community, and we look forward to continuing to serve you.

Sincerely,
John J. Papp
Building Official

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John J Papp
Building Official - Town of Norfolk

Jonathan Abbott
Assistant Building Official - Town of Norfolk

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