



# *Connecticut Association of Assessing Officers*

*CAAO Research / Historian Committee*



## *Covid-19 Home Inspection Survey Results Survey request October 1, 2020*

The pandemic has altered the world in many ways and the inspection of property by assessors is no different. Show in this report is the result of a survey of Connecticut assessors and how they went about their field inspections for the October 2020 Grand List. **The survey is shown on the following 18 pages.** The CAAO Research / Historian Committee thanks Middlebury Assessor Chris Kelsey for helping with this report.

## Copied as Presented

<b>Town Name</b>	<b>How much time lag was there in starting your fieldwork.</b>
Ansonia	
Ashford	None.
Beacon Falls	4 months
Bloomfield	4 months
Branford	Several months
Burlington	None
Canterbury	2-3 months
Colchester	None
Columbia	None
Cromwell	3 Months
Darien	6 weeks
East Hartford	Not much, not much field work to do because of Covid
East Haven	None
East Lyme	3 months
Essex	None
Franklin	None at all
Glastonbury	About 4 weeks
Greenwich	3 months
Guilford	4 weeks
Hampton	2 months
Hartland	None
Hebron	None
Killingly	30 days
Ledyard	2 months
Litchfield	Would have been none but I broke my ankle.
Manchester	3.5 months
Manchester	About three months
Manchester personal property	None
Mansfield	3 months
Marlborough	We are in a revaluation year.
Meriden	We started June 1, 2020
Middlebury	Months
Middlefield	5 months
Middletown	2 month
Milford	About 2 months
Milford	6-7 Months
Naugatuck	3 months
Norwalk	About 3 months
Plainfield	None
Rocky Hill	3 months
Salisbury	None
Seymour	5 months
Somers	None
Southington	1 month

Stratford	3 months
Thompson	3 months
Tolland	2 months
Torrington	2 months
Vernon	3 months
Wallingford	None
Warren and Roxbury	A few months
Watertown	Three months
Westport	3 months
Wethersfield	Yes-have not started yet
Windham	2 months
Windsor	3 months
Wolcott	4 1/2 months
Woodbury	Off by a few months didn't start in spring
Woodstock	

<b>Town Name</b>	<b>What month did you start field inspection?</b>
Ansonia	September
Ashford	July
Beacon Falls	August
Bloomfield	August
Branford	Exteriors were mostly drive by's, August
Burlington	September
Canterbury	September
Colchester	April
Columbia	August
Cromwell	June
Darien	May 20th
East Hartford	July
East Haven	April
East Lyme	July
Essex	September
Franklin	August
Glastonbury	May
Greenwich	June
Guilford	September
Hampton	June
Hartland	July
Hebron	September
Killingly	May
Ledyard	May
Litchfield	Normally August- September
Manchester	July 20th
Manchester	June
Manchester personal property	May 2020 drive-by only
Mansfield	May
Marlborough	September

Meriden	June 1, 2020
Middlebury	August
Middlefield	September
Middletown	April
Milford	Late September
Milford	September
Naugatuck	July
Norwalk	Late June early July
Plainfield	September
Rocky Hill	July
Salisbury	August
Seymour	August, 2020
Somers	Sept
Southington	May
Stratford	July
Thompson	August
Tolland	September
Torrington	June
Vernon	Late July 2020
Wallingford	October 19th
Warren and Roxbury	September
Watertown	September
Westport	June
Wethersfield	Have not started
Windham	September
Windsor	August
Wolcott	August
Woodbury	July
Woodstock	May

<b>Town Name</b>	<b>When did you start interior inspections?</b>
Ansonia	September
Ashford	July
Beacon Falls	Only for new construction
Bloomfield	August
Branford	Not doing interiors.
Burlington	Didn't - sent letters
Canterbury	September
Colchester	Never stopped completely; redefined when needed
Columbia	September
Cromwell	We didn't this year
Darien	May 20th
East Hartford	Never stopped
East Haven	No specific date
East Lyme	Did not do interior unless vacant
Essex	Not going in because of COVID-19
Franklin	Last two weeks in September

Glastonbury	We do very few, most are new construction
Greenwich	Not doing interior inspections at this time
Guilford	Haven't
Hampton	June
Hartland	
Hebron	September
Killingly	Mid July
Ledyard	June
Litchfield	Have not done any
Manchester	July 20th
Manchester	July
Manchester personal property	August 20th
Mansfield	May
Marlborough	No interior inspections.
Meriden	Didn't really stop just used safety measures
Middlebury	August
Middlefield	N/A
Middletown	April
Milford	Late September
Milford	September
Naugatuck	July Did a few for the BAA when the owner requested an inspection mostly because of a pending sale. For the most part we accepted photos.
Norwalk	
Plainfield	September
Rocky Hill	July
Salisbury	August
Seymour	August, 2020
Somers	
Southington	June
Stratford	Have not
Thompson	Only doing interior prior building occupied
Tolland	September
Torrington	June
Vernon	None with the exception of crumbling foundations
Wallingford	October 19th
Warren and Roxbury	September
Watertown	September
Westport	July
Wethersfield	Will not be doing interior in person
Windham	Currently not doing them. Only exterior
Windsor	None. - Info at door
Wolcott	August
Woodbury	Not doing interior unless the homeowner requests
Woodstock	May

**Continued next page**

<b>Town Name</b>	<b>How did you conduct interior inspections?</b>
Ansonia	No appointment
Ashford	With a mask on.
Beacon Falls	Interior inspections were only done on finished new constructions at the time the CO issued
Bloomfield	Required the wearing of face masks and the building to be empty except for the owner
Branford	Letters requesting pictures/video. Pictures via email, videos are submitted to a Drop box file set up by our IT department specifically for our inspections. Sent letters that would be adding value by plans submitted. Told them they could call or send pictures if they would like.
Burlington	In person
Canterbury	With owners permission & amp; ALL wearing masks
Colchester	Asked for pictures and videos but did in person when necessary
Columbia	Based interior on best available information
Cromwell	Utilized the detail received by our building dept. (land use software) and the MLS
Darien	Some by MLS listings, some by Building dept. pictures, and going to the property.
East Hartford	On request only
East Haven	Offered to do zoom or Face Time. Used Realtor.com for many interior photos used listings as virtual inspections
East Lyme	Verbal information at the door if absolutely necessary
Essex	Some through Face Time and photos of completed work.
Franklin	
Glastonbury	
Greenwich	N/A
Guilford	N.A.
Hampton	Masked, distanced and quickly
Hartland	Phone call and mailers
Hebron	Sent a letter to owner; if they felt comfortable with me coming in I did, if not they sent video or pictures. I also have access to the Building Dept. system so I'm able to follow the Building Inspector's progress. Prior to entering a home I would verify that the person(s) who live there did not have any Covid symptoms or had been in contact with anyone who has or potentially has Covid in the past 30 days
Killingly	Mask and distancing
Ledyard	In person
Litchfield	I ask for homeowner permission to enter their property with my mask on to do property with my mask on to do interior inspection. They generally allow me in. A handful did not. They either give me the information at the door or send me pictures by email.
Manchester	Case by case basis
Manchester	

Manchester personal property	From shop window Made appointments, wore mask, practiced social distancing between property appraiser and homeowner, and inspections conducted as quickly as possible.
Mansfield	Letters, Skype, questions at door
Marlborough	Walked through the property
Meriden	As normal, with a mask, depending on homeowner
Middlebury	n/a
Middlefield	Usually verbally at the door, unless it was new inspections.
Middletown	Cold calls, wearing a mask
Milford	By appt only
Milford	Asking owners to leave
Naugatuck	
Norwalk	
Plainfield	In person or through pictures/videos
Rocky Hill	Normal way
Salisbury	As always but with masks
Seymour	Routine. Rarely wore a mask Wrote a letter requesting inspections. Went in with a mask on. If something insignificant just interviewed them on the phone
Somers	At first at the door, then inside with mask, not touching anything, door knobs as well - if the homeowner allowed which most did
Southington	Face Time or videos sent to us.
Stratford	We are utilizing zoom
Thompson	With masks, limited time inside the home
Tolland	Letters & amp; Phone calls
Torrington	Letters & amp; Phone calls
Vernon	New construction inspections in October, other wise none. When Covid hit in mid March of 2020 we suspended interior inspections and switched to taking information from the door with social distancing or by phone interviews. We continued to conduct exterior inspections and measures.
Wallingford	
Warren and Roxbury	By phone, email, info from the building inspector
Watertown	Full interior as normal
Westport	Video/Face Time/Android Video
Wethersfield	Would maybe consider zoom? Not there yet
Windham	N/A
Windsor	
Wolcott	Only in vacant properties or by owners request Mostly by interview with Building Inspector and homeowner
Woodbury	
Woodstock	Physical inspection with a mask

<b>Town Name</b>	<b>How did the public react to interior inspections?</b>
Ansonia	Work was contracted out
Ashford	No problem.
Beacon Falls	Did not interact with the public for interior inspections
Bloomfield	No issues Some people asked us to come in anyway, but many found it quick and easy to submit requested info. Then we could ask for more via email if needed, which was very helpful. Some people didn't respond to the letters, so I went and knocked on doors and asked in person for detailed info, pics/vids, or left a door hanger and card.
Branford	Didn't ask. Our Building Inspector is having his interior inspections done by residents sending photos.
Burlington	OK with precautions in place
Canterbury	
Colchester	If they refused, we were ok with it. Many said yes and allowed it
Columbia	Mostly good. Some did not want anyone in house.
Cromwell	Understood why we didn't inspect.
Darien	Very positive- we have no public contact
East Hartford	50/50
East Haven	Fine
East Lyme	Mixed
Essex	No reaction
Franklin	Understandable but I preferred not to go inside
Glastonbury	We have not attempted many
Greenwich	N/A
Guilford	
Hampton	Public was less concerned than me
Hartland	Did not want them
Hebron	I had a few that did not want me entering.
Killingly	Most were fine with it
Ledyard	They were only by appointment, with their permission only
Litchfield	No answer
Manchester	Their reactions were generally calm.
Manchester	Better than expected
Manchester personal property	N/A Interior inspections pertained to crumbling foundations, with the homeowner anticipating an assessment reduction, so response was favorable.
Mansfield	
Marlborough	No problems
Meriden	They didn't
Middlebury	Most were ok, some just gave info at the door
Middlefield	Some were a bit leery of letting anyone in
Middletown	Fine. No problem
Milford	So far, very well
Milford	Ok for the most part, some said no.
Naugatuck	Some good some bad I have not encountered any taxpayer that was willing to let me in to do an interior inspection without a prior appointment.
Norwalk	



Plainfield	Very low response, about 25%
Rocky Hill	Hit or miss
Salisbury	Fine
Seymour	No problem.
Somers	Mostly accommodating
Southington	I only did the interior with their ok, most were fine, elderly were the only folks who did not allow
Stratford	Fine
Thompson	Zoom works well
Tolland	With some resistance
Torrington	Fine
Vernon	Foundations, stayed upstairs. Before Covid the public was okay with inspections. People were relieved when we suspended interior inspections and switched to taking information from the door. There were some complaints after Covid hit but not many.
Wallingford	
Warren and Roxbury	Not receptive A few wanted Face Time inspections, others allowed walk thru with masks
Watertown	
Westport	Those that responded were ok with the video tour.
Wethersfield	Have not asked
Windham	N/A
Windsor	
Wolcott	Interior inspections are only by owners request
Woodbury	A lot do not want anyone inside
Woodstock	Welcoming

<b>Town Name</b>	<b>Did you use any video for inspections?</b>
Ansonia	No
Ashford	No.
Beacon Falls	No
Bloomfield	No
Branford	Yes
Burlington	No. Building Inspector advised against... Too cumbersome.
Canterbury	No
Colchester	Not yet, but we are talking about it.
Columbia	If taxpayer sent one then yes
Cromwell	No
Darien	Only exterior photos
East Hartford	No
East Haven	No
East Lyme	No
Essex	No
Franklin	Yes Face Time when applicable
Glastonbury	No
Greenwich	No

Guilford	Photos & Video
Hampton	I offered virtual tours and viewed online listings
Hartland	No
Hebron	Yes, for those that preferred I did not go into their homes.
Killingly	No
Ledyard	No
Litchfield	No
Manchester	No
Manchester	No
Manchester personal property	No
Mansfield	Video recordings were not done by any Town Departments.
Marlborough	Not that I know of so far
Meriden	No
Middlebury	No
Middlefield	No
Middletown	No
Milford	No
Milford	No
Naugatuck	No
Norwalk	So far just photos were sent in. I am willing to accept videos as well.
Plainfield	It was an option but no one used it
Rocky Hill	No, not as of yet
Salisbury	No
Seymour	No
Somers	No
Southington	For one
Stratford	Yes
Thompson	Zoom
Tolland	No, lots of pictures though
Torrington	Don't have that available to us
Vernon	No
Wallingford	No
Warren and Roxbury	No
Watertown	Yes
Westport	Yes
Wethersfield	Would consider video/photos
Windham	N/A
Windsor	No
Wolcott	We are setting up a video inspection process
Woodbury	No
Woodstock	No

<b>Town Name</b>	<b>Did you use data mailers or like forms?</b>
Ansonia	No
Ashford	N/A
Beacon Falls	No
Bloomfield	No
Branford	Not for permit inspections.
Burlington	Mail merged letters.
Canterbury	Not for permits
Colchester	No.
Columbia	No
Cromwell	No
Darien	No
East Hartford	No
East Haven	Relied on info from the Building dept.
East Lyme	No
Essex	No
Franklin	No
Glastonbury	No
Greenwich	No
Guilford	No
Hampton	My practice is to send property cards to all inspections with changes to review with owners
Hartland	Yes
Hebron	Yes I generated data mailers for specific improvements
Killingly	No
Ledyard	Yes
Litchfield	No
Manchester	No
Manchester	No
Manchester personal property	No
Mansfield	No data mailers or forms were utilized.
Marlborough	Yes
Meriden	No
Middlebury	No
Middlefield	No
Middletown	No
Milford	No
Milford	No
Naugatuck	No
Norwalk	
Plainfield	Yes, if no one response
Rocky Hill	No
Salisbury	Yes
Seymour	No
Somers	We are doing a revaluation this year so yes
Southington	We are in Reval. Reval did use data mailers
Stratford	No

Thompson	No
Tolland	No
Torrington	No
Vernon	No
Wallingford	Yes
Warren and Roxbury	Field cards
Watertown	No
Westport	Yes
Wethersfield	i send letters to get in touch with owners
Windham	Yes
Windsor	No
Wolcott	We will be using them for uninspected properties
Woodbury	We always use sales verification forms, did some questions by mail
Woodstock	No
Somers	We are doing a revaluation this year so yes
Southington	we are in Reval. Reval did use data mailers
Stratford	no

<b>Town Name</b>	<b>What personal protective equipment (PPE) did you use</b>
Ansonia	Work was contracted out
Ashford	Mask
Beacon Falls	Mask
Bloomfield	Masks, gloves
Branford	Mask, baby wipes, hand sanitizer
Burlington	Wore a mask.
Canterbury	Mask, gloves
Colchester	Masks, wipes, sanitizer
Columbia	Mask only
Cromwell	Masks
Darien	Masks and sanitizers
East Hartford	Mask and hand sanitizer.
East Haven	Mask
East Lyme	Masks
Essex	Mask, hand sanitizer, sanitizing spray, gloves
Franklin	Face mask and hand sanitizer
Glastonbury	Masks
Greenwich	Facemasks
Guilford	Masks/hand sanitizer
Hampton	Mask or cloth face cover
Hartland	Gloves, sanitizer and mask Mask, gloves, hand sanitizer and wipes; also, I did not touch any area of a property owners home - I would ask them to open and close doors.
Hebron	
Killingly	Face mask and latex gloves
Ledyard	Mask
Litchfield	Mask, sanitizer

Manchester	Mask and gloves
Manchester	Masks, gloves, hand sanitizer
Manchester personal property	Face mask
Mansfield	Mask.
Marlborough	All PPE equipment
Meriden	Mask and gloves
Middlebury	Mask
Middlefield	Mask, when needed
Middletown	Masks & hand sanitizer
Milford	Mask
Milford	Face mask & hand sanitizer
Naugatuck	Mask, gloves
Norwalk	Just a mask
Plainfield	Masks
Rocky Hill	Face covering
Salisbury	Masks
Seymour	Once I had to wear a mask. Other interior inspections, no problem
Somers	Masks
Southington	Mask and at first gloves, sanitizer
Stratford	Masks
Thompson	Mask
Tolland	Mask only
Torrington	Mask
Vernon	Masks and gloves
Wallingford	Masks and gloves
Warren and Roxbury	Mask and gloves measuring
Watertown	Mask
Westport	Mask
Wethersfield	N/A
Windham	Mask
Windsor	Mask
Wolcott	Masks, gloves, sanitizing wipes, hand sanitizer
Woodbury	Mask
Woodstock	Mask

**Town Name**

**If you are doing a revaluation, how are they doing**

Ansonia	N/A
Ashford	We are starting our revaluation in February 2021. We hope to do interior inspections for all properties during this revaluation but if the Governor has not lifted restrictions we will use data mailers instead of interior inspections. Each property will have an exterior inspection with verification of measurements done by the reval company.
Beacon Falls	N/A
Bloomfield	Not a reval year
Branford	N/A
Burlington	HAD TO FOREGO INSPECTIONS FOR DATA MAILERS
Canterbury	

Colchester	We are a 2021 town who contracted for data mailers. Its too early to determine if we will need to go into anything.
Columbia	Not until next year
Cromwell	N/A
Darien	N/A
East Hartford	N/A
East Haven	Data mailers
East Lyme	
Essex	N/A
Franklin	No
Glastonbury	
Greenwich	N/A
Guilford	N.A.
Hampton	
Hartland	Same as above
Hebron	N/A
Killingly	N/A
Ledyard	Excellent
Litchfield	No
Manchester	No interior inspection at the moment, just exterior inspection.
Manchester	2021 reval, exterior only inspections by Vision
Manchester personal property	
Mansfield	N/A
Marlborough	All answers above My revaluation is for 2020. Executive order 7s only refers to the 2020 reval. So inspections as usual. However we are sending data mailers to kick off the reval rather than as a last resort for an inspection. We are kicking off the revaluation this month with the form and will begin boots on the ground November 1, 2020
Meriden	
Middlebury	N/A
Middlefield	Haven't started collecting any field data
Middletown	N/A
Milford	
Milford	
Naugatuck	N/A
Norwalk	N/A
Plainfield	N/A
Rocky Hill	
Salisbury	FINE, USED DATA MAILERS
Seymour	Suspended. Make any changes during informal hearings. Interior inspections were suspended...measuring outside of building and interviewing at the door for interior
Somers	Once Covid started - they stopped interior inspections, done at the door or over the phone
Southington	
Stratford	
Thompson	N/A
Tolland	N/A
Torrington	N/A
Vernon	2021 REVALUATION, WILL USE DATA MAILERS

Wallingford	Already answered
Warren and	
Roxbury	
Watertown	
Westport	THEY ARE PROCEEDING AS PLAN WITH THE SAME RESTRICTIONS
Wethersfield	I AM OPERATING UNDER
Windham	N/A
Windsor	N/A
	We will be starting inspections for a 2021 revaluation. The reval
	company will be taking information at the door. Assessor's office
	will conduct any virtual or in person interior inspections.
Wolcott	N/A
Woodbury	
Woodstock	

<b>Town Name</b>	<b>What precautions did you take to make sure the vehicle you use for field work was sanitized</b>
Ansonia	Work was contracted out
Ashford	Nothing besides hand sanitizer.
Beacon Falls	I use my personal vehicle
Bloomfield	Only one person per vehicle
	I was the only one using it, didn't touch my face, washed and
Branford	santized my hands before and after inspections.
Burlington	I just used my own car. No one else was in it but me.
Canterbury	NONE
Colchester	We use our own personal vehicles and take mileage reimbursement.
Columbia	None used personal car only
Cromwell	None
Darien	We use our own
East Hartford	Use my own.
East Haven	None
East Lyme	Only used by myself and my clerk
Essex	Personal vehicle
Franklin	Used my private vehicle
Glastonbury	
Greenwich	Using Town vehicles
Guilford	USED SANITIZING WIPES
Hampton	There are sanitary wiped and hand santizer in my vehicle
Hartland	Its my personal vehicle
Hebron	I have a designated vehicle for the Assessor's Office only
	I was the only one using the vehicle and I always sanitized after
Killingly	each use
Ledyard	Sanitizing wipes after use
Litchfield	Haven't done any
	I am mostly the only one that use the vehicle for field work.
Manchester	I use hand sanitizer frequently.
Manchester	Masks, gloves, hand sanitizer

Manchester personal property	ITS MY PERSONAL VEHICLE NOT TOWN VEHICLE The property appraiser used a town vehicle of which, she was the only one to drive said vehicle. No other driver from our department used the vehicle during this time and she drove with the windows open.
Mansfield	
Marlborough	Data Collectors used their own cars. Not sure what they did We sanitized and wiped down all tools and vehicles before exiting the vehicle
Meriden	
Middlebury	I am the only one using the car, no issue
Middlefield	it's my own car
Middletown	None. Car was only used by one person
Milford	I have both wipes and liquid sanitizer in my car
Milford	We do not share cars
Naugatuck	
Norwalk	
Plainfield	Sanitized hands
Rocky Hill	Disinfected vehicle prior to use
Salisbury	NONE, MY PERSONAL CAR IS USED
Seymour	none
Somers	None
Southington	it is only used by 2 people in our office. wipes are in the car.
Stratford	None we all have are own car
Thompson	None
Tolland	wipe down shared town vehicle every time accessed
Torrington	Sanitizing wipes
Vernon	CLOREX WIPES That was left to the reval company to monitor. We required that field personnel must wear a mask and sanitary gloves.
Wallingford	
Warren and Roxbury	I used my own vehicle for exterior inspections
Watertown	Used my own vehicle and was paid mileage
Westport	I AM THE ONLY USER SO I JUST WIPE IT DOWN
Wethersfield	n/a
Windham	TOWN VEHICLE/ONLY USER
Windsor	Wipes, spray & mask & Personal vehicle
Wolcott	Used personal vehicle
Woodbury	I use my own vehicle
Woodstock	My own personal vehicle was used

**Other information that could be helpful?**

<b>Town Name</b> Ansonia	
Ashford	There have been zero objections from property owners.
Beacon Falls	
Bloomfield	
Branford	



Burlington  
Canterbury  
Colchester

We are asked symptom questions and temperature taken when come in and when leave for the day

Columbia  
Cromwell

None

Using the Building department and Planning departments land use software we ride their inspection coat tails as all building projects are ever changing.

Darien  
East Hartford  
East Haven  
East Lyme

Essex

My inspections are contracted out. I am relying heavily on the building permit files this year.

Franklin

Franklin only had four interior inspections that needed to complete for 2020 GL.

Glastonbury  
Greenwich

In some cases we ask the owner to call us to discuss their project, rather than have an interior inspection. This works out very well.

Guilford

CHECKED BLDG INSPECTIONS &  
PLANS, MADE NOTES IN CAMA

Hampton has very little construction activity I made a lot of calls and discussed construction with building dept. Used building plans and followed up with exterior inspections. Homeowners were happy to send photos if they did not know how to use a live stream app or Face Time option

Hampton  
Hartland  
Hebron  
Killingly  
Ledyard  
Litchfield

Manchester

I believe it also has to do with how we approach the homeowner. If we respect their space they will be comfortable to allow you to do your job.

Manchester

I hope we get past this pandemic soon

Manchester  
personal property

MUCH OF PERSONAL PROPERTY FIELDWORK IS DRIVEN BY...EITHER THEY ARE HERE OR NOT....IT IS DIFFICULT TO TELL WHETHER BUSINESS IS TEMPORARILY CLOSED OR PERMANENTLY CLOSED...

MANY TIMES PP WAS STILL THERE BUT BIZ IS NOT OPEN..OUR TAKE IS WE WILL FIND OUT WHEN DECLARATIONS ARE RETURNED

The Assessor Department has access to the Magnet Software System that the Building Department utilizes to record and track building permits, inspections and plans. In tandem, the building inspector would take photographs of the property during their permit inspections, which enabled our office to update our property records virtually for the most part.

Mansfield  
Marlborough

Meriden

Safety measures were taken at each property. An interior was necessary; initially we told them we would call back in the fall. As time went on and phasing in of restrictions were reduced we asked for interiors and only went in if the environment was safe and the

Middlebury	property owner was comfortable. I was home for almost a month March/April then i was part time till June, my clerk never came back, didn't get office help until august Any real estate web site is very helpful for interior and exterior information
Middlefield Middletown Milford	Inspection letters were sent and if no response they have been notified that someone will go to the property as time allows.
Milford Naugatuck Norwalk Plainfield Rocky Hill Salisbury	We will do interior inspections if, at the informal hearing, story sounds fishy
Seymour Somers	Most folks were okay when I said I would not touch anything, keep the mask on and stand far away (which I do routinely anyway)
Southington Stratford Thompson	Several homeowners have refused inspections, while other have been resistant to interior inspections due to COVID
Tolland Torrington Vernon	We ran a news article and sent letters explaining that we were following CDC protocols
Wallingford Warren and Roxbury Watertown Westport Wethersfield Windham Windsor Wolcott Woodbury Woodstock	N/A