

Strafford County Tax Collectors Association

Annual Meeting Minutes

Date: Monday, August 17, 2026

Time: 5:30 PM–7:29 PM

Host: Brian LeClerc, Milton, NH

Attendance

Strafford County Coordinators:

- Rachel Deane, Durham
- Crystal Merkley, Barrington

Other attendees:

- Brian LeClerc, Milton
- Kim Wischnewski, Milton
- Sam Jermome, Farmington
- Rachel Rouleau, Rochester
- Angie Nichols, Rochester
- Jessica Paul, Somersworth
- Wendy Bookholz, Somersworth
- Morgan Daigle, Madbury
- Cam Ahlstrom, Madbury

The meeting was called to order at **5:30 PM**. Rachel Deane arrived at approximately **6:05 PM**.

Welcome and Appreciation

The meeting was hosted by **Brian LeClerc of Milton**, who generously provided a delicious meal and a variety of homemade items for the group. The attendees expressed their sincere appreciation to Brian for his hospitality and generosity.

Introductions and NHCTCA Certification Week

The meeting began with introductions, followed by a discussion among the tax collectors who attended NHCTCA Certification Week.

Attendees agreed that the presenter topics were generally good; however, there was discussion about making future sessions more directly relevant to the day-to-day responsibilities of town clerks and tax collectors. Suggestions included reducing the number of hypothetical scenarios and broad examples and providing more specific, practical, and tool-based instruction.

The group also discussed the Effective Communication course. Several attendees felt that the course focused heavily on grammar and did not provide as much practical communication training as anticipated.

It was noted that Morgan Daigle of Madbury is expected to be the next Strafford County participant to complete certification as a combined Town Clerk/Tax Collector in 2027.

Tax Liens and Deeding

The group discussed current experiences with tax liening and deeding. Several collectors reported that their deeding lists were average or lower than usual this year.

Farmington experienced an unusual off-cycle deed involving a landlocked property. The group also discussed lien lists and collection trends. Most communities reported average lien activity.

Sam Jermome from Farmington shared that changing the timing of his lien process to earlier in the year resulted in an increase in the number of liens. Crystal Merkley noted that she had experienced a similar trend and suggested that the timing of federal income tax refunds may have an impact on when taxpayers are able to make property tax payments.

Certified Mail

The group discussed the expense and usefulness of certified mail, as well as issues involving the acceptance of certified mail compared with regular mail. Attendees shared their experiences with the costs associated with certified mail and the challenges that can arise when recipients do not accept or retrieve certified mail.

Tax Collection Software

Collectors discussed the various software programs used in their communities, including Avitar, Munis, and other programs. The group compared general experiences, functionality, and challenges associated with the different systems.

Campground and Camper Property Taxes

A significant portion of the discussion focused on campground and camper property taxes and the common challenges collectors continue to face.

Crystal Merkley shared her experience using the small claims court process to collect delinquent camper property taxes. Rachel Rouleau reviewed Rochester's policies and procedures regarding the use of small claims court for camper property tax delinquencies.

The group also discussed gaps in communication between municipal departments, particularly regarding abatements and camper property taxes.

Angie Nichols of Rochester suggested that communities experiencing recurring issues consider encouraging campground owners to post information regarding property tax requirements on their websites so that campers are aware of their responsibilities.

The group generally agreed that discussing the issue with local legislators and exploring the possibility of removing the property tax requirement for campers may be beneficial.

Utility Billing and Collections

Attendees discussed utility billing and the challenges associated with collecting delinquent utility accounts. Topics included the use of liens versus utility shutoffs as collection tools.

The group also discussed NSF ACH returns and the issues municipalities encounter when electronic payments are returned for insufficient funds.

Adjournment

There being no further business, the meeting was adjourned at **7:29 PM**.

Respectfully submitted,

Rachel Deane

Strafford County Co-Coordinator

Town Clerk–Tax Collector, Durham, NH