

NELDA WELLS SPEARS RETIRES

After 20 years as Travis County's Tax Assessor-Collector and Voter Registrar, Nelda Wells Spears retires December 31, 2011. Travis County Commissioners will make an interim appointment for the one year that remains in Ms. Spears' term. A successful candidate who wins the November 6, 2012 election will take office January 1, 2013.

QUICK RESPONSE (QR) CODE

QR codes make it easier to access your online property tax account. You can use any device that scans 3 megapixels or greater. Scan the code below and it will take you to the account search screen of our website. Enter your billing number (box 7 on your bill) to access your account.



Q & A

WHAT TO DO IF YOU CANNOT PAY TAXES

Topics: payment plan, penalties

Q1: What should I do if I can't pay taxes?

A1: Pay as much as possible by January 31, 2012 and contact the tax office for a payment plan.

Q2: What do I need for a payment plan?

A2: You will need the property account number, the name and daytime telephone number of the person making payments and a proposed schedule of payment.

Q3: What is the penalty for late payment?

A3: On February 1, 2012, 6% penalty and 1% interest accrue on the unpaid balance. Penalty and interest increase each month and total 18% in July, 24% after one year.

Q4: What happens if taxes remain unpaid?

A4: Owners of unpaid accounts receive delinquent tax notices. In failing to pay taxes, owners risk costly lawsuits and foreclosure.

SAVE FOR NEXT YEAR'S TAXES

If you pay your own taxes instead of a mortgage company, and would like to save for next year's taxes, we will draft from a savings or checking account once monthly. See details about Escrow plans online at www.traviscountytax.org. Select Payment Options in the Property menu. Or, call us.

2011 / 2012

Travis County Taxpayer News

CONTACT US:

- Online at www.traviscountytax.org
- By telephone at (512) 854 9473
- In person Monday – Friday at the following locations:
 - 7:30 am – 5:30 pm CENTRAL at 5501 Airport Blvd., 78751 between 53 ½ & Koenig Drive thru service
 - 8 am – 5 pm EAST at 4705 Heflin Ln., near Springdale & MLK Drive thru service
 - 8 am – 5 pm NORTH in Pflugerville at 15822 Foothill Farms Loop, off 1825 Drive thru service
 - 8 am – 5 pm WEST in Oak Hill at 8656 Highway 71, 1 mile west of the Y, Bldg B Suite 200
 - 8 am – 5 pm SOUTH near ABIA at 4011 McKinney Falls Pkwy Drive thru service
- By mail: Nelda Wells Spears
P O Box 149328 / Austin, TX
78714-9328

KEEP THIS FOR REFERENCE!

Q & A

HOW TO SAVE ON PROPERTY TAXES

Topic: Exemptions equal lower taxes

Q1: Who can get a homestead exemption?

A1: If you own and live in the home on January 1 of the tax year you qualify to apply.

Q2: How can I confirm my exemption?

A2: Confirm by checking box #6 on your tax bill for the letter "H". If you are a senior or disabled taxpayer, it will show "S" or "D".

Q3: How do I apply for an exemption?

A3: Contact us if you need a form or download it at www.traviscountytax.org

Q4: Where do I file the exemption?

A4: File exemptions at the Travis Central Appraisal District www.traviscad.org

Q5: Is there a charge to file?

A5: No, there is no charge to file. Beware of letters from private businesses offering to file the application for a fee.

Q & A

PAYMENT DUE DATE

Topic: payment deadline

Q1: When are taxes due?

A1: Tuesday, January 31, 2012. **All payments showing a January 31, 2012 or earlier postmark will be considered timely upon receipt.**

Q & A

SENIOR & DISABLED PROPERTY OWNERS

Topics: More exemptions, quarterly payment plan, tax deferral

Q1: What is the over-65 / disabled exemption ?

A1: Just like the residence homestead exemption, it lowers the tax amount due and can only be applied where you live. Check box # 6 on your tax bill for either letter S or D to confirm this exemption.

Q2: When can I apply for an over-65 exemption?

A2: Apply as soon as you reach age 65.

Q3: I am disabled. How do I apply?

A3: The disability exemption is based on federal guidelines. Contact Travis Central Appraisal District for details.

Q4: What payment options are available?

A4: Seniors and disabled persons may pay taxes on their HOMESTEAD in 4 equal installments due at the end of January, March, May and July. To enroll, send a Letter of Intent with 1/4 payment by January 31, 2012. Download the Letter of Intent at www.traviscountytax.org.

Q5: Is there an option to defer taxes?

A5: Yes, for HOMESTEAD only, seniors and disabled taxpayers may defer taxes to be paid at a future date, at a reduced rate of 8% per year, as compared to 24% per year. Contact the tax office for details.

Q & A

HOW TO MAKE A TAX PAYMENT

Topics: Payment by mail, by telephone, online, in person and drop box

Q1: How do I send a payment by mail?

A1: Tear off the bottom portion of the tax bill, the payment coupon, and mail it in the green envelope with your check, cashier's check or money order. Do not mail cash or credit card information.

Q2: How do I pay by telephone?

A2: Call (512) 854 9473 from 7:30 am to 5:30 pm weekdays with your credit card. See additional credit card details below.

Q3: How do I make a payment online?

A3: Access www.traviscountytax.org and select "Pay Taxes" from the Property menu. Follow the prompts to access your account. Use a credit card or electronic check. See details below for credit cards.

Q4: How do I make a payment in person?

A4: Visit any of the 5 tax office locations listed on the front of this brochure. Cash payment can only be made in person.

Q5: Is there a drop box for payments?

A5: Yes, deposit a personal or cashier's check, or money order ONLY in the red drop boxes at 5501 Airport Boulevard.

Q6: What credit cards can I use?

A6: Pay with American Express, VISA, MasterCard and Discover. There is a 3% convenience fee collected by the vendor. The maximum charge for e-check is \$40.