



www.traviscountytax.org
(512) 854-9473

Nelda Wells Spears
Travis County Tax Assessor-Collector
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Main Office: 5501 Airport Blvd
Austin, TX 78751-1410

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FOR IMMEDIATE RELEASE
December 19, 2011

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CAN'T PAY PROPERTY TAXES?

APPLY ONLINE FOR MONTHLY PAYMENT PLAN!

(AUSTIN) — Today Travis County taxpayers who need to make arrangements to pay property taxes may apply online. This service not only provides taxpayers with an online application and immediate response, it also allows the applicant to view exactly what monthly payments will be with penalty and interest.

With the 2011 property tax deadline (January 31, 2012) within view, taxpayers who need to explore payment options will find the new service a useful tool in decision making. By law, penalty and interest begin to accrue on all unpaid taxes starting February 1, 2012. In the first month of delinquency, penalty and interest total 7% and increase each month thereafter. In a year's time, the total reaches 24%.

Approximately 5 – 8% of taxpayers each year (19,000 – 30,000) do not pay taxes by the deadline, or do not pay taxes in full. Of these, approximately one-third to one-half arrange payment plans with the tax office.

Taxpayers may qualify for approval of a payment arrangement if they:

- pay in full within 12 months on real estate properties
- pay in full within 6 months on business personal properties
- remain in good standing on any other accounts showing current or delinquent taxes due
- have an email account

Taxpayers may submit a down payment but it is not required. Down payments may be submitted online at the time of application, or taxpayers may send a payment by mail or deliver it in person at a tax office location. Interested persons may access the new service at this page of the Travis County Tax Office web site:

<http://www.traviscountytax.org/goOPA.do>

Based on the increase in negotiated payment arrangements over the past few years, the online service provides a convenient alternative to mail and personal visits to the tax office. More importantly, it allows the taxpayer to fully understand the impact of penalty and interest. If the taxpayer chooses to make a down payment, he or she can adjust monthly payments based varying down payment amounts.

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Other ways to contact the tax office to request a payment plan include:

- send an email requesting a payment arrangement to tax_office@co.travis.tx.us
- send a request by regular mail to: Travis County Tax Office / PO Box 149328 / Austin, TX 78714-9328.
- request a payment arrangement in person by visiting the main tax office location (not a satellite office) at 5501 Airport Boulevard, Austin, TX 78751
- request a payment arrangement by telephone at (512) 854-9473.

Office hours for telephone customers and visitors at the main office are 7:30 am – 5:30 pm, Monday through Friday.