



Property Matters

with Anne M. Gannon, Constitutional Tax Collector *Serving Palm Beach County, Serving You*

April 2016

Dear Friend,

April is all about saving you money, time and stress. This month is your last chance to sign up for a payment plan for your 2016 property tax bill. In this edition, we're also sharing the steps you should take if you still owe property taxes and our top tips and tricks to save time at our offices.

Save Time

We asked the managers at our service centers, including our new Central Palm Beach Service Center in Lake Worth, to come up with a list of time-saving tips. Here's what they say you should do for a smooth transaction:

1. **Go online.** You can renew motor vehicle and boat registrations, pay business taxes and make driver license appointments at www.pbctax.com. You can also check and compare the current wait times at each of our offices for specific services. This includes driver licenses/ID cards, title transfers, property taxes and vehicle registration renewals.
2. **Avoid peak hours.** Offices are busiest from 11 a.m. to 2 p.m. and also from 4 p.m. until we close at 5 p.m. For the shortest wait, arrive before our offices open at 8:15 a.m. We also recommend visiting Tuesdays through Thursdays. Lines are usually longest at the beginning and end of the week and month.
3. **Don't wait until the last minute.** Offices stop driver license services when wait times exceed hours of operation. Plan to visit early in the day. If you need to take the computer-based driving test, arrive before 3 p.m. to give yourself enough time to finish. Better yet, make an appointment at www.pbctax.com.

Save Money

Did you know you can pay property taxes in smaller quarterly payments instead of one lump sum? If you prefer this option, act now! The clock is ticking on the April 30 deadline to enroll in our Installment Payment Plan. Participants make four payments with a discount of slightly under 4%. Installments are due by the last day in June, September, December, and March. Sign up at www.pbctax.com/installment-payment-plan.

Save Stress

2015 property taxes are now delinquent. Pay now to avoid the annual tax certificate sale on June 1, 2016. A tax certificate is a lien on your property. It's created when someone else pays your delinquent taxes. If you fail to pay delinquent taxes within 2 years, the tax certificate buyer can file a Tax Deed Application. This begins the foreclosure process, where your property can be sold at public auction.

Delinquent property taxes are charged a minimum of 3% interest plus advertising fees. We only accept cash and certified funds including bank draft, money order, cashier's check, or wire transfer. Delinquent taxes cannot be paid online.

Did You Know?

Did you know Palm Beach County's single largest taxpayer owed \$77.4 million in property taxes in 2015? Find out who our top 10 taxpayers are and how much they owed in our new 2015 Annual Report. This publication also shows where tax dollars went, agency achievements and future plans. For free copies, contact us at ClientAdvocate@taxcollectorpb.com. You can also obtain our free *2016 Tax Planner and Services Guide*, a calendar book which contains information about all Tax Collector service lines.

The Problem with Hands-Free

April is National Distracted Driving Awareness Month. Unfortunately, distractions are everywhere. Auto manufacturers include technology that allow us to make hands-free phone calls, update social media and dictate text messages. Hands-free is not risk free. Our agency prohibits Tax Collector employees from using phones behind the wheel when driving for business purposes. I encourage you to put your phone down as well.

Speaking of our agency, I want to share some good news. The Gold Coast Public Relations Council awarded us two communication excellence awards. We won the Bernays Award for Best Internal Communications for our employee in-service training day. We also earned the "PR Star" Award in recognition of our body of communications work in 2015. We are honored and recognize the importance of communication to deliver the best possible service.

Wishing you peace, good health and happiness on Passover and always.

Best regards,



Anne M. Gannon