

# Tax Office Newsletter

December 2016

## El Paso Consolidated Tax Office

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## 2016 PROPERTY TAX DEADLINE

The deadline is January 31, 2017.

Payment options include:

- Online at [www.elpasotexas.gov/tax-office/pay-your-taxes](http://www.elpasotexas.gov/tax-office/pay-your-taxes)
- Phone at 212-0106  
(credit card (1.98% convenience fee) or e-check)
- By mail, by January 31, Tax Assessor/Collector, PO Box 660271, Dallas, TX 75266-0271.

In person:

- City Tax Office, 221 N. Kansas, Ste. 300 (Wells Fargo Building, 3<sup>rd</sup> floor)
- County Tax Office locations
- El Paso Wells Fargo locations (checks only)
- Mobile Bank at Central Appraisal Office, 5801 Trowbridge  
(January 27, 30, and 31, 8:00 a.m. to 5:00 p.m.)

## Important Tax Dates

### October 2016

Tax statements mailed

### January 31, 2017

Last day to pay 2016 property taxes without penalty and interest.

### March 31, 2017

Last day to pay personal property taxes without accruing collection fee.

### June 30, 2017

Last day to pay real property taxes without accruing collection fee.

### Quarter Payment Due Dates

January 31, 2017  
March 31, 2017  
May 31, 2017  
July 31, 2017

Our Office is located at  
221 N. Kansas, Ste. 300

(Wells Fargo Building)

El Paso, Texas 79901

Office Hours:

Mon.-Thurs. 7 AM-6 PM

Phone: 915-212-0106

Open last two Fridays in January

## MESSAGE FROM THE DIRECTOR

Another successful calendar year has gone by! A Lean Six Sigma project was completed, reducing the number of overpayments generated. This project brings savings in time and money invested in the tax overpayment refund process. Congratulations to all team members, Belen Ruiz, Luz Romero, Olaya Garcia, Michael Puga, and Ignacio Esquivel. In addition, the Tax Office advertised an RFQ for the delinquent tax collection contract and it was awarded in October 2016. We look forward to another exciting year 2017!

Maria O. Pasillas, RTA



## COMMUNITY OUTREACH

Come speak with representatives from the Tax Office about your property taxes.

The El Paso Tax Office has collaborated with your local Senior Centers to offer our citizens the opportunity to ask any questions regarding property taxes.

Please bring your 2016 Property Tax Bill. We will also be accepting personal checks and credit cards as forms of payment. \*Please Note: A 1.98% convenience fee will apply to all debit/credit card payments. We accept Visa, Master Card and Discover.



### Dates and Locations

December 14, 2016 (9am-11am), Eastside at 3200 Fierro St and Polly Harris at 650 Wallenberg Dr.

December 15, 2016 (9am-11am), Happiness at 563 N Carolina Dr. and Wellington Chew at 4435 Maxwell Ave.

January 11, 2017 (9am-11am), Eastside at 3200 Fierro St and Polly Harris at 650 Wallenberg Dr.

January 12, 2017 (9am-11am), Happiness at 563 N Carolina Dr. and Wellington Chew at 4435 Maxwell Ave.

## ELECTRONIC STATEMENTS



For your convenience, the El Paso Tax Assessor-Collector offers taxpayers the option of receiving their certified tax statement via email. To register for this free and convenient service, log on to our website at [www.elpasotexas.gov/tax-office](http://www.elpasotexas.gov/tax-office) and select Find Account Information, Register for Certified Statements by Email.

NOTE: Failure to receive a tax bill, including a tax bill that has been requested to be sent electronically, does not extend the delinquency date.

## CONVENIENT COUNTY LOCATIONS

There are various El Paso County locations throughout the El Paso area where Tax bills may be paid:

Main Office - 301 Manny Martinez Dr., 1st floor, 771-2300, Mon.- Fri. 8:00 am - 4:30 pm

Fort Bliss - New Welcome Ctr. Bldg. 505, Rm A115, 562-6602, Mon. - Fri. 7:30 am - 4:00 pm

Northeast - 4641 Cohen Ave Ste. B, 751-1229, Mon.- Fri. 8:00 am - 4:30 pm

Ysleta - 9521 Socorro Rd Ste. B-4, 860-2563, Mon.- Fri. 8:00 am - 4:30 pm

Eastside Annex - 2350 George Dieter Dr., Suite B Room 211, 538-1662, Mon.- Fri. 8:00 am - 4:30 pm (NEW Location)

Northwest Annex - 435 E. Vinton Rd., Suite B, Vinton, TX, 886-1092, Mon.- Fri. 8:00 am - 4:30 pm (NEW Location)

# WELCOME TO NEW TEAM MEMBERS

The Tax Office is excited about welcoming our new team members:

Gabby Magallanes - loves spending time with her sons, watching movies and she plans on learning a new language this year.

David Hernandez - enjoys listening to music, hobbies are playing acoustic guitar and drums, also enjoys staying in and watching movies.

Emanuel Robles - enjoys spending time with his wife and two little girls and with family, watching movies and the Cowboys play and win, mountain and road biking.

Cassandra Moncada - loves to relax and watch action superhero, and Disney movies with her kids. Hobbies are crocheting and baking.

Sandra Herrera- has three kids whom she loves with all her heart and soul. Enjoys going to church on Sundays and whenever possible during the week and learning about the history of God through the eyes of the faith she is part of. Loves animals, has a Belga Malinoise, Shitzu mix, and a stray cat. Loves to play tennis and likes to dance.

Sheryl R. Mack - enjoys spending time with her 2 1/2 year old grandson watching Bubble Guppies, SpongeBob, or his favorite Teenage Mutant Ninja Turtles.



# QUARTER PAYMENT PLAN

The four equal payment option is available to qualified residential homestead property owners who are 65 and over, Disabled, Disabled Veterans, or Surviving Spouse of a Disabled Veteran.

One-fourth of the total tax must be paid by: JANUARY 31, 2017

2nd Quarter is due by: MARCH 31, 2017

3rd Quarter is due by: MAY 31, 2017

4th Quarter is due by: JULY 31, 2017

Any late quarter payment incurs a penalty of 6% for the first month plus 1% interest per month until paid in full. Taxpayers can still join the Quarter Payment Plan during February with applicable late fees.

# CAN DO'S AND COMPLIMENTS TO...

Tax Office Can Do Team Include:

Ophelia

Susie

Bea

Michael

Thank you for all your hard work!

Tax Office Compliments to...

Liz      Eva      Olaya

Susie    Marylou    Elva

Alex     Ophelia    Michael

Janine   Marisol    David

Way to go!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

**“Life is not about doing great things, but small things in a great way.”**

## TAX OFFICE EVENTS



A spooky Tax Office Day!



Boss's Day



The Tax Office celebrated Ignacio's farewell with food, cake and lots of fun. Best wishes in his new position!



Community Initiative

The Tax Office and Law Firm employees supported the Lee and Beulah Moor Children's Home with toys and toiletries during the holidays.



Holiday Greeting Card

