

HARRIS COUNTY TAX OFFICE COMMUNITY NEWSLETTER



GREETINGS

Dear Harris County community,

The fall season is already here and the Thanksgiving holiday is coming soon! I am grateful for my family, my friends, and my dedicated staff. I am also grateful to live in such a diverse and dynamic county.

The fall season also brings our annual property tax statements. Many property owners may also have received their 2021 property tax statements in the mail recently. Over one million property tax statements have been mailed out to property owners this month. I am encouraging property owners to check their mailboxes for their property tax statement. Due to the United States Postal Service's changes to delivery times, some tax statements may arrive later than usual. Additionally, property owners may view their property tax statements online at www.hctax.net.

If a property owner is struggling to pay their property tax bill, the Tax Office has several payment plan options. A property owner can enter into an agreement by phone, email, online, and even by a Zoom meeting. We are here to help.



ALL HARRIS COUNTY TAX OFFICE
LOCATIONS WILL BE CLOSED
NOVEMBER 25 & 26.

PROPERTY TAXES

The Harris County Tax Office has mailed out over one million property tax statements. Generally, most property tax bills are due January 31, 2022. Property owners who are unable to pay their property taxes may request an installment payment plan. A payment plan may be requested online at www.hctax.net, by email at installmentpaymentplan@tax.hctx.net, or by phone at 713-274-8000.



MEET WITH PROPERTY TAX EXPERTS

Property owners can send an email to tax.office@hctx.net to request an in-office appointment, or to schedule a meeting via Zoom.

Did You Know?

You can request to have a Harris County Tax Office property tax meeting via Zoom!
Speak with a property tax expert without leaving your home or office.


Send your request by email to tax.office@hctx.net.

AUTOMOBILE UPDATES


The state's official website and digital government program, Texas.gov, has introduced a new digital program that allows residents to renew their vehicle registration and drivers licenses online. The new system is called Texas by Texas (TxT). Find more information and create your account at www.texas.gov/TxT. The TxT IOS and Android mobile apps will be available in the Apple and Google stores in January 2022.

WITH TxT, TEXANS CAN ...


Create a secure account with a personal email address and Texas DL/ID
A TxT account lets users link and manage licenses and registrations with agencies like TxDMV, DPS, and TDLR.



Stay organized with a to-do list and proactive reminders
TxT's handy to-do list helps users keep track of upcoming deadlines and sends email and text notifications when it's time to take action.



Complete government transactions in just a few simple steps
Once users have their TxT account set up, taking care of transactions is quick, easy, and official.



STOLEN LICENSE PLATES OR DAMAGED STICKERS

If your license plates or registration sticker are lost, damaged or stolen, you can get a replacement by mail. Visit www.hctax.net or call 713-274-8000 for information.



ATTENTION DISABLED VETERANS

Disabled Veteran plates will soon require a disability placard in 2022.

Effective January 1, 2022

Anyone parking in a disabled parking space must have a license plate or a disabled parking placard that features the International Symbol of Access (ISA). Currently, disabled veteran license plates do not feature the ISA, and all Texans with these plates are permitted to use disabled parking.

Veterans with “DV” plates but without the ISA symbol will not be able to park in a handicapped spot, but may still enjoy Texas toll roads free of charge.



SCHEDULE AN IN-OFFICE APPOINTMENT ONLINE

If you require an in-office automobile or property tax appointment for any Tax Office location, go to www.hctax.net to pick the location, date, and time convenient for you. You can also call 713-274-8000 for assistance in scheduling an appointment.



WWW.HCTAX.NET

WE ARE PROUD OF OUR EMPLOYEES!

These outstanding staff members, and an entire Tax Office branch, received compliments from happy Tax Office customers so far this November!

Congratulations
Ashaunta Smith
 Property Tax Refunds Specialist
 at the Harris County Tax Office



"I would like to take this opportunity to acknowledge Ashaunta Smith for her great customer service during my phone call yesterday. She was very courteous, professional, and knowledgeable about her work. We truly need more representatives like her."
 Thank you,
 Shelia Nichols

Great work, Ashaunta!

Congratulations to Espie Avila
 Lobby Service Representative
 at the Harris County Tax Office!



"I just wanted to say thank you for all your work. It's always a pleasure working with you. I know dealing with us consultants can be hectic at times, but you always manage to get our requests pushed through quickly so we can move forward with our projects."
 -Nahom Tesfa

Awesome work, Espie!

Congratulations
 Felicia Knight
 Teller at the Spring Branch
 Harris County Tax Office!



Ms. Dianne Thornton spoke to Tax Office management about Felicia Knight. She stated that she really appreciated Felicia's customer service. She had an awesome experience coming to the office and wanted us to know.

Fantastic job, Felicia!

Congratulations
 Freda Craft-Matthews
 Public Information Officer
 at the Harris County Tax Office!



Dr. Robert Garcia sent a letter detailing the satisfactory conclusion to an open property tax case. Dr. Garcia was very happy with Freda's help. Freda's research provided the necessary information to close the case.

Fantastic work, Freda!

Congratulations to Gudelia Diaz
 Call Center Information Specialist
 at the Harris County Tax Office!



Tax Office customer Ms. Wanda Jackson spoke with management about Gudelia. She was so thankful to Gudelia for answering all her questions regarding a title transfer and answering her call in three minutes of hold time. She said she was doing an excellent job and appreciated her assistance.

Keep up the great work, Gudelia!

Congratulations
 Mara Gonzalez
 Harris County Tax Office
 Call Center Specialist!



Ms. Linda Greene wanted upper management to know what excellent customer service Mara provided her. She stated that Mara was customer oriented and that she maintained the same great attitude throughout the whole call.

Keep up the great work, Mara!

Congratulations to Espie Avila
 Lobby Service Representative
 at the Harris County Tax Office!



"I want you to know how much I appreciate the excellent service Espie Avila provided at my last appointment. Her attention to detail, great communication skills, and ready smile always make my visits to your office the best."
 -Stephanie Mendoza

Keep up the great work, Espie!

Congratulations to Melissa Comeaux
 Harris County Tax Office
 Area Manager of Automobile Services!



Tax Office customer Doug Williams had this to say:
 I just wanted to drop you a quick note and say how spectacularly helpful Missy has been to me in navigating what turned out to be a rather complicated situation. I'll spare you the details, but it involved title changes and corrections, transfer, and registration. I was lost, frankly, on what I had to do to fix some issues. But Missy walked me through every step - from official documents I would need to additional information that would be required. If I had a question (many of them dumb), she responded quickly, often within minutes. I have never had a better experience, or been more satisfied and impressed, with a public servant, ever. She really is the absolute best.

Fantastic job, Missy!

Congratulations!



Mr. Walter B. Boehman with the Harris County District Attorney's Office at the Humble location who completed a Tax Office transaction commended the entire office on keeping the line moving. He especially wanted to recognize Yvonne Espinosa and the excellent way she handled the lobby and her professional demeanor.

Outstanding job, team!

Happy
Thanksgiving

