

Karen Bellamy

From: |
Sent: Tuesday, January 19, 2016 8:22 AM
To: Michelle Kirchmayer
Subject: RE: 2015 tax penalties

Yes I would like to proceed.

It is not right to charge late fees that high without fully attempting to notify the customer. The county also has a policy to update the address on file which was missed in this case.

A couple comments in regard to the point you mentioned.

- I still owned the "mailing address" property in 2014. My wife would stop by and collect the mail and add it to the mail from the house we are living in. I would open the mail and pay. Never checking mailing address. Sorry.
- The only way you can receive a 2015 statement back as undeliverable, is if the current inhabitants of the mailing address mark it "wrong address" and put it back in the mail. You can't expect that to happen, or rely on it happening in a timely matter.
- I have taken your advice and paid the late fees in full.
- I have been told that it is the county's policy to use an alternative mailing address on vacant properties, then update the address once a utility account is opened. This did not happen in my case, and I have been told that it was human error on the county's part.
- The county has a responsibility to make a reasonable attempt to contact the property owner before charging extremely high late fees. There are lots of ways this could be accomplished. An automated email could go out as soon as the property taxes are late. 30 days later an automated text message could go out. Etc etc. It is unfair to the recipient of the high late penalties for the county to simply repeat the same unsuccessful contact method.
- The only thing the county did in this case was to resend a statement and charge penalties. Had anything else been done the taxes would have been paid and the late penalties minimise. Instead it looks like it is the county's goal to charge penalties not collect the property taxes.
- I am willing to accept a share of the responsibility. I will pay the first late penalty, because I never notice the wrong address on the 2014 statement. After that penalty was charged to my account the county should have contacted me using an alternative method. I would have then paid the taxes in full.

Thank you Michelle