



DALLAS COUNTY TAX OFFICE

JOHN R. AMES, CTA , PCC
TAX ASSESSOR/COLLECTOR



MISSION STATEMENT

Provide Dallas County Citizens with Excellent Service using
Innovative Technology to Ensure Quality Collections.

Property Tax FAQ

Frequently Asked Questions

The Dallas County Tax Office is committed to working with our citizens and we understand the uncertainties many have faced this year. While the Tax Office is bound by law to follow the rules and guidelines set out in the Texas Property Tax Code, please know that we are committed to working with our homeowners to offer payment arrangement solutions that allow for the payment of taxes over time and within the bounds of the Texas Property Tax Code.

Please visit www.dallascounty.org/tax & select the "Property Tax" button at the top of the page. Information on multiple topics is available:

- ◆ Certificates
- ◆ Composite Receipts
- ◆ Deadlines and Delinquency
- ◆ Exemptions
- ◆ Jurisdictions
- ◆ Misc. Property Tax FAQs
- ◆ Ownership & Liens
- ◆ Payment Methods
- ◆ Portfolio Login
- ◆ Property Tax Lookup & Payment Application
- ◆ Quick guide for Paying Property Taxes
- ◆ Refunds
- ◆ Sheriff Sales
- ◆ Special Inventory Dealer Escrow FAQs
- ◆ Statements, Billing & Payments

When are 2021 property taxes due?

The 2021 property tax statements are mailed in October 2021, after budgets and tax rates were set by each jurisdiction. **Taxes are due upon receipt, and delinquent if paid after January 31st.** State law requires that penalty & interest be charged on 2021 taxes paid after Jan 31, 2022.

I never received a tax statement (or receipt); how can I get one? How do I pay my taxes on-line?

You may print a current year statement, prior year statement, or receipt and make a payment on-line by visiting www.dallascounty.org/tax and selecting "PAY a Property Tax Bill" and clicking "Search for Your Property Here". We accept multiple payment methods, including eChecks (no additional fee), and credit or debit cards (Chase bank convenience fees apply). Additional information is available at www.dallascounty.org/tax

Who do I contact if I have a question about my property value, ownership, mailing address or exemptions?

Please contact your Central Appraisal District (CAD), which is responsible for maintaining all ownership and address information for properties in the County. They also determine the eligibility for, and apply all exemptions and deferral applications. Additionally, property values, including the status of any property value protests, are determined by each CAD. You may visit www.dallascad.org for more information if the property is in Dallas County. Please read the Health Alert on their website prior to contacting them.

My property value (or taxes) are too high.

Neither the Tax Office nor the Tax Assessor/Collector set the tax rates or property values, or determines the ownership or exemptions for properties. Property values are determined by the Central Appraisal District (CAD), and tax rates are set by the governing bodies of each taxing jurisdiction. The Dallas County Tax Office is responsible for calculating the tax due, mailing property tax statements and collecting the taxes, beginning in October 2021, after the budgets and tax rates are set by each taxing jurisdiction. We encourage you to visit with your local government officials (city, school and county) about tax rates.

Can I make partial payments on my account?

Yes, if you are unable to pay the 2021 amount due in full, the Tax Office accepts partial payments in any amount, at any time. The partial payment will be applied to the balance due and only the remaining amount will accrue penalty and interest.

I'm Over 65 (or Disabled) - Am I eligible for a payment arrangement on my homestead?

Yes, you may wish to utilize the installment plan for making four payments of your 2021 taxes on your homestead. You must request an installment contract from our office, then simply provide the signed agreement and make a payment of one-fourth of the balance due, by January 31, 2022. Upon receipt of that payment, you will receive coupons for the remaining three payments, which are due on or before March 31st, May 31st, and July 31st.

What is a "Deferral"? I'm over 65 (or Disabled).

If you have a Homestead and Over 65 or Disabled exemption, there is an additional tax option available, and that is to file a "Deferral" with your Central Appraisal District. Filing a deferral will protect your property from any legal actions, and it will also reduce the rate of penalty and interest accrual on delinquent taxes from the current rate of 24% per year plus collection fees, to only 5% per year with no collection fees. In Dallas County, you can contact DCAD about obtaining a Deferral application at www.dallascad.org. Select "Forms" and "Tax Deferral for Age 65".

My taxes (or property value) went up and I have an Over 65 (or Disabled) exemption. Why did my taxes increase?

The Over 65 (or Disabled) exemption, which excludes part of your property's value from taxation, results in lower property taxes than if you didn't have the exemption. However the Appraisal District is still required to value your home at 100% of market value each year, so the property value may increase.

While some taxing jurisdictions offer a "tax ceiling" on your property, not all have chosen this option. A "tax ceiling" means that your taxes on these jurisdictions should not increase above the ceiling amount as long as you own and reside at this address. However, for the remaining taxing jurisdictions who have not opted to provide a "tax ceiling", your taxes may increase if your property value increases.

Can you waive P&I or extend the delinquency dates due to COVID?

At this time, no legal authority has been granted or provided to the Tax Office and/or Dallas County to extend the payment period beyond January 31st, due to Covid 19, and the Governor's Office has not indicated there will be any changes in legislation during this legislative session. If this changes, the Tax Office will work quickly to make necessary adjustments.

The 2021 property tax statements are mailed in October 2021, after budgets and tax rates are set by each jurisdiction. **Taxes are due upon receipt, and delinquent if paid after January 31st. State law requires that penalty and interest be charged on 2021 taxes paid after January 31, 2022.**

If you are unable to pay the full 2021 amount due, the Tax Office accepts partial payments in any amount, at any time. The partial payment will reduce the balance due and only the remaining amount will accrue penalty and interest. You may qualify for other payment plan options if this is your homestead. Please call (214) 880-0076 or (214) 653-7811, for more information.

If I pay my taxes now and an exemption or other adjustment is made to my account later, will I get a refund?

Yes, if any exemption or adjustment to your account results in a decrease in the amount of taxes that you owe, the refund is automatically issued to the person that made the payment on the account. Refunds are generally processed within 30-60 calendar days from the date of the Appraisal District making the adjustment. If the refund amount is over \$5,000, the refund may take additional time due to the approval process. If you would like to check on the status of a pending refund, please email refunds.refunds@dallascounty.org.

I received a postcard in the mail about estimated taxes. Why did I receive this?

In an effort to make the property tax rate and budget processes more transparent, in 2019, the Texas Legislature mandated the creation of a new Tax Transparency Website (TTW) for counties in Texas. These websites allow citizens to provide feedback to the taxing jurisdictions and their governing bodies on the proposed budget and tax rates. It will also provide information on the dates and times of the budget and tax rate hearings for each jurisdiction. In Dallas County, the website address is DallasCountyTexasTaxes.gov, and the site will be open to provide your feedback beginning August 5, 2021, and will be updated throughout August and September.

PAYMENT OPTIONS

Pay property taxes at www.dallascounty.org/tax by:



Pay by echeck at no additional cost



Chase Bank convenience fees are applicable on Credit/Debit transactions

Pay by phone:



866-863-8323 (English)
866-361-1741 (Español)