



## DALLAS COUNTY TAX OFFICE

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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. 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](http://www.dallascounty.org/tax) & select the "**Property Tax**" button below the picture. Information on multiple topics is available:

- ◆ Pay a Property Tax Bill or Search for an Account
- ◆ Certificates & Written Statements
- ◆ Composite Receipts
- ◆ Deadlines and Delinquency
- ◆ Exemptions
- ◆ Jurisdictions
- ◆ Misc. Property Tax FAQs
- ◆ Ownership & Liens
- ◆ Payment Arrangements
- ◆ 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 2024 property taxes due?**

The 2024 property tax statements are mailed in October 2024, after budgets and tax rates are set by each jurisdiction. **Taxes are due upon receipt, and delinquent if paid after January 31<sup>st</sup>.** State law requires that penalty & interest be charged on 2024 taxes paid after Jan 31, 2025.

### **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](http://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 (Bank convenience fees apply). Additional information is available at [www.dallascounty.org/tax](http://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](http://www.dallascad.org) for more information if the property is in Dallas County.

### **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 2024, 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 and budgets. Visit [www.texas.gov/propertytaxes](http://www.texas.gov/propertytaxes), and select your county and property to see information regarding public hearings on tax rate & budget adoption.

### **Can I make partial payments on my account?**

Yes, if you are unable to pay the 2024 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 2024 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, 2025. 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](http://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?**

The Tax Office must follow the legislative rules set by the State of Texas. There has been no legal authority granted or provided to the Tax Office and/or Dallas County to extend the payment period beyond January 31st. The 2024 property tax statements are mailed in October 2024, 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 2024 taxes paid after January 31, 2025.**

**What types of Payment Plan Options does the Tax Office offer?**

If you are unable to pay the full 2024 amount due, the Tax Office offers the following:

- **Over-65/Disabled/Disabled Veteran Installment Plans**—4 equal payments with no P&I (Jan, Mar, May, Jul)
- **Homestead Payment Plans**—up to 12 months, must be a homestead property
- **Informal Payment Plans**—beginning Oct 1, any amount paid prior to Jan 31 will avoid P&I
- **Formal Payment Plans**—signed agreements with delinquent law firm for up to 6 mo. (Commercial/BPP) or 9 mo. (Residential)

Please call (214) 653-7811 or (214) 880-0076 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](mailto:refunds.refunds@dallascounty.org).

**Are there other helpful websites that offer information on the Texas Property Tax System?**

The websites listed below offer information on the tax process, State and local agencies, and other programs and resources.

- \* [www.dallascounty.org/tax](http://www.dallascounty.org/tax)
- \* [www.texas.gov/propertytaxes](http://www.texas.gov/propertytaxes)
- \* [www.dallascad.org](http://www.dallascad.org)
- \* [www.txdmv.gov](http://www.txdmv.gov)
- \* [www.comptroller.texas.gov/taxes](http://www.comptroller.texas.gov/taxes)
- \* <https://dallas.texas.sheriffsaleauctions.com/>
- \* [www.dallascounty.org/propertyfraud](http://www.dallascounty.org/propertyfraud)

**PAYMENT OPTIONS**

Pay property taxes at [www.dallascounty.org/tax](http://www.dallascounty.org/tax) by:



Pay by echeck at no additional cost



Card Processor convenience fees are applicable on Credit/Debit transactions

Pay by phone:  
1-800-831-3147

