



2022 ANNUAL REPORT

MICHAEL HARRIS, TAX COMMISSIONER



HENRY COUNTY, GA

TAX COMMISSIONER'S OFFICE

SERVICE • INTEGRITY • TRUST

2022 STATE OF THE OFFICE

In reflection on this past year, 2022 has been our year of Recovery and Restoration, as we focused our attention on getting back to the basics of what we do best:

Delivering the best possible customer service experience, by providing clear and accurate information with professionalism and kindness.

We accomplished this by concentrating our efforts in three key areas:

- **CONSISTENCY**
- **CONNECTIVITY**
- **COMPETENCY**

With so many changes taking place over the previous year, it was important that we re-established the consistency of our office operations, so that our customers can continue to rely upon our foundational tenets of Service, Integrity and Trust.

We were able to achieve this operationally by ensuring that we maintained appropriate staffing levels to serve all of our customers, whether in person, on the phone, or through our website applications. This commitment to consistently providing superior service was reflected in both our on-line survey results and our Google reviews, in which we scored 97 percent and 92 percent respectively for excellent customer service.

Our focus on connectivity centered around finding ways to better engage with and serve our customers, business partners and staff members, as we purposefully worked to enhance our relationship with the community. To accomplish this we successfully carried out the following initiatives:

- Expanded our service offerings at every level and at each location to make it easier for the public to connect with our offices
- Expanded our On-Line services to allow us to connect with our customers in multiple ways
- Enhanced our Social Media presence to keep residents and businesses better informed
- Partnered with local charitable organizations to serve the community beyond our office walls



Michael Harris, Tax Commissioner

Competency is defined as *“The ability to do something successfully or efficiently.”* It’s not just about doing a job, but rather taking the time and effort to make sure the task is being done well. Over the past year we have had to become more resourceful and learn new ways to best serve our community. For the Tax Commissioner’s Office that meant improving upon our current core competencies in how we serve the public, and developing competencies to address our ever-changing landscape.

We have accomplished this through our commitment to technology and procedural upgrades to serve those who prefer on-line and remote options to conduct business transactions. We further expressed this through our unwavering pledge to provide the best possible customer service experience for all of our customers whether through in-person visits, by phone, or through email.

With the scheduled launch of a new, more robust training program, expanded on-line services, and our continued effort to bring a physical presence to the southern portion of the County, our dedication to improved services and increased operational efficiency remains resolute.

If I, or any member of my staff can ever be of assistance to you, please do not hesitate to contact us at either of our two locations.

A handwritten signature in black ink that reads "Michael C. Harris". The signature is fluid and cursive.

**Michael Harris
Tax Commissioner**



3 PILLARS OF THE HENRY COUNTY TAX COMMISSIONER'S OFFICE:

SERVICE

Provide Henry citizens and customers with a customer service experience which reflects professionalism, friendliness, and efficiency in the best manner possible

INTEGRITY

Conduct all operations in the application of tax laws in a manner that reflects honesty, compassion and the highest ethical standards

TRUST

Conduct ourselves in a manner that instills confidence in our customers and business partners that the Henry County Tax Commissioner's office can be relied upon to provide clear and accurate information with the best possible customer service.

PURPOSE

The Henry County Tax Commissioner, as a duly elected constitutional officer, is responsible for billing, collecting and disbursing all monies levied as taxes for the County, School System, Water and Sewerage Authority, the State of Georgia and for the Cities of Henry County.

Property taxes, motor vehicle taxes, mobile home taxes, timber taxes and heavy duty equipment taxes are collected and disbursed. Additionally, this office collects excise taxes from the sale of alcohol, distribution of alcohol, hotel/motel rentals and Occupational Tax for businesses operating within the unincorporated area of the county.

The Tax Commissioner serves as the Ex-Officio Sheriff, assuming the total responsibility for collection of delinquent taxes.

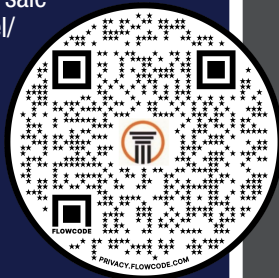


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ACCOMPLISHMENTS

- Expanded Call Center
- Launched On-Line Homestead Application process
- Launched On-Line Customer Service Survey
 - » Has maintained a "Very Satisfied" of over 96% since inception
- Worked with County Administration to identify new branch office location, and complete preliminary office design and layout
- Renovation of the Property Tax/Occupational Tax department to better accommodate and serve our customers
- Completely redesigned our Property Tax Bill by adding additional information and making it easier to access the various payment options
- Launched new automated Cueing System to better serve our customers

GOALS

- Continue to work with County Administration to secure funding for and begin construction on new Tag/Tax Branch office in the Locust Grove area
- Establish a Lobby Host position to better assist customers during our heavier traffic times and further reduce customer wait times
- Expand Business License renewal services to our Stockbridge branch office
- Expand payment options to include ApplePay, GooglePay, etc.
- Creation of an On-Line Registration process for those wishing to participate in our Tax Sale process
- Implement enhanced website options to provide more ways to have questions answered and to disseminate relevant information

RETIREMENT TRIBUTES

GINGER COWAN

Ginger was a member of our Property Tax department for 14 years. Always dependable and professional, Ginger was adept at handling challenging property tax issues with fairness and compassion. Having served under three Tax Commissioners, Ginger's knowledge and expertise was appreciated by customers and coworkers alike, and her contributions to this office have helped to improve us at every level. We wish Ginger all the best in her well-deserved retirement, and are thankful for the time we shared together.



EVE DAHLKE

For over 15 years Eve faithfully served our residents and businesses here in Henry County as a part of our Occupational Tax team. Eve was well known for always being a beacon of information and always treating every customer with kindness and compassion. Eve was known for always going above and beyond to assist customers and making sure they received the most accurate and up to date information available. Eve's warm and caring approach and attitude will be missed by her co-workers and the public she served.

CHERRY SANSBURY

Cherry worked at the Motor Vehicle Department for 14 years, at both the Stockbridge and McDonough locations. For the past 7 years, Cherry has served as the Dealer Clerk in McDonough, handling all types of motor vehicle transactions. In this role, Cherry worked primarily with our local dealerships and businesses, and was known for always finding an answer to even the most challenging issues. Always a pleasure to be around, Cherry will be greatly missed by both her co-workers and her many customers for her helpful attitude and ever-present smile.



MEET THE STAFF, LOCATIONS & HOURS

MCDONOUGH LOCATION



McDonough Office



Property & Occupational Office



Finance Office

STOCKBRIDGE LOCATION



Stockbridge Office

MCDONOUGH OFFICE

140 Henry Parkway, McDonough, GA 30253
Tel: (770) 288-8180

Motor Vehicle/Tag Office Hours:

Monday-Friday - 8:00 AM - 4:30 PM

(Please check website for updated information or changes)

Property Tax & Occupational Tax Hours:

Monday-Friday - 8:00 AM - 4:30 PM

STOCKBRIDGE OFFICE

164 Burke Street, Stockbridge, GA 30281
Tel: (770) 288-8180

Motor Vehicle/Tag Office Hours:

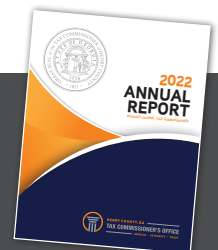
Monday-Friday - 8:00 AM - 4:30 PM

(Please check website for updated information or changes)

Property Tax Hours:

Monday-Friday - 8:00 AM - 4:30 PM

You may download the 2022 Annual Report, in electronic format, from the Henry County Tax Commissioner website: www.HenryCountyTax.com



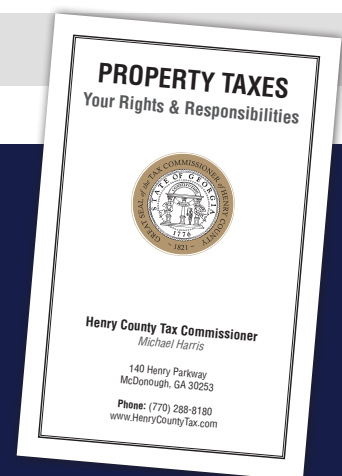
2022 HOMESTEAD EXEMPTIONS

CODE	AGE	COUNTY	EXEMPTION AMOUNTS	
L1		29,189	\$15,000 \$4,000 \$0	COUNTY SCHOOL M&O SCHOOL BOND, WATER
L2	62	1,707	\$20,000 \$15,000 \$0	SCHOOL M&O, SCHOOL BOND COUNTY WATER
L3	65	2,543	\$80,000 \$15,000	SCHOOL M&O, SCHOOL BOND COUNTY, WATER
L6	68	1,686	\$120,000 \$15,000	SCHOOL M&O, SCHOOL BOND COUNTY, WATER
L9	70	10,334	FULL \$15,000	SCHOOL M&O, SCHOOL BOND COUNTY, WATER
L12	Totally Disabled (Under age 65)	653	\$50,000 \$15,000 \$0	SCHOOL M&O, SCHOOL BOND COUNTY WATER
L16	Veterans Disabled (Under age 65)	1,627	\$101,754 \$101,754	SCHOOL M&O, SCHOOL BOND COUNTY, WATER, & CITY
L17	Veterans Disabled (Under age 65)	134	\$101,754 \$101,754	SCHOOL M&O, SCHOOL BOND COUNTY, WATER, & CITY
L18	Veterans Disabled	68	\$120,000 \$100,896	SCHOOL M&O, SCHOOL BOND
L19	Veterans Disabled (Age 70)	461	FULL \$101,754	SCHOOL M&O AND BOND COUNTY, WATER, & CITY
SS	Surviving Spouse (Of Service Member killed in action)	1	\$101,754 \$101,754	SCHOOL M&O, SCHOOL BOND COUNTY, WATER, & CITY
SG	Surviving Spouse (Of Peace Officer or Firefighter killed in line of duty)	4	FULL	SCHOOL, COUNTY, WATER, & CITY

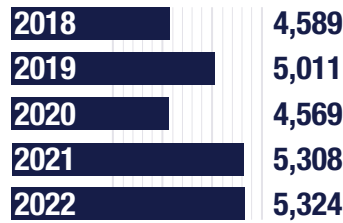
****NO EXEMPTIONS ALLOWED FOR CITY TAXES WITH THE EXCEPTION OF L16 - L19 VETERANS DISABLED AND SURVIVING SPOUSE**

The Tax Commissioner monthly mails new homeowners a booklet that contains important tax information about the following:

- Local and state homestead exemptions
- Preferential and conservation exemptions
- Information about other types of property



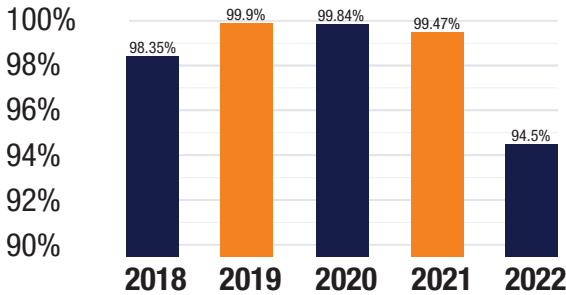
OCCUPATIONAL TAX CERTIFICATES ISSUED



ABOUT OCCUPATIONAL TAX CERTIFICATES

Occupational tax certificates are issued to commercial, retail and home-based businesses. Fees are determined by type of business and gross receipts.

PROPERTY TAX COLLECTION RATE

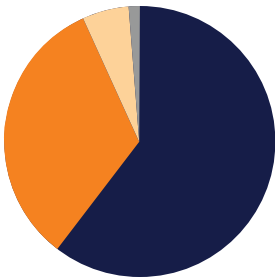


ABOUT PROPERTY TAX COLLECTION RATE

Over the past five years, collection rates have consistently exceeded 99 percent beyond the fiscal year. Tax collections will continue to increase in subsequent months.

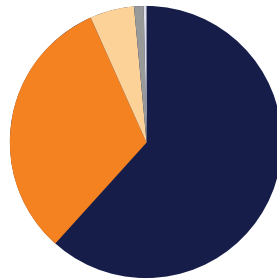
Amount collected as of December 31, 2022

DISBURSEMENTS



2021
(7/1/2021 - 6/30/2022)

	Board of Education \$184,548,338.19
	County \$92,772,652.23
	Water \$16,210,713.14
	City of McDonough \$3,911,302.20



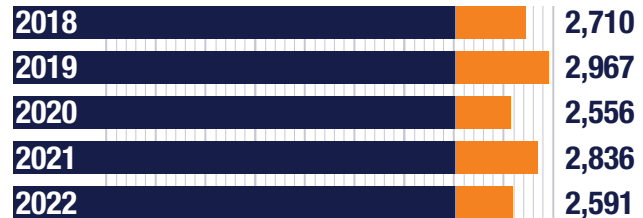
2022
(7/1/2021 - 6/30/2022)

	Board of Education \$222,696,834.99
	County \$114,204,403.19
	Water \$18,881,457.56
	City of McDonough \$4,206,984.11
	City of Hampton \$1,115,089.88

ABOUT DISBURSEMENTS

The Tax Commissioner's office disburses weekly all funds collected to the following entities of the County. County M&O, School Bond, Water Authority and the Cities. The amount of disbursement is based on collection and the millage rate of each entity.

LIENS FILED BY YEAR



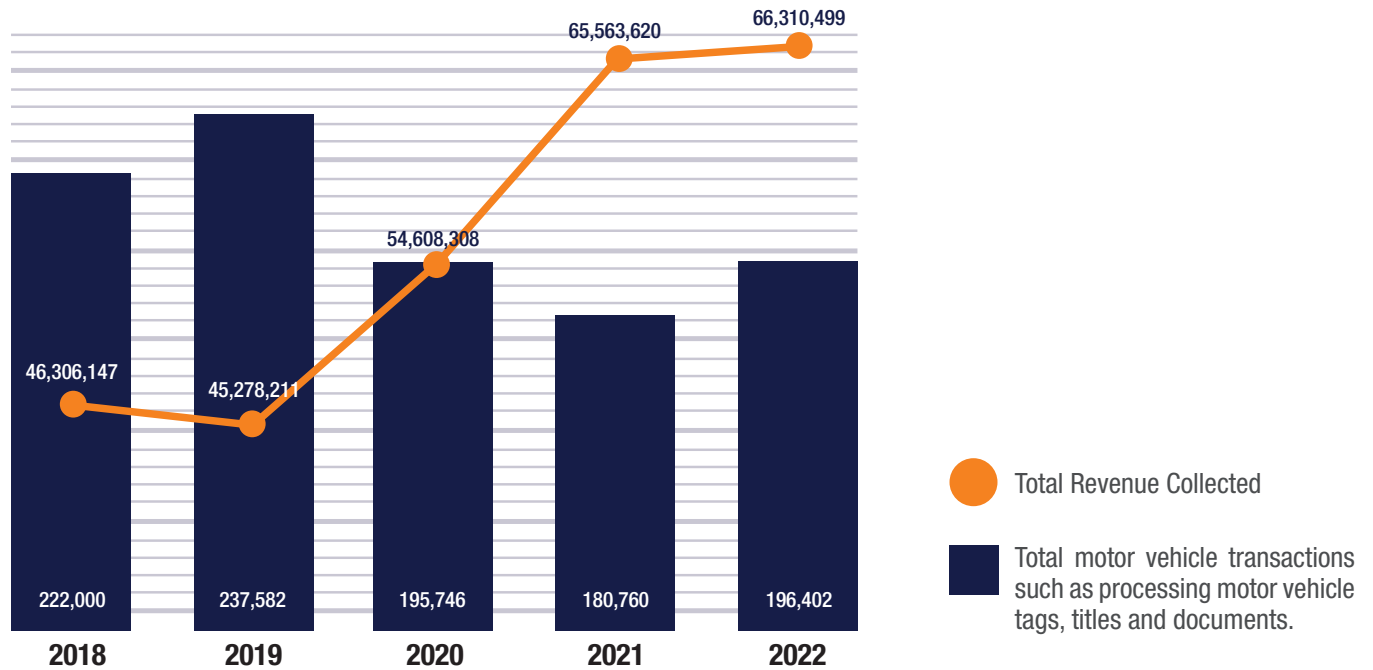
ABOUT TAX LIENS

A tax lien is a legal claim against the assets of a person or business who fails to pay taxes owed. Liens are filed in the Clerk of Superior Court throughout the year. Currently, we file liens on less than 4% of properties within the County.

CLIENT TESTIMONIAL

*Absolutely wonderful team!
Excellent & accurate customer service provided!
Great Customer service, efficient and knowledgeable!
All went smooth as butter.*

ANNUAL MOTOR VEHICLE TRANSACTIONS



ABOUT ANNUAL MOTOR VEHICLE TRANSACTIONS

The amount of total revenue collected remained steady the fourth full year under Title Ad Valorem Tax (TAVT). Under the TAVT system, the county collects the full amount of each TAVT transaction, although only a small portion is distributed to the county, while the remaining balance goes to the State.

IF THE OFFICES ARE CLOSED, YOU CAN STILL VISIT THE TWO KIOSK LOCATIONS BELOW



ELLENWOOD KROGER

101 Fairview Road
Ellenwood, GA 30294

Kroger Hours:

Monday-Sunday
5:00 AM - 12:00 AM

MCDONOUGH KROGER

301 Jonesboro Road
McDonough, GA 30253

Kroger Hours:

Monday-Sunday
5:00 AM - 12:00 AM

CLIENT TESTIMONIAL

*I appreciated the great service.
I anticipated a longer wait, so I was very happy.
Just keep up the good work and love that you give.*

CLIENT TESTIMONIAL

*Great service, professional,
knowledgeable & fast.
Everything was GREAT!!!!*

IMPORTANT DATES

MOTOR VEHICLE REGISTRATION DATES

- Motor vehicle registration expires at midnight on the **(first) titled owner's birthday**
- Business or enterprise registrations expire at midnight on the **last day of the month** shown on the license plate or the decal
- Leased vehicles are registered by the **lessee's birthday**

OCCUPATIONAL TAX/BUSINESS LICENSES

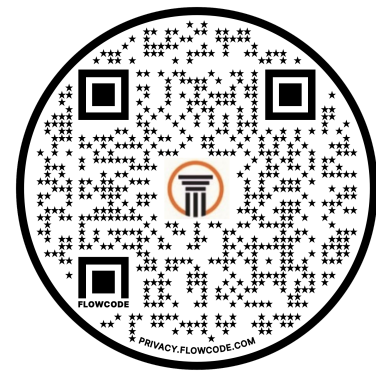
- **January 1:** Renewals are due

PROPERTY TAX DATES

- **January 1- April 1:** Property tax returns accepted (in the Tax Assessor's office), Applications for Freeport and special land exemptions accepted (in the Tax Assessor's office)
- **April 1:** Deadline for filing homestead exemption for the current tax year (applications are accepted year round)
- **April 1:** Personal Property Mobile Home taxes due
- **April:** Assessment notices mailed by the Tax Assessor's Office
- **September:** Tax bills mailed to property owners
- **November 16:** Deadline for property tax payment

INTEREST & PENALTY DATES

- **February 17:** Liens (Fifa's) filed on delinquent Property Tax Bills
- **March 16:** 5% Penalty applied on delinquent Property Tax Bills every 120 days with a maximum of a 20% penalty.
- **April 1:** 10% Penalty on Occupational Tax renewals
- **April 2:** 10% Penalty on delinquent mobile home bills
- **November 17:** Interest begins accruing on delinquent property tax bills



DID YOU KNOW?

MOTOR VEHICLE ONLINE SERVICES:

- Renew your registration
- Pay insurance fines
- Cancel your registration
- Change your address
- Apply for a tag
- Check your insurance status
- Have a duplicate registration emailed to you
- View our lobby wait times

PROPERTY & OCCUPATIONAL ONLINE SERVICES:

- Renew your Occupational Tax online
- Print & Apply for the business license
- Pay Property Taxes online
- Print Tax bill online

DID YOU KNOW?

- We accept cash, check or credit card (a 2.5% convenience fee applies)
- You must schedule an appointment to submit your business license application
- Your driver's license has to reflect your Henry County address for a home-based business



HENRY COUNTY, GA _____
TAX COMMISSIONER'S OFFICE
_____ **SERVICE • INTEGRITY • TRUST**

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