



2024

ANNUAL REPORT

MICHAEL HARRIS, TAX COMMISSIONER



HENRY COUNTY, GA

TAX COMMISSIONER'S OFFICE

SERVICE • INTEGRITY • TRUST

2024 STATE OF THE OFFICE

The conclusion of 2024 marked the end of my first full term as the Henry County Tax Commissioner. As I begin my second term, I wanted to take a moment to reflect on some of the lessons learned during that time and celebrate some of our many achievements.

The need for adaptability and flexibility most certainly were the principle takeaways during this first term. This was most evident during three separate instances:

- Implementation of a New Statewide Motor Vehicles Software System {D.R.I.V.E.S}
- 2019 Countywide Cyber Attack
- COVID Pandemic

While the DRIVES implementation was a planned statewide event, it was not without challenges. After months of staff training and testing, the office was closed for three days during the implementation. Our GO-Live day saw lines around the building, as we worked to expedite our processing, all while becoming accustomed to a new system.

While the 2019 Cyber attack and the COVID pandemic were obviously unplanned events, we had to immediately adapt to the new realities we were faced within terms of security processes and health precautions and protocols for both customers and staff members. Through all of these events, we learned, collectively, the importance of being flexible in our approach on how to best serve our customers while ensuring the integrity and security of all our operational functions.

As a team, we learned resiliency in the face of challenges, and that helped to frame our direction as we began charting our path forward. We began this process of transformation by developing a clear vision for our continued progression, and this was captured in our Three Pillar Initiative. We continued to build upon our culture of service, caring and commitment to the charge of ensuring all office changes would support our core principles of Service, Integrity and Trust.

That commitment was reflected in a variety of ways throughout our office, but some of the most notable improvements included:

- Launched a new Call Center
- Internal Restructuring
 - Creation of a dedicated Finance Department
 - Added additional support staff to better assist staff and customers
 - Renovated office areas for enhanced security, improved customer accessibility and staff efficiency
- Launched Community Outreach & Education Initiative
- Worked with County Administration to secure funding for a New Tax/Tag Branch Office
- Technology Upgrades throughout office
 - Online enhancements
 - Expanded payment options

So, as I prepare to embark on my second term serving in this role, I do so with a keen understanding that our greatest challenge as an office remains the threat of complacency. We have made great strides over the past few years in finding ways to improve in every area of our operations. We must, and we will continue in the same manner by constantly looking for “Better” ways, being active and intentional about our training, and continuing to listen to our customers to ensure we remain leaders in the areas of Service, Integrity & Trust.

Thank you, Henry County, for once again trusting my team and I to continue serving our great community with professionalism, expertise and kindness. If we can ever be of assistance to you, please do not hesitate to contact us at either of our two locations.



Michael Harris
Tax Commissioner



Michael Harris, Tax Commissioner



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

SERVICE

Provide Henry County 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 Authority, the State of Georgia and for the Cities of Henry County.

Property, motor vehicle, mobile home, timber and heavy 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 from 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.

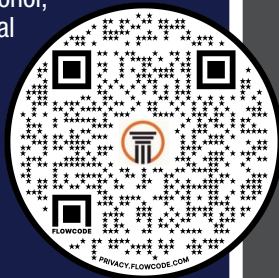


TABLE OF CONTENTS

- Vision, Purpose, Accomplishments & Goals 3
- In Honor of Debra Mayo, Sherry Dye, Anna Saylor & Jose Batista 4
- Meet The Staff, Locations & Hours 5
- Homestead Exemptions 6
- Occupational Tax Certificates Issued, Property Tax Collection Rate, Disbursements & Liens Filed 7
- Annual Motor Vehicle Transactions & Kiosk Locations 8
- Important Dates & Did You Know 9

2024 ACCOMPLISHMENTS

- Added new Kiosk location at the Union Grove Kroger.
- Worked with the Department of Drivers Services to include Driver's License renewals at 2 of our Motor Vehicle Kiosks (Fairview & McDonough).
- Successfully transitioned to new Smart Pay options which are more secure and allow for Tap 2 Pay, Apple Pay, and Google Pay for our Motor Vehicle payments.
- Upgraded our existing camera & microphone system in the McDonough office to enhance the security, integrity, and accountability of all monetary transactions with customers.
- Secured funding, through SPLOST, for the construction of a new Tax/Tag Branch office, to be located in the Locust Grove area.
- Launched outreach initiative to better inform the public on ways to reduce tax burdens and become more familiar with the role and function of the Tax Commissioner's Office.
- Added interactive voice response (IVR) as an additional option for Property Tax Payments.
- Implemented a new money handling process by incorporating new smart safe technology within the department.

2025 GOALS

- Finalize plans for the new Tag / Tax Office and groundbreaking on construction.
- Add a 4th New Motor Vehicle Kiosk in the Ola area.
- Add a Communications Position to assist with Community Outreach Initiatives.
- Continued Focus on Staff Training & Development.
- Add Tap 2 Pay, Apple Pay & Google Pay options for Property and Occupational Tax payments.
- Update our website to be more user friendly.
- Upgrade cameras and microphones at the Stockbridge Tag/Tax office.
- Continue to work with the City of Stockbridge on potential Drive Thru expansion at Stockbridge Tag/Tax office.

RETIREMENT TRIBUTES



DEBRA MAYO

Debra was an asset of the tax commissioner's office for almost 18 years. Customers often describe her as being very patient, welcoming, professional and such a delight to work with. She is well known and admired throughout the community for her exceptional customer service, to the point where customers will request to see only her when they visited our office. She continually displayed service, integrity, and trust while maintaining an excellent attitude and the thoughtfulness we strive for in the tax office. Her honesty and integrity were always above reproach, and her outgoing personality could not be denied. Debra was a dedicated team player. She always takes the initiative in assisting her coworkers and supervisors and is always eager to do so. Debra, we are wishing you well on your new beginnings with your family.

SHERRY DYE

Sherry worked for the Henry County Tax Commissioner's Office for over 21 years. She exhibited a strong work ethic and consistently went above and beyond her duties to provide extraordinary customer service to every customer as well as her teammates. She displayed a strong dedication and commitment to excellence that was always appreciated by customers, her coworkers, and residents of Henry County. She has a heart of gold, a smile that can brighten any room and a laugh that you will never forget. Sherry, we hope you enjoy your family and travels, we will truly miss you!

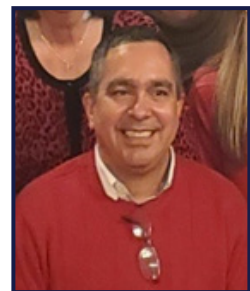


ANNA SAYLOR

Anna was a vital member of the Tax Commissioner's office for nearly 20 years. She served our residents and customers in various roles, ranging from Tax/Tag Specialist and Bookkeeper to Branch Manager and ultimately Motor Vehicle Director. In each of her positions, she epitomized the core tenants of: Accountability, Collaboration, Fiscal Stewardship, Integrity, and Service. While her accomplishments were many, one of her more notable achievements was spearheading the successful transition to our new Drives software system. Anna's commitment to these core principles helped to forge a "Culture of Excellence" within our Motor Vehicle Department, which will be her lasting legacy. It has been the biggest privilege to work with Anna and she is going to be missed tremendously by all her co-workers! We wish Anna the best in this next journey of her life and hope that she gets to spend lots of time with her grandbabies, watch and attend as many sporting events as possible and continue to travel the world like she loves to do!

JOSE BATISTA

Jose was hired in 2020 to serve as our Motor Vehicle Director. Jose entered this office during one of the most difficult times for us all, COVID. Jose's unique style and sense of humor helped him quickly connect with his new team and bring a little bit of ease to the environment as it was very stressful times. During his time here at the Tax Commissioner's office Jose worked diligently to make sure that our Motor Vehicle department functioned collectively as a whole with Service, Integrity, & Trust. Jose was a great asset to our team and while we will miss him terribly, we hope that he enjoys his time at home with his fur animals and spends time with his family and friends! We wish him the best!



MEET THE STAFF, LOCATIONS & HOURS

MCDONOUGH LOCATION



McDonough Motor Vehicle Team



Property & Occupational Team



Admin/Finance Team

STOCKBRIDGE LOCATION



Stockbridge Team

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 2024 Annual Report, in electronic format, from the Henry County Tax Commissioner website: www.HenryCountyTax.com

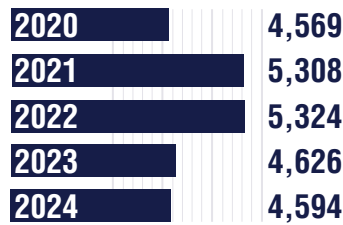


HENRY COUNTY HOMESTEAD EXEMPTION CHART - 2024

CODE	AGE	EXEMPT AMOUNTS	TAXING AUTHORITY	CODE	AGE	EXEMPT AMOUNTS	TAXING AUTHORITY
L1		4,000	State	L16	*Veterans Disabled Under Age 65	117,014	State
		15,000	County			117,014	County
		0	School Bond			117,014	School Bond
		4,000	School M & O			117,014	School M & O
		0	Water			117,014	Water
			117,014			City	
L2	62	4,000	State	L17	*Veterans Disabled Age 65	Full	State
		15,000	County			117,014	County
		20,000	School Bond			117,014	School Bond
		20,000	School M & O			117,014	School M & O
		0	Water			117,014	Water
			117,014			City	
L3	65	Full	State	L18	*Veterans Disabled Age 68	Full	State
		15,000	County			117,014	County
		80,000	School Bond			120,000	School Bond
		80,000	School M & O			120,000	School M & O
		15,000	Water			117,014	Water
			117,014			City	
L6	68	Full	State	L19	*Veterans Disabled Age 70	Full	State
		15,000	County			117,014	County
		120,000	School Bond			Full	School Bond
		120,000	School M & O			Full	School M & O
		15,000	Water			117,014	Water
			117,014			City	
L9	70	Full	State	SS	*Surviving Spouse Armed Conflict	117,014	State
		15,000	County			117,014	County
		Full	School Bond			117,014	School M & O
		Full	School M & O			117,014	Water
		15,000	Water			117,014	City
L12	Totally Disabled Under Age 65	4,000	State	SG	Surviving Spouse Peace Officer Fire Fighter 48-5-48.4	Full	State
		15,000	County			Full	County
		50,000	School Bond			Full	School Bond
		50,000	School M & O			Full	School M & O
		0	Water			Full	Water
			Full			City	

* qualified disabled veterans or their unremarried surviving spouse or minor child pursuant O.C.G.A. 48-5-48 or by qualified surviving spouses of servicemembers killed in action 48-5-52.1

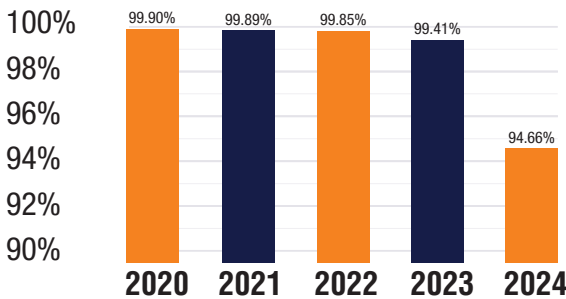
OCCUPATIONAL TAX CERTIFICATES ISSUED



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

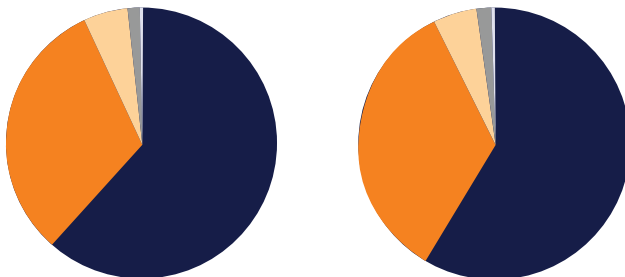


PROPERTY TAX COLLECTION RATE

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, 2024

DISBURSEMENTS



2023

Board of Education	\$237,717,439.43
County	\$121,234,628.62
Water	\$20,035,915.11
City of McDonough	\$5,233,384.16
City of Hampton	\$1,197,825.61

2024

Board of Education	\$279,978,167.50
County	\$164,285,629.45
Water	\$24,227,639.23
City of McDonough	\$8,290,040.00
City of Hampton	\$2,019,114.28

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 actual amount collected.

LIENS FILED BY YEAR



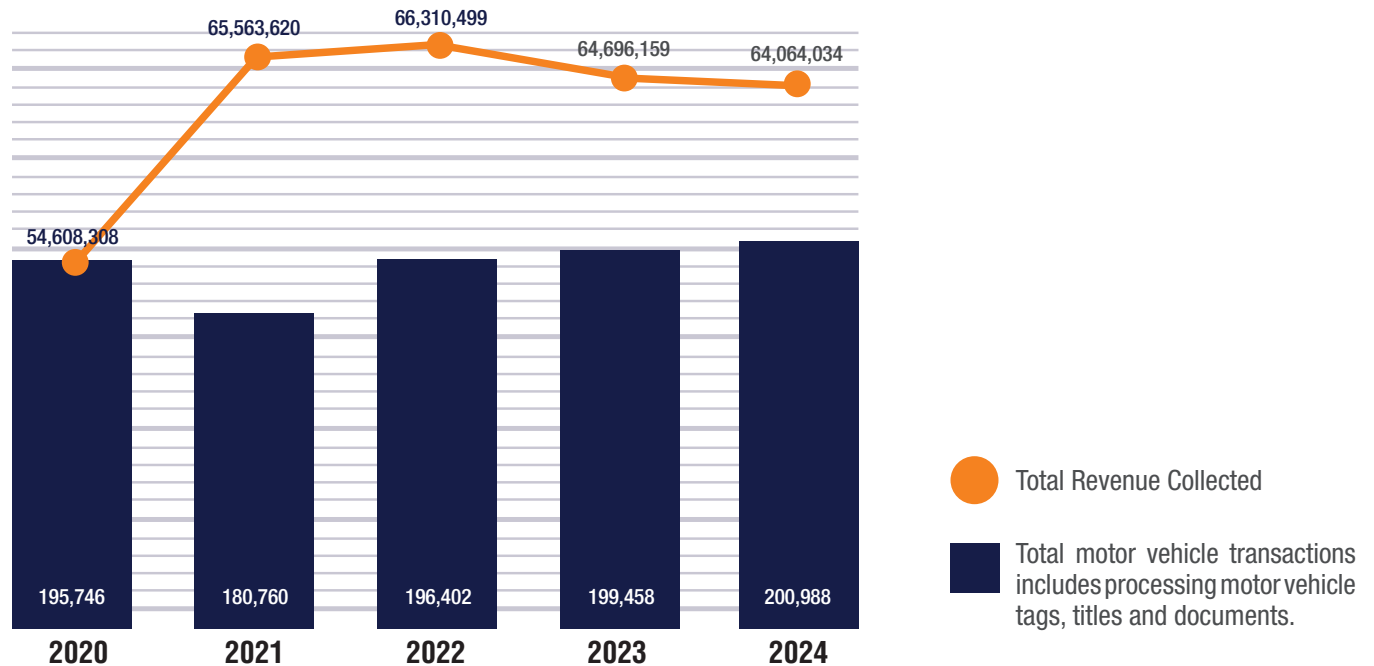
TAX LIENS

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

The atmosphere was awesome this morning. Every staff member seemed friendly and inviting. Everyone was smiling and had great energy in the building to include the police officer on duty. Best experience EVER had in 30+ years of going to deal with any motor vehicle or property tax facility. AWESOME!

ANNUAL MOTOR VEHICLE TRANSACTIONS



ANNUAL MOTOR VEHICLE TRANSACTIONS

The total amount of revenue collected remains steady under title ad valorem tax (TAVT). The county collects the full amount of each 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 A KIOSK: LOCATIONS BELOW



KIOSK LOCATED AT THREE KROGER LOCATIONS:

- Fairview Oaks 101 Fairview Road, Ellenwood, GA 30294
- McDonough Crossing 301 Jonesboro Road, McDonough GA 30253
- Union Grove Marketplace 2000 GA-155 North, McDonough, GA 30253

KROGER HOURS:

Sunday-Saturday
6:00 AM - 11:00 PM

RENEW DRIVER'S LICENSE AT:

- McDonough Crossing Kroger
- Fairview Oaks Kroger

CLIENT TESTIMONIAL

- *The clerk was very helpful with assisting me getting through the process of registering my vehicle from out of state. She was patient and pleasant.*
- *She was the most helpful person I have encountered in a government building EVER.*
- *Outstanding customer service, very knowledge and just the pure definition of customer of service!*
- *Great, friendly, and fast service.*

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

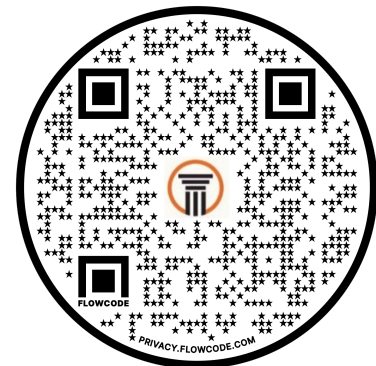
- **January 1:** Renewals are due

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:** 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

- **March:** Liens (Fifa's) filed on delinquent Property Tax Bills
- **March:** 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:

- Apply for the Occupational Tax Certificate
- Renew your Occupational Tax
- Pay Property Taxes
- Print Tax bill
- Apply for Homestead Exemption

DID YOU KNOW?

- You can pay Property Taxes via phone @ 1-855-255-6196
- 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
- If you operate or own an AirBNB in Unincorporated Henry County, you need a Short Term Rental Certificate to operate
- You may now check the status of your newly purchased vehicle online through the DRIVES E-SERVICES website





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