



Orange County Treasurer-Tax Collector

P.O. Box 1438, Santa Ana, CA 92702-1438
625 North Ross Street, Building 11, Room G-58
Office Hours: 8:00 a.m. – 5:00 p.m. Monday – Friday
Questions: tinfo@ttc.ocgov.com

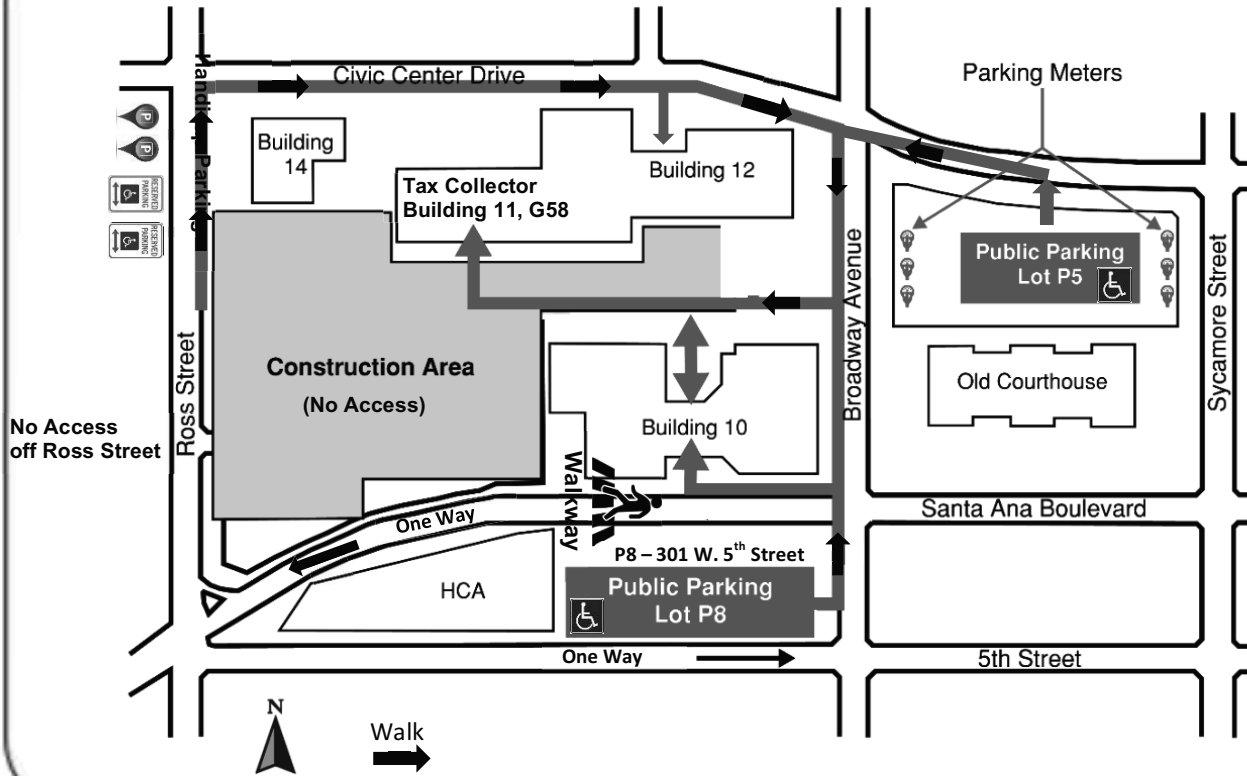


TOP FIVE DO's AND DON'Ts for SECURED PROPERTY TAX BILLS

<u>DO</u>	<u>DON'T</u>
<p>1. PAY ONLINE AT ocgov.com/octaxbill Paying by eCheck is FREE and you can pay up to 11:59 p.m. on the last timely payment date. You receive same day credit and an emailed or printed receipt. Don't risk being charged a late penalty for a late postmark!</p>	<p>1. FORGET TO MAIL YOUR PAYMENT WITH A TIMELY USPS POSTMARK. Review the payment option "Mail or In Person" in Section 2B on the back of your property tax bill. Consider paying online by eCheck for free at ocgov.com/octaxbill this year and receive an e-mailed receipt!</p>
<p>2. UTILIZE SELF-SERVICE ONLINE OPTIONS at ocgov.com/octaxbill</p> <ul style="list-style-type: none"> • Sign up at ocgov.com/taxreminder for a payment due date reminder by text message (NEW) or email • Pay online! Make sure you enter your account information correctly to ensure your bank can process your payment. • View/print copies of property tax bills, payment history and current payment status. 	<p>2. PAY YOUR PROPERTY TAX BILL IF YOUR MORTGAGE COMPANY PAYS YOUR TAXES. Check online 1-2 days before the last timely payment date to verify if your payment has been credited online. Payments from mortgage companies are received just prior to the payment deadline regardless of when your mortgage statement reflects the deduction. If you paid off your mortgage, don't forget to pay your property taxes timely.</p>
<p>3. CALL YOUR MORTGAGE LENDER with questions on your property tax payment from your escrow account. All property tax payments from mortgage companies are received only 1-2 days prior to the last timely payment date for each installment. If you paid off your mortgage, it is your responsibility to pay your property taxes by the required due dates.</p>	<p>3. WAIT ON HOLD FOR INFORMATION THAT IS ON OUR WEBSITE. We have limited staff to handle the high volume of calls. Please try one of our self-service options on our website first. Call us if you cannot find the answers online or need personal assistance. You can also email questions or requests to our office at tinfo@ttc.ocgov.com, and we will respond as quickly as possible.</p>
<p>4. CONTACT THE OFFICE OF THE ASSESSOR for:</p> <ul style="list-style-type: none"> • HOMEOWNER'S EXEMPTIONS: (714) 834-3821 • PROPERTY VALUES: (714) 834-2727 • OWNERSHIP: (714) 834-2727 • ADDRESS CHANGES: (714) 834-2939 	<p>4. HESITATE TO PAY ONLINE. Our online payment options are highly secure and easy to use. Try paying by eCheck for free at ocgov.com/octaxbill or by credit/debit card (service fees are charged). The 2017 AFP payment fraud control survey states that checks continue to be the payment method most often exposed to fraudulent activity!</p>
<p>5. UNDERSTAND THE <u>VERY LIMITED</u> BASIS UNDER WHICH OUR OFFICE MAY CANCEL LATE PENALTIES. Review "Penalty Cancellation Request How to Avoid Penalties". <u>View options for military on active duty</u> under our Information/FAQs at ocgov.com/octaxbill</p>	<p>5. REQUEST A CANCELLATION OF LATE PENALTIES DUE TO GOOD PAYMENT HISTORY. Don't drop your check in the mail on the last timely payment date. Review the "Important Information About Postmarks" at ocgov.com/postmarks and ensure your payment has a timely USPS postmark. ONE DAY LATE is LATE.</p>

CONSTRUCTION NEAR OUR OFFICE IS IMPACTING PARKING SIGNIFICANTLY!

(Lot P5 - Old Courthouse, 211 W. Santa Ana Blvd. – Lot P8 - 301 W. 5th Street)



Directions

From I-5 South

1. Take 5 Freeway north
2. Exit on Grand Avenue and turn left
3. Turn right on Santa Ana Blvd.
4. Turn left into P8 Transit Tower Parking Structure

From I-5 North

1. Take 5 Freeway south
2. Exit Santa Ana Blvd./Grand Avenue (Exit 104B)
3. Turn right onto Santa Ana Blvd.
4. Turn left into P8 Transit Tower Parking Structure

Parking

Metered Parking

- Lot P5:**
- Historic Courthouse - 211 W. Santa Ana Blvd. Civic Center Dr. @ Broadway, Enter-Exit @ Civic Center Dr.
 - Metered Surface Parking Lot.
 - P5 does not accept parking cards or validation cards.
 - Pay by Credit Card or by Coin at Meter, 2-hour maximum limit per stay
 - 8:00 a.m. – 10:00 p.m. Monday – Saturday

Ross Street Parking Meters: No direct access to Tax Collector office.



Parking Lot

- Lot P8:**
- Transit Tower Parking Structure - 301 W. 5th Street. Enter off 5th Street. West of Broadway between Santa Ana Blvd. & 5th Street.
 - Cashiers On Duty 7:00 a.m. – 7:00 p.m. Monday – Friday, closed nights and weekends
 - \$1.00 each 15 minutes or portion thereof. \$20.00 Maximum Daily Rate

