



Orange County Treasurer-Tax Collector

P.O. Box 1438, Santa Ana, CA 92702-1438

601 North Ross Street, County Service Center

Office Hours: 8:00 a.m. – 5:00 p.m. Monday – Friday

Questions: ttcinfo@tc.ocgov.com Website: ocgov.com/octaxbill



TOP FIVE DO'S AND DON'Ts FOR SECURED PROPERTY TAX BILLS

DO

DON'T

1. PAY ONLINE AT OCGOV.COM/OCTAXBILL

eChecks have no service fee, and you can pay up to 11:59 p.m. on the last timely payment date. You will receive same-day credit and an immediate emailed or printed receipt.

1. MAIL PAYMENT WITHOUT A TIMELY POSTMARK

Review the payment information "Mail or in Person" on the back of your property tax bill. Consider paying online by eCheck for same day credit at no cost!

2. UTILIZE 24/7 SELF-SERVICE ONLINE OPTIONS

- Go to ocgov.com/octaxbill and view or print property tax bills.
- View payment history, an online statement and prior years' property tax bills.
- Sign up for a due date reminder by text or email at ocgov.com/octaxreminder.

2. BECOME FRUSTRATED WITH PHONE WAIT TIMES

Incoming phone calls increase after property tax bills are mailed and close to the last timely payment dates, so use our 24/7 website or email questions to ttcinfo@tc.ocgov.com.

3. CHECK ONLINE FOR TAX BILL PAYMENT STATUS

It is your responsibility to make sure property taxes are paid by the required due dates. Mortgage lenders typically don't pay the County until right before the last timely payment date, even though they deduct it from you earlier. Check online right before the last timely payment date to see if paid.

3. CALL US IF YOU HAVE AN IMPOUND ACCOUNT

Payments from your mortgage company will usually be received just prior to the payment deadline regardless of when your mortgage statement reflects the deduction. Check online right before the last timely payment date to see if paid.

4. UNDERSTAND THE VERY LIMITED BASIS FOR CANCELLATION OF LATE PENALTIES

Review "Penalty Cancellation Request/How to Avoid Penalties" and the options for active military payment deferral at ocgov.com/octaxbill.

4. ASK OUR TELEPHONE STAFF TO PROCESS YOUR PAYMENT

Payments can't be processed by staff for security reasons. Consider paying online at ocgov.com/octaxbill by eCheck, calling our automated phone system for credit card payments or mailing a check with a USPS postmark on or before the last timely payment date.

5. CONTACT THE OFFICE OF THE ASSESSOR

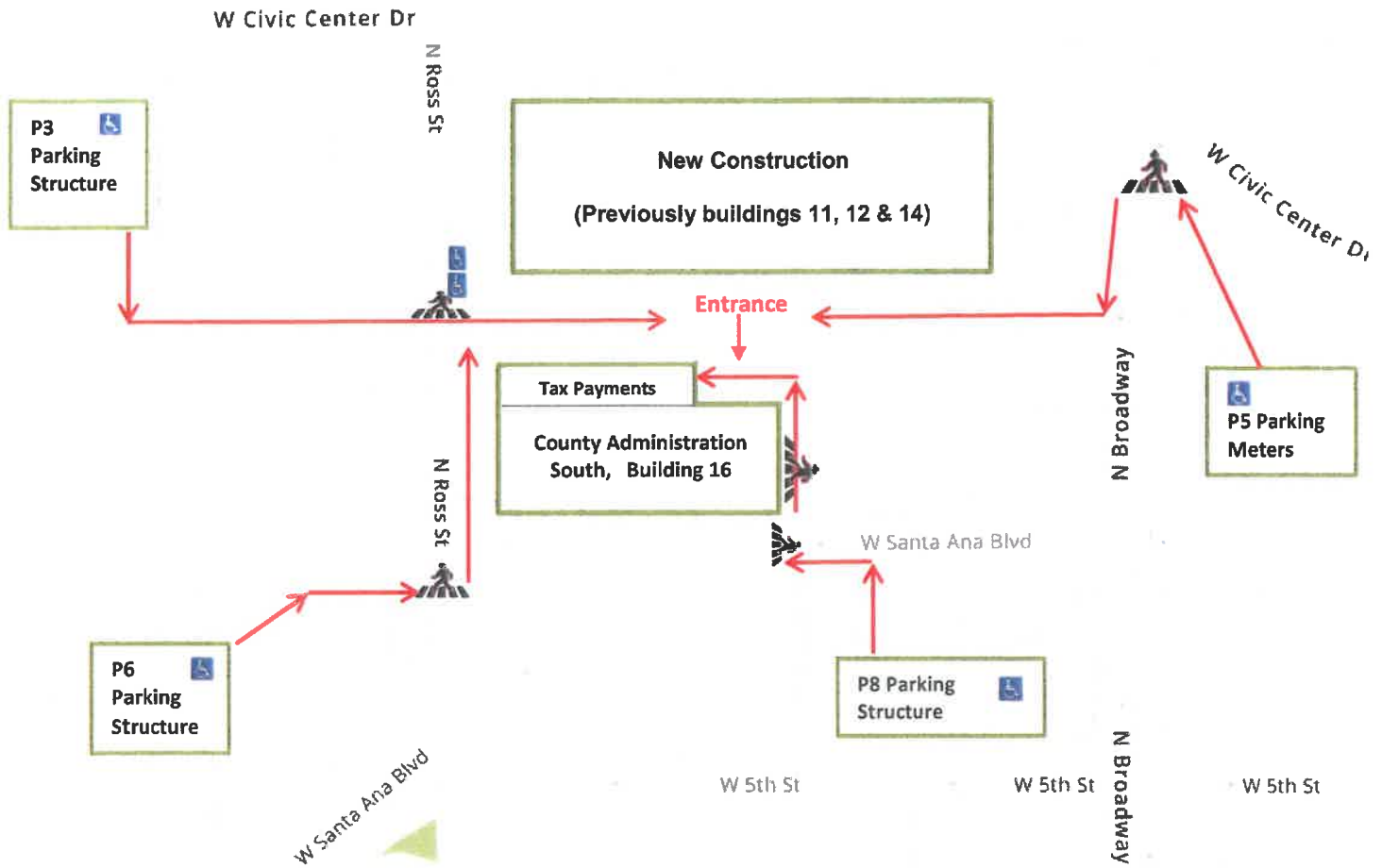
- At ocgov.com/assessor for questions, or call:
- Homeowner exemptions (714) 834-3821
 - Property values (714) 834-2727
 - Ownership (714) 834-2727, (714) 834-2788
 - Address changes (714) 834-2939

5. THINK THE TAX COLLECTOR CAN CANCEL LATE PENALTIES DUE TO A GOOD PAYMENT HISTORY

Review "Important Information About Postmarks" at ocgov.com/postmarks and ensure your payment will be processed as timely. One day late is late!

ATTENTION! WE HAVE MOVED TO A NEW OFFICE ORANGE COUNTY TREASURER-TAX COLLECTOR

County Service Center: 601 N. Ross St, First Floor, Santa Ana



Directions

ocgov.com/octaxparking

<u>From I-5 South</u>	<u>From I-5 North</u>
<ol style="list-style-type: none"> 1. Take the 5 freeway northbound 2. Exit on Grand Ave. and turn left 3. Turn right on W. Santa Ana Blvd. 4. Turn left into the P8 parking structure 	<ol style="list-style-type: none"> 1. Take the 5 freeway southbound 2. Exit on W. Santa Ana Blvd./ Grand Ave. 3. Turn right on W. Santa Ana Blvd. 4. Turn left into the P8 parking structure
<p><u>Metered Parking</u></p> <p>Lot P5:</p> <ul style="list-style-type: none"> • Old Courthouse - 211 W. Santa Ana Blvd. • Enter off W. Civic Center Dr. • Pay by coin or credit card at meter or on app • 25 cents for 10 minutes; \$1.50 per hour • Two hour maximum limit <p>Ross Street</p> <ul style="list-style-type: none"> • Pay by coin or credit card at meter or on app • 25 cents for 10 minutes; \$1.50 per hour • One hour maximum limit 	<p><u>Parking Structures</u></p> <p>Lot P8:</p> <ul style="list-style-type: none"> • Transit Tower -- 301 W. 5th St. • Enter from W. Santa Ana Blvd. or off 5th St. • \$1 each 15 minutes; \$20 maximum daily rate <p>Lot P3:</p> <ul style="list-style-type: none"> • Library/Superior Court – 690 W. Civic Center Dr. • Enter-exit at Civic Center Dr. off Ross St. • \$1 each 15 minutes, \$20 maximum <p>Lot P6:</p> <ul style="list-style-type: none"> • Appellate Court – 601 W. Santa Ana Blvd. • Enter & automated exit at W. Santa Ana Blvd. and Parton St. • \$1 each 15 minutes, \$20 maximum