Town of Penfield Supervisor’s Column

Week of August 24, 2015

Guest columnist Margaret Revelle, Receiver of Taxes

We receive many questions in the Penfield Tax Receiver Office regarding dates, procedures, and payment options for property taxes. I appreciate this opportunity to share information in advance of “tax season” to make the payment process as smooth as possible for Penfield residents.

The Penfield Tax Receiver Office handles the billing and collection of property taxes for 13,300 parcels of land. In addition to collecting Penfield Town/County taxes, we are responsible for the collection of school taxes for Penfield CSD, Webster CSD, and a small portion of Pittsford CSD. We also collect school taxes for Penfield CSD residents who live in the towns of Walworth and Macedon.

Let’s begin with dates and mailings. All school tax bills are mailed on August 31. If you do not receive your bill by September 8 please contact us directly so we can promptly mail or email a bill to you. Will you be out of town for an extended period? Tax bills can be mailed to an alternate address. Please do not rely on mail forwarding. If you do not receive your bill due to a change of address or a postal issue you are still responsible for a timely payment.

We receive many questions regarding payment options. School taxes may be paid in full or in installments. Full payments are due by October 1. After that date, interest payments begin to accrue. Payments received October 2-31 must include an additional two percent (2%) interest or the payment will be returned for the correct amount due, which may further delay your payment.

Payments may also be made in three installments. The first is due September 15. Our office will accept a first installment with one percent (1%) interest September 16-21. After September 21 only full payments may be paid in our office. All remaining installments may only be paid to the Monroe County Treasury. A detailed calendar with interest information is available on our webpage.

Regardless of payment option, all taxes paid after October 31 are payable to the Monroe County Treasury with additional interest.

Now let’s address how to pay and getting receipts. All checks are payable to “Margaret Revelle Receiver of Taxes.” If you have a mortgage payment and your taxes are in escrow, you will receive a receipt from the Tax Office within 30 days of the paid date.

You have two options for making your payment in person. The first is at our office at the town hall. Please bring your entire bill so we can stamp the top portion and return it as your receipt. You may also make full tax payments in person at M&T Bank’s Penfield Branches only—2201 Penfield Road, 625 Panorama Trail, and 1838 Empire Boulevard.

After business hours, you may place your payment in a secure payment drop box located at the east entrance of the town hall. Envelopes are provided, and payments are removed twice daily. If your payment does not balance we will return it with a letter of explanation. We will mail you a receipt within 48 hours of your payment.
When paying by mail, please provide the entire bill and check the box to request a receipt. It is important that you return the entire bill, including stubs, to get your receipt. If you have access to a computer you can print your bill or receipt at www.monroecounty.gov/etc/rp/ or go to www.monroecounty.gov and choose view/pay taxes online.

You may also pay online by credit card through Monroe County at http://www.monroecounty.gov/apps/propertyapp.php. This option is available as of September 1 and comes with a 3 percent (3%) fee from the processing bank.

Are you a new homeowner? If so, you are responsible for your tax bill. Contact our office to tell us of your status. A transfer of title can take up to 10 weeks and your bill may be forwarded to the former owner, causing you a delay.

If you purchased a home from someone with exemptions you may receive a “charge back” on your bill because you received the benefit of the prior owner’s exemption at your closing. To correct this, the difference is charged back to you on a future tax bill. If this has happened and you need a letter for your mortgage company to correct your escrow payment please contact me.

Resource details: The Tax Receiver Office is located on the first floor of the Penfield Town Hall, 3100 Atlantic Avenue, 14526. Counter hours are Monday to Friday 9:00 a.m. to 5:00 p.m. Our phone is 585.340.8625, email is receivertaxes@penfield.org. The Tax Receiver webpage (www.penfield.org, choose Departments, then Tax Receiver) provides many more details on school and town/county tax bills, schedules, and payment options.

The Monroe County Treasury is located at 39 West Main St. Rm. B-2, Rochester, New York 14614. The phone is 585.753.1200.

I hope this information is helpful as you prepare for your upcoming school tax bill. Please contact me directly with your questions or concerns.

Margaret Revelle
Receiver of Taxes
Town of Penfield