

# **Tax Collection in Hard Times**

**Personal Property March 2010 Seminar**

**Thursday, March 25, 2010**

**2:00 P.M.**

## **Sources of information**

1. Understand personal property statutes and the declaration form
2. Assessor-Town Clerk-Health Department-Planning and Zoning Department- Finance/Accounts Payable-Chamber of Commerce-Secretary of State-Consumer Protection- Department of Revenue Services-Lottery Commission-Liquor Commission
3. Internet

## **Make a Plan**

1. Determine the notices you will send and when you will send them
2. Formulate a plan for dealing with returned mail
3. Create a guide to review each delinquent account
4. File UCC-1 Liens with the Secretary of State's office
5. Review Information provided by other sources- how accurate is it when there are:
  - Multiply years of delinquency
  - Declaration forms not filed
  - No trade name certificates filed
  - Non-existing or inaccurate Corporation and Limited Liability filings with the Secretary of State.

## 6. Collections tools

### **Teamwork – Workable Solutions**

Document by video or digital camera personal property each October 1<sup>st</sup>.

Communicate any and all information you obtain to the Assessor.

Discuss delinquent accounts with the Assessor.

Work with Assessor to come up with a plan- what documentation is needed to remove personal property from a grand list when it is not there October 1<sup>st</sup>

Help Assessor to understand that personal property accounts that are delinquent for one year or more and no data is available through research done by the Tax Collector's office needs to be reviewed by the Assessor for accuracy.

Personal property does not belong on the grand list without verification.

Assessments of personal property that do not exist on October 1<sup>st</sup>, causes a revenue shortfall.

### **Possible Options to more accurately tax personal property**

Much like the motor vehicle listing we receive, Consumer Protection and Department of Revenue Services could provide list of businesses to the Assessor.

Mandatory requirement that businesses file paperwork when a business closes.

Town Ordinance to license all businesses yearly in town.

Valid License to be displayed at place of business or location of the personal property yearly. Non-compliance regulations could be put in place. Payment of property taxes part of the licensing process.

**OFFICE OF THE TAX COLLECTOR  
TOWN OF THOMASTON  
P.O. BOX 136  
THOMASTON, CONNECTICUT 06787**

**Sec. 12-146a. Revocation of municipal and district health department permits for failure to pay personal property taxes.**

Any municipality, as defined in subsection (a) of section 12-41, or any district health department formed under chapter 368f, may withhold or revoke any license or permit, issued by such municipality or, district health department, to operate a business enterprise if an taxes levied by such municipality or, in the case of a district department of health, by any constituent municipality of such district, against personal property used in such business enterprise are delinquent and have been so delinquent for a period of not less than one year.

February 8, 2010

Re: Connecticut General Statutes (CGS), section 12-146a *Revocation of Municipal and District health Department Permits fro Failure to Pay Personal Property Taxes.*

Dear Personal Property Taxpayers:

Section 12-146a *Revocation of Municipal and District Health Department Permits for Failure to Pay Personal Property Taxes* provides any municipality or any health district department to withhold or revoke any license or permit, issued by such municipality or district health department, to operate a business enterprise if

any taxes levied by such municipality are delinquent and have been so delinquent for a period of not less than one year.

Enclosed please find a delinquent statement for personal property taxes owed the Town of Thomaston. Please pay the Grand Total by February 28, 2010, in order to avoid additional interest charges.

You have an amount due that pertains to the 10/1/2007 Grand List and/or prior, **your delinquency is subject to the provision of CGS Section 12-146a.**

**Please pay the amount due by February 28, 2010, to avoid additional late interest and notification of your delinquency to The Torrington Area Health District.**

If you have any questions, please contact me at (860)283-4271.

Sincerely,

Peggy Duffy, CCMC  
Tax Collector Town of Thomaston

Enclosure

( Connecticut )

## Declaration of Personal Property Short form

Who should File: All owners of taxable personal property. If you no longer own the above noted business or personal property assessed in your name last year, you need only to complete the **AFFIDAVIT of BUSINESS CLOSING OR MOVE OF BUSINESS OR SALE OF BUSINESS** below and return this declaration to the ASSESSOR. If you do not, the Assessor **must** assume that you are still operating the business or still own and have failed to declare your taxable personal property.

### AFFIDAVIT OF BUSINESS CLOSING OR MOVE OR SALE OF BUSINESS OR PROPERTY

I \_\_\_\_\_ of \_\_\_\_\_ at \_\_\_\_\_  
Business or property owners name Business Name ( if applicable) Street Location in <<  
Town>>

With regards to said business or property I do so certify that on \_\_\_\_\_ said business or property was (indicate which one by circling):  
Date

SOLD TO: \_\_\_\_\_

Name

Address

MOVED TO: \_\_\_\_\_

City / town and State to where business or property was moved Address

Terminated  Attach Bill of Sale or Letter of dissolution to this form and return it with this affidavit to the Assessor's office

The signer is made aware that the penalty for making a false affidavit is a \$500 fine or imprisonment for one year or both.

Signature \_\_\_\_\_ Date: \_\_\_\_\_ Print Name \_\_\_\_\_

PERSONAL PROPERTY COLLECTION  
TOWN OF WOODBRIDGE

JULY Mail original bills

AUGUST Reminders for all unpaid accounts. Message: This account is delinquent. If You have any questions concerning assessment please contact the assessor At #####. To avoid additional interest payment must be received by 8/31/09. \*\*\*Use colored paper.

Print a list of delinquent accounts. Utilize this list to maintain a record of phone #'s, messages, contacts and remarks

Make phone contact if possible. If # is unavailable check with the assessor for information of contact person from Personal Property Declaration. Call several times if necessary. If you leave a message merely say you are Calling from the Town Hall.

Contact landlords if delinquent is a tenant that cannot be located.

Be aware of requests from title searchers for real estate information. If name of Personal Property and Real Estate is the same record a lien for the Personal Property in the Town Clerk's office.

If delinquent is a franchise contact the main office of the company to report the delinquency. They will usually either pay the account or contact the delinquent.

Obtain a list of checks to be issued by accounts payable and check for any delinquent accounts. With hold payment until accounts are paid in full.

SEPTEMBER Demand for collection or a warrant will be issued to a state marshal for Collection if payment is not received by the end of the month.  
\*\*\*\*Change the color of the paper.

OCTOBER Copy of the warrant is mailed to the taxpayer stating that this is what we Intend to issue to the state marshal.

NOVEMBER Warrants are issued to the marshal including 2<sup>nd</sup> payments.

DECEMBER Copy of tax bills reprinted and mailed.

FEBRUARY Reminders

Print list of delinquent accounts. As above make notes, phone #'s etc.  
Contact by phone.

MARCH Demand for collection.

APRIL Copy of the warrant mailed to the taxpayer.

MAY Warrant issued to the state marshal.

\*\*\*\*\*ALWAYS RETAIN LIST AND NOTES OF DELINQUENTS FOR FUTURE YEARS

2008 GRAND LIST

PERSONAL PROPERTY RESULTS

July 2009 716 accounts \$1,508,535.00

August 117 reminders

September 58 accounts outstanding

November 44 warrants issued

December 34 accounts outstanding \$5277.00

October 2, 2009

Dear Woodbridge Taxpayer:

Attached is a copy of an Alias Tax Warrant which we intend to issue to a Marshal on October 31, 2009 if this bill is not paid.

Please remember that unpaid Motor Vehicle taxes will affect your ability to register your motor vehicles.

I am available Monday thru Friday from 8:30 a.m. till 4:30 p.m. at (203) 389-3425 to discuss this with you.

If your question is on assessment or if you no longer own the vehicle, please contact the Assessor's Office as soon as possible so that this can be corrected. (203) 389-3416.

Thank you for your prompt attention.

Sincerely,

Pat Crisco  
Tax Collector



# Delinquency Collection in Hard Times

Town of Clinton

## Personal Property

### Send tax bills out in June

- Brings in needed revenue
- Gives taxpayers more time to make their payment on time

### Returned mail

- Work on immediately to get bills out again before the end of the collection period.

### Change of address

- Assessor needs notification for personal property changes
- Correct address in the tax file
- Make a notation in message area of the change of address  
Date of change, who supplied the change and who made the change in the tax system (initials will do)

### Late notice as soon as possible in August

- Send cover letter with each delinquent tax bill

### Demand notice in September 1<sup>st</sup> installment

- Send cover letter with each demand notice

## Demand and Notice of Intent to Lien in October (*full year tax*)

### File UCC-1 Liens with Secretary of State

*In October, November and December*

*Create file on each delinquent account*

- Try to contact each delinquent account by phone

- Do research

### **February**

- Send Demand and Notice of Intent to Lien to all accounts delinquent for the January installment. Enclose a cover letter.
- These accounts have not had UCC-1 liens filed yet...
- File UCC-1 liens.
- Send to Marshal or turn over to a Collection Agency

## **Real Estate**

### **Send tax bills out in June**

- Brings in needed revenue
- Gives taxpayers more time to make their payment on time

### **Returned mail**

- Work on immediately to get bills out again before the end of the collection period.

### **Change of address**

- Assessor needs notification for real estate changes
- Correct address in the tax file
- Make a notation in message area of the change of address  
Date of change, who supplied the change and who made the change in the tax system (initials will do)

### **Late notice as soon as possible in August**

- Send cover letter with each delinquent tax bill

### **Demand notice in September 1<sup>st</sup> installment**

- Send cover letter with each demand notice

I include in this cover letter the entire real estate tax bill must be paid in full on or before February 26, 2010. Account will be turned over to collection attorney at 4:00 P.M. on the 26<sup>th</sup>.

*Reminder notices early December to delinquent taxpayers which includes the 2<sup>nd</sup> installment of tax*

I put the delinquent real estate accounts into two separate categories

- Those who have made payments
- Those who have not made any payments
- Different cover letters for each
- Emphasis again on February 26, 2010 as last day to pay

### **Last week of December**

Another notice to those who have made payments but it appears they may not get the full payment made by February 26, 2010.

### **First week of February**

- Mail out Demand and Intent to Lien Notice
- Include cover letter

*February 26, 2010*

- turn accounts over to collection Attorney
- file liens with Town Clerk
- create file folders for all accounts turned over
- include in each folder copy of the notices sent

### **Motor Vehicle**

#### **Send tax bills out in June**

- Brings in needed revenue
- Gives taxpayers more time to make their payment on time

#### **Returned mail**

- Work on immediately to get bills out again before the end of the collection period.

#### **Change of address**

- Correct address in the tax file
- Make a notation in message area of the change of address  
Date of change, who supplied the change and who made the change in the tax system (Initials will do)

*Demand Notice in August*

- Includes August Interest and cover letter that account will be turned over to collection agency on September 15, 2009 at 4:00 P.M. If payment is made in September, call for correct balance due before sending in the payment.

**Collection Agency on September 15, 2009**

Note: Prior year delinquent accounts are already with collection agency

**Town of Clinton**

**PERSONAL PROPERTY TAX BILL HAS BEEN RETURNED IN THE MAIL.**

**\*\*\*URGENT\*\*\***

**Your Personal Property tax bill has been returned to the tax office.**

**Your mailing address must be corrected immediately with the Assessor's office**

**The Tax Office can not make the legal change of address for you.**

**You need to speak with the Assessor's Office at 860-669-9269**

**This tax bill is for personal property assessed on the first day  
of October 2008**

August 18, 2009

Office of the Tax Collector  
Town of Clinton  
54 East Main Street  
Clinton, Connecticut  
Phone # 860-669-9067  
Fax # 860-664-9050

The first installment of Personal Property was due July 1, 2009. The last day to pay without penalty was August 3, 2009. The Personal Property was assessed on October 1, 2008.

Personal Property tax bills \$100 and under are due in one installment. If the bill is over \$100, there is a second installment due on January 1, 2010 with the last day to pay without penalty on February 1, 2010.

*We do not bill for the second installment. The original bill has the second payment stub attached.*

Personal Property includes all other property not classified as real estate, such as, but not limited to, machinery, equipment, furniture, fixtures, non-registered motor vehicles and leased equipment.

Please call the tax office if you have any questions regarding the tax dollar amount of this bill 860-669-9067. Clarification of what property is being assessed will be answered by the Assessor's office. Please call 860-669-9269.

Melanie Yanus Tax Collector C.C.M.C.

October 8, 2009

Tax Collector's Demand (12-155)  
&  
Notice of Intent to Lien (12-195C)

Dear Clinton Taxpayer:

Please note the term demand is prescribed by state statute, and it is not meant to imply rudeness toward you as the taxpayer.

The personal property taxes are delinquent. Personal Property includes all other property not classified as real estate, such as, but not limited to, machinery, equipment, furniture, fixtures, and non-registered vehicles and leased equipment. You have been sent several notices but to date we have not received the payment due.

*Please do not ignore this notice.* A UCC-1 lien will be filed with the Secretary of the State's Office, State of Connecticut. To prevent the lien, payment must be made in full **in the Tax Collector's Office on or before 4:00 P.M. on October 20, 2009**

This letter is an effort to collect a debt owed to the Town of Clinton for Personal Property. Any information obtained with respect to your response to this letter or other inquiries will be used in the process of that collection.

All questions regarding the assessment are to be directed to the Assessor at 860-669-9269.

Thank you,

Melanie Yanus

Town Of Clinton  
Tax Collector

August 10, 2007

Office of the Tax Collector  
Town of Clinton  
54 East Main Street  
Clinton, Connecticut  
Phone # 860-669-9067  
Fax # 860-664-9050

Motor Vehicles registered on October 1, 2006. Tax due July 1, 2007.

The Motor Vehicle tax was due July 1, 2007. The last day to pay without penalty was August 1, 2007. Registered motorized or non-motorized vehicles (such as cars, trucks, motorcycles and trailers) are considered Motor Vehicles for tax purposes.

If you have sold a vehicle and transferred the license plate to another vehicle after October 1<sup>st</sup>, you are required to pay the bill in July for the old vehicle. You may receive a supplemental motor vehicle tax bill in January 2008 for the newly acquired vehicle. If you sold a vehicle, and did not transfer the plate to another vehicle, you must return the plate(s) to the DMV and get a receipt. Then you must contact the Assessor's office immediately (860-669-9269). If your motor vehicle was destroyed, stolen or removed from Connecticut, you must also contact the Assessor's office.

The uniform assessment date is October 1<sup>st</sup> in Connecticut. Motor vehicles registered on October 1<sup>st</sup> will be part of the October 1<sup>st</sup> Grand List. Vehicles registered between October 2<sup>nd</sup> and the following July 31<sup>st</sup> will be known as a supplement to the October 1<sup>st</sup> Grand List and tax bills will be due and payable January 1, 2008.

The motor vehicle information comes directly from the registration records at the DMV. If your name is spelled incorrectly or any of the information is incorrect on the bill you must notify the DMV in order to have the changes made. The DMV website: <http://www.ct.gov/dmv>.

**Do not ignore this bill. Call immediately if you have a question.**

Melanie Yanus, Tax Collector C.C.M.C.

Town of Clinton  
Office of the Tax Collector  
54 East Main Street  
Clinton, Connecticut 06413  
Phone: 860-669-9067

March 11, 2008

Ms. Lisa M  
Brittany Farms Rd  
New Britain, Connecticut 06053

Dear Ms. M,

Thank you for your tax payment. I would like to apologize for any problems you had dealing with the Tax Office and/or the Assessor's office.

The 2005 Sonata was registered in December 2006. The vehicle was registered to 77 Airline Rd, Clinton. The original tax bill for this vehicle was mailed on December 18, 2007 to 77 Airline Rd, Clinton. The tax was due on January 1, 2008 and the last day to pay without penalty was February 1, 2008. This tax bill was for a partial assessment period that covered December 2006 – September 30, 2007. A full assessment period would have been from October 1, 2006 – September 30, 2007. This is a supplemental tax bill to the October 1, 2006 Grand List. This means you did not have the car registered the first day of October but subsequently you registered the vehicle in December of 2006.

On February 8, 2008 the original tax bill was returned to our office. Handwritten on the envelope was NOT AT THIS ADDRESS. In the lower right hand corner the post office had stamped FORWARD TIME EXPIRED. The day we received the original bill back in our office on February 8<sup>th</sup>, we re-mailed the original bill to the Meriden address. Please note we had already sent a late notice out on February 6, 2008 to 77 Airline Rd, Clinton and that late notice was returned on February 12, 2008. We resent the late notice on February 12<sup>th</sup> to Meriden. Again, on this envelope the post office had stamped NOT AT THIS ADDRESS AND FORWARD TIME EXPIRED. On February 28, 2008 we sent a Notice of Demand. This notice did not get returned. You sent us the envelope showing the letter was forwarded by the Post Office to your New Britain address.

I have checked the Assessor's file of motor vehicles that will be taxes on July 1, 2008. Your vehicle will be taxed again in Clinton on July 1<sup>st</sup> and the bill will go to 77



Airline Rd, Clinton per the Department of Motor Vehicles. Whenever you move, you are required by law to notify the Connecticut Department of Motor Vehicles within 48 hours and change your address on your license and each registration. Be sure to change the tax town code to New Britain also. If you did not live in Clinton on October 1, 2007, please call the Clinton Assessor's office immediately and explain that you moved and they will advise you regarding what town you should be paying the tax to. If you are billed from the Town of Clinton, the bill will be mailed to 77 Airline Rd. The Assessor's office creates the file of vehicles that are to be taxed and the mailing address is the one supplied from the DMV as of October 1, 2007. I can not change the address.

I hope I have clarified why you did not receive your original bill or the late notice when it was originally mailed. I have enclosed copies of the envelopes. We keep returned envelopes so we can better show the problems that occur with the mailing of our bills and notices.

Call me if you have any questions.

Sincerely,

Melanie Yanus, Tax Collector, C.C.M.C.

