

## Frequently Asked Questions:

1. **How long do I have to pay my bill?**

Payments are considered timely through December 31st. If this date falls on a weekend, payments are considered timely if received by the next business day our offices are open. Interest accrues at 1% per month following this date, and other fees apply as delinquency continues.

2. **Where do I mail my property tax payment?**

If Paid Timely:  
Tax Collector, P.O. Box 61080, New Orleans, LA 70161-1080

If Delinquent:  
Tax Collector, P.O. Box 608, Covington, LA 70434

3. **Why is my tax payment sent to New Orleans?**

The local bank serving as our fiscal agent has a processing center located on the Southshore. Direct mailing improves efficiency and reduces chances for mishandling the large volume of mail we receive.

4. **Can I write a personal Check?**

Real Estate:  
Yes, if paid timely. After second delinquent notices are mailed, payments must be made in cash/certified funds.

Movable Property:  
Yes. Business checks are accepted on all payments, both timely and delinquent.

5. **Will you mail a receipt to me after posting my payment?**

No, the cancelled check and your portion of the tax bill will serve as your paid receipt. If you pay online or visit one of our payment locations, your payment will be recorded and a receipt will be provided at that time.

6. **How long will it take for my check to clear the bank?**

Due to the volume of mail to be processed, we ask that you allow some time for your check to be processed. If you paid timely and your check has not cleared by February 1st, please contact our office as soon as possible at 985-809-8217.

7. **I owe property taxes to the Parish and the City. Does this tax bill include both amounts?**

Yes! The STPSO collects for all municipalities with a millage: Slidell, Mandeville, Covington, Abita Springs, Pearl River and Madisonville.

8. **What happens if I don't pay my property taxes?**

The property will be sold at the annual Tax Sale and a lien will be attached to the property. The property owner then has three years to file a redemption with our office and pay the accumulated fees at that time to remove the lien.

9. **When is the annual Tax Sale?**

Historically in June or July.

10. **Does the Tax Collector send a copy of the bill to my mortgage company?**

Only if it remains delinquent for an extended period of time. It is advised that tax bills be forwarded to your creditor if they escrow for its payment.

11. **I bought my house at the end of the year. Who is responsible for paying the property taxes?**

Check to see how it was charged on your settlement statement. If in doubt, contact your title company.

12. **As the new owner, can I just pay my portion and have the previous owner pay his portion?**

Generally, property taxes are prorated at the closing so that the new owner can take care of the bill.

13. **I am closing on my property and have to pay the taxes prior to closing. Will I get a refund when you post the payment from my mortgage company?**

That depends. You will need to call the Tax Collector for specific details.

14. **How long will it take for me to get a refund check from overpayment of property tax?**

Generally, within 60 days from the date the excess payment or refund is posted by our office.

15. **Why is Alimony on my bill?**

This is a tax assessed for general maintenance needs of the Parish. It is 2.89 mils in unincorporated areas and 1.44 in municipalities.

16. **How much does it cost to pay online (www.stpsopayments.com)?**

Our payment website is free when paying by bank draft. If paying by credit card there is a 2.5% fee to cover our costs.

### Assessor-Based Q & A

1. **Why are my property taxes this amount?**

Real Estate:

Your taxes are based not only on the assessed value of your property, but also the total of all voter-approved millages and/or parcel fees for its specific location.

Movable Property:

Assessed value may change due to purchase of new assets or depreciation of current assets. If you did not self-report, a 10% penalty is applied. Also, the millages which apply to your assets may be adjusted annually.

2. **Why did the amount of my bill change since last year?**

Re-assessment occurs every four years which can affect the value of your property. New millages or parcel fees, or adjustments to existing one, may have also occurred in your area.

3. **My bill does not reflect my Homestead Exemption. What do I need to do?**

Please contact the St. Tammany Parish Assessor's Office at one of their locations:

Justice Center  
701 N. Columbia, Covington  
985-809-8180  
(8:30 – 4:30)

Towers Building  
520 Old Spanish Trail, Slidell  
985-646-1990  
(8:30 - 1:00; 2:00 - 4:30)

4. **I have moved. How do I change my billing address?**

All address changes must be directed to the Assessor's Office.

5. **Why is my tax bill in the name of the previous owner?**

The sale may have occurred too late in the year for the information to be processed through the various governmental agencies. This year, the Assessor has processed the majority of property transactions recorded with the Clerk of Court through May 1, 2017.