

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 or holiday, 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. **Can I write a personal check?**
REAL ESTATE:
Only until FINAL delinquent letters are mailed. Thereafter, payments must be in the form of cash, certified check, or money order.
BUSINESS PERSONAL PROPERTY:
Yes. Business checks are accepted on payments of delinquent movable property taxes.
3. **Will you mail me a receipt?**
Only payments made in person receive a receipt. Online payments provide an option to print a receipt.
4. **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.
5. **What happens if I don't pay my property taxes?**
The property taxes 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.
6. **Does the Tax Collector send a bill to my mortgage company?**
Only if delinquent for an extended time period. It is advised that tax bills be forwarded to your creditor if they escrow for its payment.
7. **When is the annual Tax Sale?**
Historically in June or July.
8. **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.
9. **As the new owner, can I just pay my portion and have the previous owner pay his portion?**
Generally, property taxes are pro-rated at the closing so that the new owner can take care of the bill.
10. **How much does it cost to pay online (www.stpsopayments.com)?**
Website payments are free via bank draft. Credit card payments incur a 2.5% fee to cover card processing costs. Note: Online payments are not accepted once FINAL delinquent notices are mailed.
7. **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.
8. **How long will it take for me to receive a refund check from overpayment of property tax?**
Generally, refunds are mailed within 60 days of an overpayment being processed.
9. **Why is Alimony on my bill?**
This is a tax assessed for general maintenance needs of the parish.
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Assessor-Based Q & A

1. **Why are my 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.
BUSINESS PERSONAL PROPERTY:
Your taxes are based on the assessed value of your assets, which should be self-reported on the LAT-5 form, and the total of all voter-approved millages for its specific location.
2. **Why did the amount of my bill change since last year?**
REAL ESTATE:
Re-assessment occurs every four years which can affect the value of your property. New millages or parcel fees, or adjustments to existing ones, may have also occurred in your area.
BUSINESS PERSONAL PROPERTY:
Assessed value may change due to purchase of new assets or depreciation of current assets. If you did not self-report, a 15% penalty is applied. Also, the millages which apply to your assets may be adjusted annually.
3. **My bill does not reflect my Homestead Exemption. What do I need to do?**
Please contact the assessor's office at one of their locations or online:

Justice Center
701 N. Columbia, Covington
985-809-8180 Real Estate
985-871-4540 Business Personal
Property line
(8:30 - 4:30)
Towers Building
520 Old Spanish Trail, Slidell
985-646-1990
(8:30 - 1:00, 2:00 - 4:30)

Website: www.stpao.org
Email: assessor@stpao.org
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?**
By law, tax bills reflect property value and condition as of January 1st each year. For this tax year, property transactions recorded with the clerk of court reflect ownership as of July 1, 2023.

Pay your bill online now!
Scan below QR code

