

Elgin Township

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2020 Year:

- ✓ Maintained updated and accurate records for the 34,857 parcels in the township.
- ✓ Reviewed over 2.5 billion dollars of assessed values and made the appropriate changes/corrections.
- ✓ Certified the 2020 assessments to the County early, on May 15th, 2020.
- ✓ Assisted approximately 275 people with the Senior Assessment Freeze Applications and other exemptions.

**** Elgin Twp Assessor's office was the only office in Kane County that was taking in person appointments with Seniors to assist with their Senior Freeze Applications and other exemptions during the pandemic. ****

- ✓ Fielded phone calls and walk-ins.
- ✓ Defended 159 taxpayer assessment complaints.
- ✓ Recorded 1,792 sales.
- ✓ Processed and field inspected 1,374 permits from the City of Elgin, Village of South Elgin, Bartlett and unincorporated Elgin (county permits).
- ✓ Executed Division/Consolidation changes received from the County – 150 parcels were deleted and 118 parcels were added.

- ✓ Installed two phone systems over 2019 and 2020 after over a year of complications. Eliminated complications and further reduced the Assessor's phone bill with the installation of our second and current phone system.

- ✓ During a global pandemic, safely maintained an operating office that remained available to taxpayers and continued to provide the same quality service that taxpayers are accustomed to.

2021 Year Goals:

- ✓ Continue to implement proper social distancing and cleaning procedures in the office to ensure we can keep assisting taxpayers in person in a safe manner.
 - Requiring masks be worn in the building by the employees and the taxpayers.
 - Scheduling of appointments spaced in a manner that reduces the chance of more than one taxpayer in our common area at once and allows for proper sanitizing.
 - Providing seating and requesting those waiting for assistance to do so outside of our common area until the taxpayer before them has left.
 - Cleaning in between each taxpayer, providing hand sanitizer and sanitizing the pens after they have been used.
 - Assisting taxpayers from behind a glass divider to provide as much social distancing as possible.

- ✓ Community Outreach –
 - ***STILL the only office in Kane County that is currently taking in person appointments with Seniors to assist with their Senior Freeze Applications and other exemptions during the global Covid pandemic.***
 - Utilizing our calendar feature and the Assessor Announcements page on the website to post important information, dates, and deadlines.

- ✓ Keep our commitment to always making the office “greener” and current by reducing paper copies, receiving and sending documents electronically, and communicating with other offices/organizations electronically or via Zoom.

- *We currently receive the following documents electronically:*

- Sales, permits, ownership changes, divisions/consolidations, Board of Review and PTAB complaints/evidence, Board of Review and PTAB decisions, farm cards, proposed change notices and the assessment roll books.*

- ✓ Continue to update our website with the most current property information and improve the website by making changes based on user suggestions and complaints.

- ✓ Certify our 2020 assessments in a timely manner and submit them to the County on or before June 15th.