

Elgin Township

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2023 Annual Town Meeting

2022 Year:

- ✓ Maintained up to date and accurate records for the 35,119 parcels in the township.
- ✓ Reviewed over 2.9 billion dollars of assessed values and made the appropriate changes/corrections.
- ✓ Certified the 2022 assessments to the County on June 15th, 2022.
- ✓ Assisted approximately 672 people with the Senior Assessment Freeze Applications and other exemptions.
- ✓ Fielded many phone calls and walk-ins.
- ✓ Defended 74 taxpayer assessment complaints.
- ✓ Recorded 1,870 sales.
- ✓ Processed and field inspected approximately 1,984 permits from the City of Elgin, Village of South Elgin, Bartlett and unincorporated Elgin (county permits).
- ✓ Executed Division/Consolidation changes received from the County – 64 parcels were deleted and 204 parcels were added.
- ✓ During a global pandemic, safely maintained an operating office that remained available to taxpayers and continued to provide the same quality service to which the community is accustomed.
- ✓ Assisted with the collection of diapers for the township Diaper Drive.

2023 Year Goals:

- ✓ Continue to implement some distancing and cleaning procedures in the office to ensure we can keep assisting taxpayers in person and in a safe manner.
 - Scheduling of appointments spaced in a manner that reduces the chance of too many taxpayers in our common area at once and allows for proper sanitizing.
 - Cleaning in between each taxpayer, providing hand sanitizer and sanitizing the pens after they have been used.

- ✓ Community Outreach
 - Continue to provide our well-known customer service to all taxpayers, but especially seniors who rely on us yearly to assist them with completing their Senior Assessment Freeze applications among other various exemptions. *Our office is one of the only offices in Kane County who assist seniors with completing and submitting the necessary Senior Freeze forms and documents.*
 - Utilize our calendar feature and the Assessor Announcements page on the website to post important information about exemptions, dates, and deadlines.
 - Encourage and help taxpayers to understand the assessment and complaint process, and to utilize their online resources to access newsletters, forms, maps and property information.
 - Completed and mailed over 175 Senior Assessment Freeze applications already for the 2023 tax year and will continue to assist more seniors/taxpayers throughout the rest of the year with all of the exemptions offered.

- ✓ 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.
 - All assessment complaint hearings are held via Zoom.

- ✓ 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 2023 assessments in a timely manner and submit them to the County on or before June 15th.