

Elgin Township

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2024 Annual Town Meeting

2023 Year:

- ✓ Maintained up to date and accurate records for the 35,408 parcels in the township.
- ✓ Reviewed over 3.2 billion dollars of assessed values and made the appropriate changes/corrections.
- ✓ Certified the 2023 assessments to the County on June 15th, 2023.
- ✓ Assisted approximately 887 people with the Senior Assessment Freeze Applications and other exemptions.
- ✓ Fielded many phone calls and walk-ins.
- ✓ Defended 192 taxpayer assessment complaints.
- ✓ Recorded 1,549 sales.
- ✓ Processed and field inspected approximately 2,712 permits from the City of Elgin, Village of South Elgin, Bartlett and unincorporated Elgin (county permits).
- ✓ Executed Division/Consolidation changes received from the County – 86 parcels were deleted and 364 parcels were added.

2024 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.
- ✓ 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 assists 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 260 Senior Assessment Freeze applications already for the 2024 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 more efficient, 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.
 - Attending remote continuing education class options via Zoom to maintain our CIAO designations and aid in reducing the expenses that are incurred when an employee has to travel outside of the office, during working hours, to attend these required classes in person.
- ✓ 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 2024 assessments in a timely manner and submit them to the County on or before June 15th.