

Elgin Township

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2022 Annual Town Meeting

2021 Year:

- ✓ Maintained updated and accurate records for the 34,983 parcels in the township.
- ✓ Reviewed over 2.7 billion dollars of assessed values and made the appropriate changes/corrections.
- ✓ Certified the 2021 assessments to the County on June 15th, 2021.
- ✓ Assisted approximately 471 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 119 taxpayer assessment complaints.
- ✓ Recorded 2,304 sales.
- ✓ Processed and field inspected 1,844 permits from the City of Elgin, Village of South Elgin, Bartlett and unincorporated Elgin (county permits).
- ✓ Executed Division/Consolidation changes received from the County – 96 parcels were deleted and 243 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.

2022 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.
 - 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.

- ✓ 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.*
 - 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 2022 assessments in a timely manner and submit them to the County on or before June 15th.