

The background features a large, faint seal of the Tax Commissioner of Henry County, Georgia. The seal is circular and contains the text "TAX COMMISSIONER OF HENRY COUNTY GEORGIA" around the perimeter. In the center, there is a depiction of a classical building with columns and a figure standing in front of it. The year "1776" is also visible at the bottom of the seal.

# 2021 ANNUAL REPORT

MICHAEL HARRIS, TAX COMMISSIONER



HENRY COUNTY, GA  
**TAX COMMISSIONER'S OFFICE**  
SERVICE • INTEGRITY • TRUST



## STATE OF THE OFFICE



Greetings,

Having faced the multitude of challenges that we all endured in 2020, this past year of 2021 has been a time of reflection, renewal and recommitment. While we reflect on the lessons learned, we do so with a renewed commitment to continue to remain resilient and adaptable during times of challenge. Through office closures, operational changes, technology challenges and public anxieties, this office has remained committed to our core mission of providing the best possible customer service experience with clarity and integrity.

We tested our limits by finding new and expanded ways to serve our customers. Whether through enhanced online services, or in providing curbside services, the staff here consistently rose to meet each and every challenge. Through this process we learned the importance of always looking for new ways to improve our operations to better serve our residents and customers.

While these efforts were reflected in a variety of ways, some of our more notable accomplishments over this past year include:

- The launch of our new Call Center to better address customer questions and reduce hold times
- Added personnel to keep pace with our growing population and continue to provide services in a timely manner
- Enhanced our online service options to make it more convenient and accessible to our customers

And finally, we are thrilled at the launch of our new office website: [www.HenryCountyTax.com](http://www.HenryCountyTax.com). Over this past year, we've worked diligently to create an updated website which provides a greater array of online services and information in a more user-friendly format. As we have all learned over these past 18 months, the ability to provide services in multiple ways (in person, online, mobile) can be critical to an organization's effectiveness and productivity.

In addition to the new website, you will also notice our new office logo: "3 Pillars", which showcases our continued commitment to our core values of SERVICE, INTEGRITY AND TRUST.

All of these changes represent our on-going initiative of identifying and implementing new ways to improve our level of service to our residents and business partners, and to remain the Premier Tax Commissioner's Office in Georgia.

If I, or any member of my staff can ever be of assistance to you, please do not hesitate to contact us at either of our two locations.

**Michael Harris**  
Tax Commissioner

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3 PILLARS OF THE  
HENRY COUNTY TAX  
COMMISSIONER'S OFFICE:  
**SERVICE, INTEGRITY, & TRUST**

### SERVICE

- Provide Henry citizens and customers with a customer service experience which reflects professionalism, friendliness, and efficiency in the best manner possible

### INTEGRITY

- Conduct all operations in the application of tax laws in a manner that reflects honesty, compassion and the highest ethical standards

### TRUST

- Conduct ourselves in a manner that instills confidence in our customers and business partners that the Henry County Tax Commissioner's office can be relied upon to provide clear and accurate information with the best possible customer service.

- 2** Purpose, Vision, Mission, Goals & Accomplishments
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#### CLIENT TESTIMONIAL

Great, fast and very friendly!  
Keep up the good work : )



## PURPOSE

The Henry County Tax Commissioner, as a duly elected constitutional officer, is responsible for billing, collecting and disbursing all monies levied as taxes for the County, School System, Water and Sewerage Authority and City of McDonough, the State of Georgia, as well as collecting fees for the cities of Henry County.

Property taxes, motor vehicle taxes, mobile home taxes, timber taxes and heavy duty equipment taxes are collected and disbursed. Additionally, this office collects excise taxes from the sale of alcohol, distribution of alcohol, hotel/motel rentals and Occupational Tax for businesses operating within the unincorporated area of the county.

The Tax Commissioner serves as the Ex-Officio Sheriff, assuming the total responsibility for collection of delinquent taxes.

### CLIENT TESTIMONIAL

Very friendly and efficient! Wonderful people for customer service.

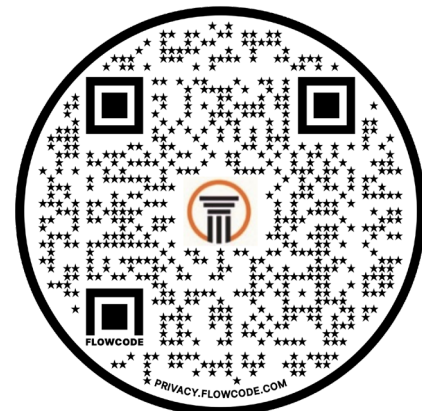
Terrific staff! Thank you for all you do!

## ACCOMPLISHMENTS

- Launched new Call-Center
- Increased Property Tax Collection Rate
- Increased Business License Collection Rate
- Developed and launched new online Business License Renewal application
- Added personnel to keep pace with growing County population
- Launched new Website: [www.HenryCountyTax.com](http://www.HenryCountyTax.com)
  - Provides access to more online options
  - Improved layout to make more user-friendly
- Launched new logo, along with new 3 Pillars initiative

## GOALS

- Identify location for a new branch office in the southern portion of the county to address growing population
- Expanded use of technology to further assist customer needs
- Development of an online Homestead Exemption application process to better serve our residents
- Launch an online Customer Service Survey to gather feedback on how services may be improved



## RETIREMENT CONGRATULATIONS TO CAROLYN MORGAN & VICKI MYERS

The Henry County Tax Commissioner's Office celebrated the retirement of two of our long time staff members this past year. We are grateful for our time together with Carolyn and Vicki, and will always be appreciative of the outstanding legacy of professionalism and customer service that they both leave behind. We wish them both all the best in their well-deserved retirement.



*CAROLYN MORGAN*

Vicki joined the Tax Commissioner's Office in 2013 after a long and illustrious career in the banking industry. While Vicki served as an Accountant for the office, her impact extended well beyond the Finance Department. Vicki's warm and friendly spirit resonated with everyone she met.



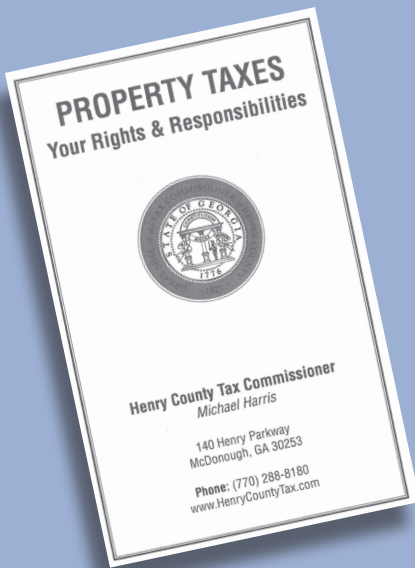
*VICKI MYERS*



# HOMESTEAD EXEMPTIONS

The Tax Commissioner annually mails new homeowners a booklet that contains important tax information about the following:

- Local and state homestead exemptions
- Preferential and conservation exemptions
- Information about other types of property



## EXEMPTION AMOUNTS AND CODES

Code	Age	Exemption Amount	
<b>L1</b>		<b>\$15,000</b> <b>\$4,000</b> <b>\$0</b>	County School M&O School Bond, Water
<b>L2</b>	62	<b>\$20,000</b> <b>\$15,000</b> <b>\$0</b>	School M&O, School Bond County Water
<b>L3</b>	65	<b>\$80,000</b> <b>\$15,000</b>	School M&O, School Bond County, Water
<b>L6</b>	68	<b>\$120,000</b> <b>\$15,000</b>	School M&O, School Bond County, Water
<b>L9</b>	70	<b>FULL</b> <b>\$15,000</b>	School M&O, School Bond County, Water
<b>L12</b>	Totally Disabled (Under 65)	<b>\$50,000</b> <b>\$15,000</b> <b>\$0</b>	School M&O, School Bond County Water
<b>L16</b>	Veterans Disabled (Under 65)	<b>\$100,896</b> <b>\$100,896</b>	School M&O, School Bond County, Water & City
<b>L17</b>	Veterans Disabled	65 <b>\$100,896</b> <b>\$100,896</b>	School M&O, School Bond City, County, Water
<b>L18</b>	Veterans Disabled	68 <b>\$120,000</b> <b>\$100,896</b>	School M&O, School Bond City, County, Water
<b>L19</b>	Veterans Disabled	70 <b>FULL</b> <b>\$100,896</b>	School M&O, School Bond City, County, Water
<b>SS</b>	Surviving Spouse (Of Service Member killed in action)	<b>\$100,896</b> <b>\$100,896</b>	School M&O, School Bond City, Water & City
<b>SG</b>	Surviving Spouse (Of Peace Officer or Firefighter killed in line of duty)	<b>FULL</b>	County, School & Water

\*\*NO EXEMPTIONS ALLOWED FOR CITY TAXES WITH THE EXCEPTION OF L16 –L19 VETERANS DISABLED AND SURVIVING SPOUSE

## CLIENT TESTIMONIAL

Ms. Karen was very patient and took her time to help me. Beautiful inside and out, pleasant all around!

## MEET THE STAFF



*McDonough  
Motor Vehicle Staff*



*Finance  
Department*



*Property & Occupational  
Department Staff*

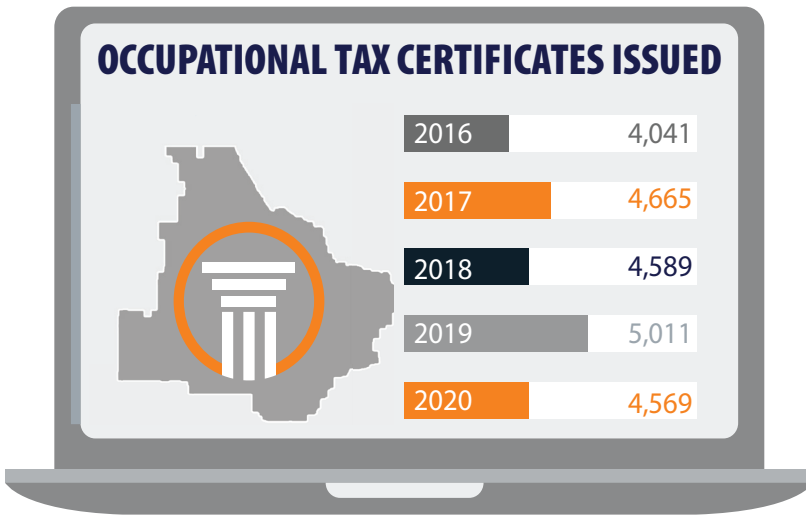


*Stockbridge Tag Office Staff*



In 2021 we expanded our services to include online applications. In the span of seven months, we received nearly 300 online Business License applications, thereby making the process more convenient for our customers.

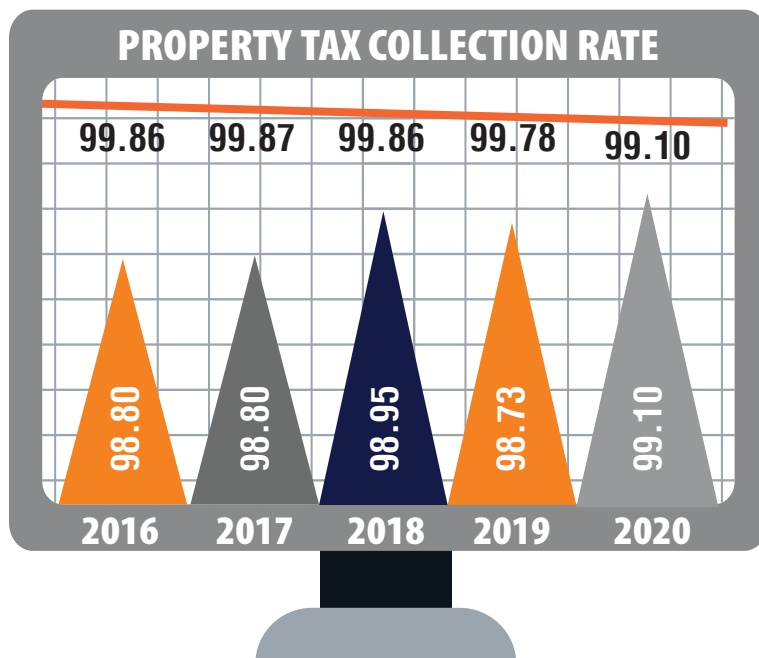
## OCCUPATIONAL TAX CERTIFICATES ISSUED



### OCCUPATIONAL TAX CERTIFICATES

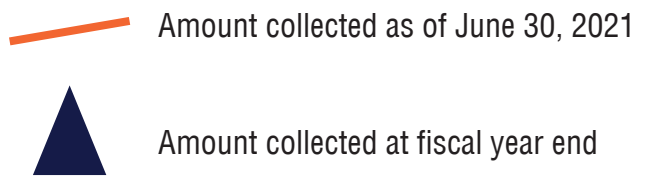
Occupational tax certificates are issued to commercial, retail and home-based businesses. Fees are determined by type of business and gross receipts.

## PROPERTY TAX COLLECTION RATE

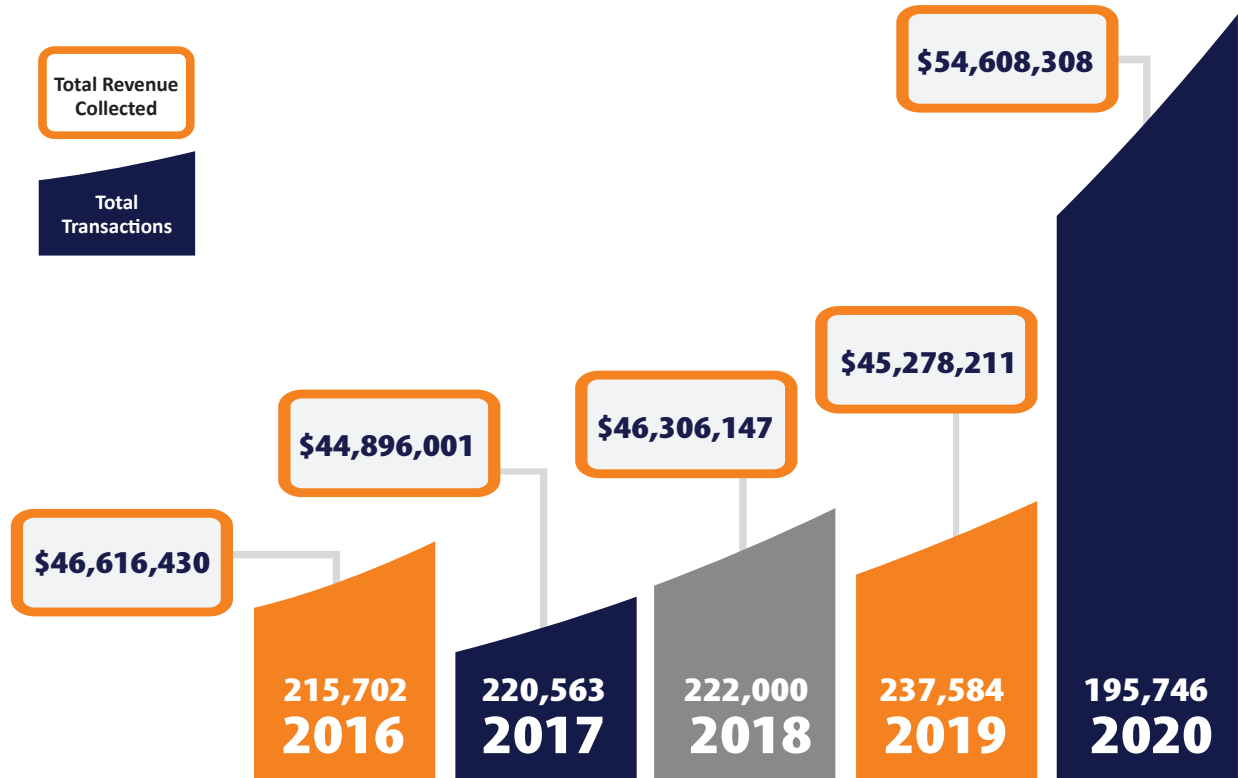


### PROPERTY TAX COLLECTION RATE

Over the past five years, collection rates have consistently exceeded 99 percent beyond the fiscal year. Tax collections will continue to increase in subsequent months.



## ANNUAL MOTOR VEHICLE TRANSACTIONS



### ANNUAL MOTOR VEHICLE TRANSACTIONS

The amount of total revenue collected remained steady the fourth full year under Title Ad Valorem Tax (TAVT). Under the TAVT system, the county collects the full amount of each TAVT transaction, although only a small portion is distributed to the county, while the remaining balance goes to the State.

#### CLIENT TESTIMONIAL

Worked with Micah on two separate occasions. Both times, her service was awesome, fast and professional.

#### CLIENT TESTIMONIAL

Kelsea was extremely helpful and provided information on what I needed to do to register a vehicle.



# IMPORTANT DATES

## MOTOR VEHICLE REGISTRATION DATES

- Motor vehicle registration expires at midnight on the **(first) titled owner's birthday**
- Business or enterprise registrations expire at midnight on the **last day of the month** shown on the license plate or the decal
- Leased vehicles are registered by the **lessee's** birthday

## PROPERTY TAX DATES

- **January 1- April 1:** Property tax returns accepted (in the Tax Assessor's office), Applications for Freeport and special land exemptions accepted (in the Tax Assessor's office)
- **April 1:** Deadline for filing homestead exemption for the current tax year (applications are accepted year round)
- **April 1:** Personal Property Mobile Home taxes due
- **April:** Assessment notices mailed by the Tax Assessor's Office
- **September:** Tax bills mailed to property owners
- **November 16:** Deadline for property tax payment

## OCCUPATIONAL TAX/BUSINESS LICENSES

- **January 1:** Renewals are due

## INTEREST & PENALTY DATES

- **February 17:** Liens (Fifa's) filed on delinquent Property Tax Bills
- **March 16:** 5% Penalty applied on delinquent Property Tax Bills every 120 days with a maximum of a 20% penalty.
- **April 1:** 10% Penalty on Occupational Tax renewals
- **April 2:** 10% Penalty on delinquent mobile home bills
- **November 17:** Interest begins accruing on delinquent property tax bills

You may download the 2021 Annual Report, in electronic format, from the Henry County Tax Commissioner website:  
[www.HenryCountyTax.com](http://www.HenryCountyTax.com)



## LOCATIONS & HOURS



### **MCDONOUGH OFFICE**

140 Henry Parkway  
McDonough, GA 30253  
Tel: (770) 288-8180 • Fax: (770) 288-8190

#### **Motor Vehicle/Tag Office Hours :**

Monday-Friday – 8:00 a.m.- 4:30 p.m.  
(Please check website for updated information or changes)

#### **Property Tax and Occupational Tax hours :**

Monday-Friday – 8:00 a.m.- 4:30 p.m.



### **STOCKBRIDGE OFFICE**

164 Burke Street  
Stockbridge, GA 30281  
Tel: (770) 288-8180 • Fax: (770) 288-8189

#### **Motor Vehicle/Tag Office Hours :**

Monday-Friday – 8:00 a.m.- 4:30 p.m.  
(Please check website for updated information or changes)

#### **Property Tax hours:**

Monday-Friday – 8:00 a.m.- 4:30 p.m.



### **KROGER - ELLENWOOD KIOSK**

101 Fairview Road  
Ellenwood, GA 30294

#### **Kroger Hours :**

Daily 5:00 a.m. – 12:00 a.m.



### **KROGER - MCDONOUGH KIOSK**

301 Jonesboro Road  
MCDonough, GA 30253

#### **Kroger Hours :**

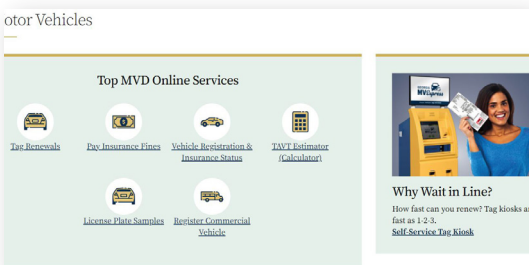
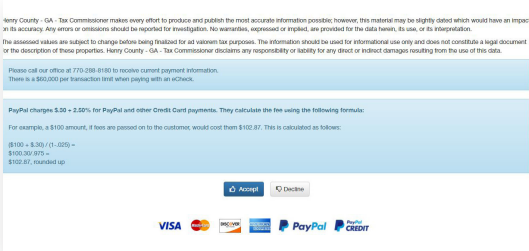
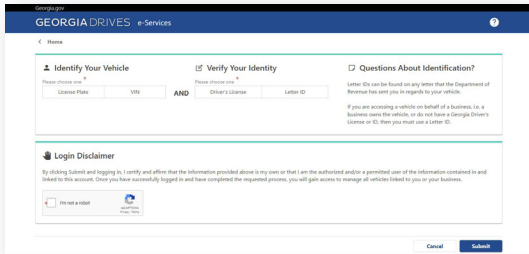
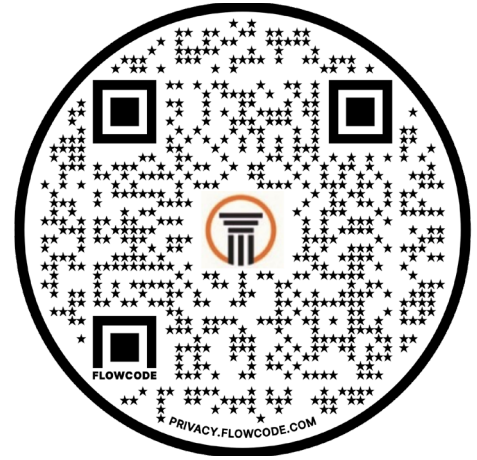
Daily 5:00 a.m. – 12:00 a.m.



# DID YOU KNOW?

## What Motor Vehicle services are available online?

- You can renew your registration
- Pay insurance fines
- Cancel your registration
- Change your address
- Apply for a tag
- Check your insurance status
- Have a duplicate registration emailed to you
- View our lobby wait times





HENRY COUNTY, GA

**TAX COMMISSIONER'S OFFICE**

SERVICE • INTEGRITY • TRUST

[About Us](#)

[Motor Vehicles](#)

[Property Tax](#)





Property Tax Search & Pay



Homestead Application



Tag Renewal

**Office Hours: 8:**

**Lobby Wait Times:**

**McDonough Tag Office**

## DID YOU KNOW?

### Property and Occupational Services Online

- Renew your Occupational Tax online
- Print & Apply for the business license
- Pay Property Taxes online
- Print Tax bill online
- Did you know we accept cash, check or credit card (a 2.5% convenience fee applies)?
- Did you know you must schedule an appointment to submit your business license application?
- Did you know your driver's license has to reflect your Henry County address for a home-based business?



# NOTES

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# 2021 ANNUAL REPORT

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**HENRY COUNTY TAX COMMISSIONER**  
140 HENRY PARKWAY  
MCDONOUGH, GA 30253  
PH: (770) 288-8180  
**[HENRYCOUNTYTAX.COM](http://HENRYCOUNTYTAX.COM)**



LAYOUT AND DESIGN: COMMUNICATIONS DEPARTMENT