



2023 ANNUAL REPORT

MICHAEL HARRIS, TAX COMMISSIONER



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

2023 STATE OF THE OFFICE

Our theme over this past year has been
“TRAINING FOR GREATNESS.”

In 2023 we launched a comprehensive office wide training program to ensure that we continue to maintain the highest levels of Customer Service and Operational Efficiency.



Michael Harris, Tax Commissioner

Even with a Customer Satisfaction Rating of 97.8% and a Tax Collection Rate of over 98%, we recognize the need to be intentional in our efforts to maintain and exceed these levels. For an office that averages over 950 transactions per day, between our two branches, it's easy to see why we focus so much time and attention on service and efficiency.

All our training initiatives had to align with our core principles of Service, Integrity, and Trust. Whether the focus was on customer service, fiscal compliance or process streamlining, the outcome was always geared to support at least one of our Core Principles.

Through this “Outcome Based” training, we were able to identify and launch several key initiatives over this past year. Most notably,

- New online registration for Tax Sales
- New “Chat Box” feature on our website
- Began Smart Pay pilot program to increase payment options by adding Apple Pay and Google Pay for our motor vehicles transactions.

In addition to maintaining our training program in 2024, one of our key goals for the coming year will be to utilize all that we've learned and developed over the past year, to identify new and creative ways to better inform, educate and serve our customers, residents, and businesses. Some of these initiatives will include:

- Equipment upgrades to help streamline repetitive daily functions.
- Launch a public outreach initiative in coordination with local civic groups to better educate the public on ways to reduce tax burdens and become more familiar with the role and function of our office.
- Continue to work with county administration and local municipalities to secure funding and begin construction on our new Tag/Tax Branch Office in Locust Grove.

As I enter my fifth year serving as your County Tax Commissioner, I am reminded daily of what it is that makes our community so great; the kindness and compassion of our residents, the integrity and professionalism of our businesses and the commitment and dedication of our public servants.

Thank you for the trust you have placed in me and our entire team here at the Henry County Tax Commissioner's Office. If we can ever be of assistance to you, please do not hesitate to contact us at either of our two locations.

A handwritten signature in black ink that reads "Michael C. Harris". The signature is fluid and cursive.

Michael Harris
Tax Commissioner



3 PILLARS OF THE HENRY COUNTY TAX COMMISSIONER'S OFFICE:

SERVICE

Provide Henry County 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.

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, the State of Georgia and for the Cities of Henry County.

Property taxes, motor vehicle taxes, mobile home taxes, timber taxes and heavy 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 from 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.

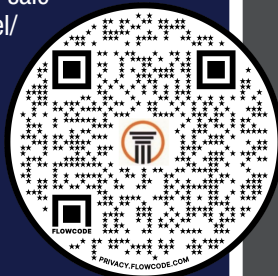


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2023 ACCOMPLISHMENTS

- Created an Online Registration process for those wishing to participate in our Judicial Tax Sales.
- Launched new training initiative for all front-line staff members, as well as supervisory staff to ensure highest levels of customer service and operational efficiency.
- Launched new “Chat Bot” feature on our website to provide more ways to have questions answered and to disseminate relevant information.
- Launched a Pilot Program to begin offering SmartPay options (ApplePay, GooglePay) for Motor Vehicles transactions.
- Successful completion of all financial audits.
- Reclassified departmental positions to provide greater support to front line team members. Thereby improving our overall operational efficiency.

2024 GOALS

- Add Interactive Voice Response (IVR) as an additional payment option for Property Tax payments, to make it easier for customers to pay remotely, in a safe, secure manner.
- Upgrade existing camera and microphone system to enhance the security, integrity, and accountability of all monetary transactions with customers.
- Add at least one additional Motor Vehicle Kiosk in the County to provide residents with more convenient options for renewing their annual vehicle registration.
- Equipment upgrades for both front line and back-office staff, to help streamline daily functions.
- Continue to work with County Administration and local municipalities to secure funding and begin construction on new Tag/Tax Branch Office in the Locust Grove area.
- Launch outreach initiative to better inform the public on ways to reduce tax burdens and become more familiar with the role and function of the Tax Commissioner's Office.

RETIREMENT TRIBUTES



DENISE SPRINGER

Denise started with the Tax Commissioner's office in 2007. She had various job titles in her 15 years of service but primarily served as part of our Occupational Tax team. Denise went above and beyond to assist customers and that level of customer service was always appreciated by customers and residents of Henry County. Denise was gifted in her ability to always make sure all her co-workers' birthdays, retirements, and special occasions were special. It has been a privilege to work with Denise and she will be missed by all! We wish Denise all the best as she embarks on this new journey.
GO DAWGS!

KAREN GRAY

As a member of the Henry County Tax Commissioner's office for 20 years. Karen served our residents of Henry County as a Tag/Tax Clerk with exceptional customer service. Karen always went above and beyond the norm to make sure EVERY customer was greeted with a smile and made sure they experienced the ultimate customer service. Karen became a staple in the McDonogh office community where the customers affectively called her "Betty Boop". Repeat customers would often wait until they are able to see her. Karen truly represented the Pillar of Excellence and Service throughout her tenure and her legacy will forever be apart of who we are here at the Tax Commissioner's Office.



AUDREY PARTEE

Audrey started her career with the Henry County Tax Commissioner's Office in 2000 at the Berry Street location as a receptionist. In 2005, the office moved to its current Burke St location in Stockbridge, and she transitioned to a Tax/Tag Specialist. Audrey served faithfully in the Tax Commissioner's Office for 23 years. During those years she maintained an excellent rapport with her customers and coworkers. Known for always providing exceptional customer service, she was eager to assist her team and leadership. Audrey's eagerness to help, witty remarks and compassion for others will be missed by her teammates and the customers that she served throughout Henry County.

MEET THE STAFF, LOCATIONS & HOURS

MCDONOUGH LOCATION



McDonough Motor Vehicle Team



Property & Occupational Team



Finance Team

STOCKBRIDGE LOCATION



Stockbridge Team

MCDONOUGH OFFICE

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

Motor Vehicle/Tag Office Hours:

Monday-Friday - 8:00 AM - 4:30 PM

(Please check website for updated information or changes)

Property Tax & Occupational Tax Hours:

Monday-Friday - 8:00 AM - 4:30 PM

STOCKBRIDGE OFFICE

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

Motor Vehicle/Tag Office Hours:

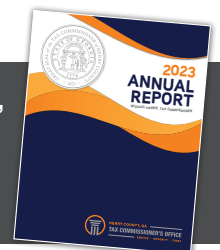
Monday-Friday - 8:00 AM - 4:30 PM

(Please check website for updated information or changes)

Property Tax Hours:

Monday-Friday - 8:00 AM - 4:30 PM

You may download the 2023 Annual Report, in electronic format, from the Henry County Tax Commissioner website: www.HenryCountyTax.com



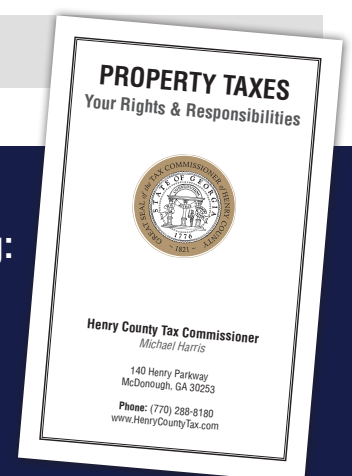
2023 HOMESTEAD EXEMPTIONS

CODE	AGE	COUNTY	EXEMPTION AMOUNTS	
L1		29,189	\$15,000 \$4,000 \$0	COUNTY SCHOOL M&O SCHOOL BOND, WATER
L2	62	1,707	\$20,000 \$15,000 \$0	SCHOOL M&O, SCHOOL BOND COUNTY WATER
L3	65	2,543	\$80,000 \$15,000	SCHOOL M&O, SCHOOL BOND COUNTY, WATER
L6	68	1,686	\$120,000 \$15,000	SCHOOL M&O, SCHOOL BOND COUNTY, WATER
L9	70	10,334	FULL \$15,000	SCHOOL M&O, SCHOOL BOND COUNTY, WATER
L12	Totally Disabled (Under age 65)	653	\$50,000 \$15,000 \$0	SCHOOL M&O, SCHOOL BOND COUNTY WATER
L16	Veterans Disabled (Under age 65)	1,627	\$109,986 \$109,986	SCHOOL M&O, SCHOOL BOND COUNTY, WATER, & CITY
L17	Veterans Disabled (Under age 65)	134	\$109,986 \$109,986	SCHOOL M&O, SCHOOL BOND COUNTY, WATER, & CITY
L18	Veterans Disabled	68	\$120,000 \$100,896	SCHOOL M&O, SCHOOL BOND
L19	Veterans Disabled (Age 70)	461	FULL \$109,986	SCHOOL M&O AND BOND COUNTY, WATER, & CITY
SS	Surviving Spouse (Of Service Member killed in action)	1	\$109,986 \$109,986	SCHOOL M&O, SCHOOL BOND COUNTY, WATER, & CITY
SG	Surviving Spouse (Of Peace Officer or Firefighter killed in line of duty)	4	FULL	SCHOOL, COUNTY, WATER, & CITY

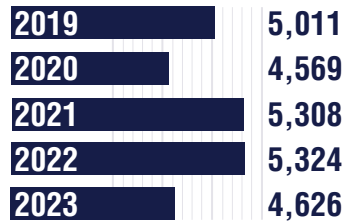
**NO EXEMPTIONS ALLOWED FOR CITY TAXES WITH THE EXCEPTION OF L16 - L19
VETERANS DISABLED AND SURVIVING SPOUSE

Each year Rights and Responsibility booklets are mailed to new homeowners containing important tax information about the following:

- Local and state homestead exemptions
- Preferential and conservation exemptions
- Information about other types of property
- Motor Vehicles
- Occupational Tax



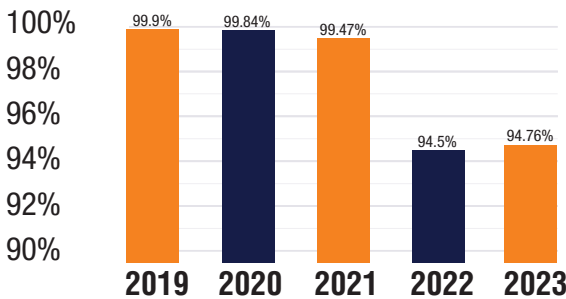
OCCUPATIONAL TAX CERTIFICATES ISSUED



ABOUT 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

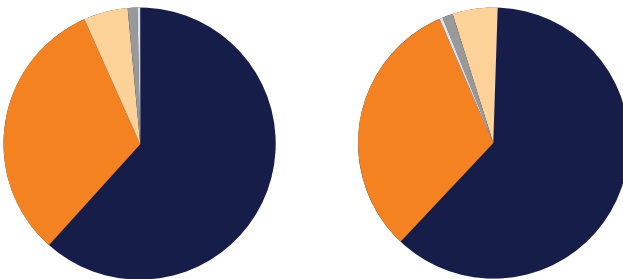


ABOUT PROPERTY TAX COLLECTION RATE

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.

Amount collected as of December 31, 2023

DISBURSEMENTS



2022

Board of Education	\$222,696,834.99
County	\$114,204,403.19
Water	\$18,881,457.56
City of McDonough	\$4,206,984.11
City of Hampton	\$1,115,089.88

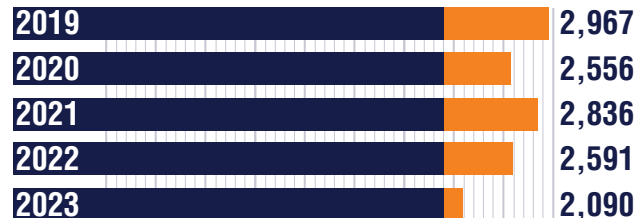
2023

Board of Education	\$237,717,439.43
County	\$121,234,628.62
Water	\$20,035,915.11
City of McDonough	\$5,233,384.16
City of Hampton	\$1,197,825.61

ABOUT DISBURSEMENTS

The Tax Commissioner's office disburses weekly all funds collected to the following entities of the County. County M&O, School Bond, Water Authority and the Cities. The amount of disbursement is based on actual amount collected.

LIENS FILED BY YEAR



ABOUT TAX LIENS

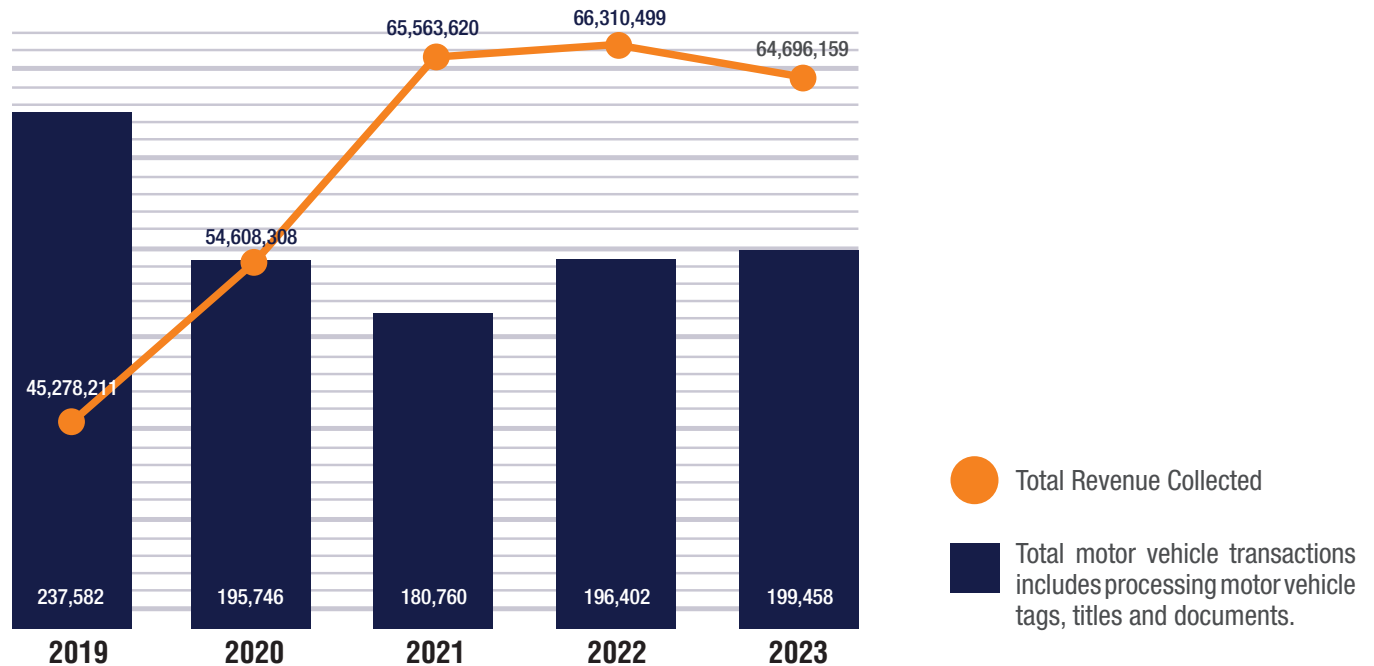
A tax lien is a legal claim against the assets of a person or business who fails to pay taxes owed. Liens are filed in the Clerk of Superior Court throughout the year. Currently, we file liens on less than 4% of properties within the County.

CLIENT TESTIMONIAL

Each time I come I am pleased with the service I receive. No changes needed.

The clerk was very friendly and helpful for my transaction, couldn't be happier with the whole process!

ANNUAL MOTOR VEHICLE TRANSACTIONS



ABOUT ANNUAL MOTOR VEHICLE TRANSACTIONS

The amount of total revenue collected remained steady 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.

IF THE OFFICES ARE CLOSED, YOU CAN STILL VISIT THE TWO KIOSK LOCATIONS BELOW



ELLENWOOD KROGER

101 Fairview Road
Ellenwood, GA 30294

Kroger Hours:

Monday-Sunday
5:00 AM - 12:00 AM

MCDONOUGH KROGER

301 Jonesboro Road
McDonough, GA 30253

Kroger Hours:

Monday-Sunday
5:00 AM - 12:00 AM

CLIENT TESTIMONIAL

The clerk was really nice and very helpful. She got me everything I needed and I was good to go.

This is my second time here and I receive excellent service on reach occasion.

The service was outstanding. I've been assisted on 2 separate occasions by the same rep. She is a saint. She was very informative and helpful in helping me to understand this process of registering my vehicle. She the best. Thank you so much for all your help.

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**

OCCUPATIONAL TAX/BUSINESS LICENSES

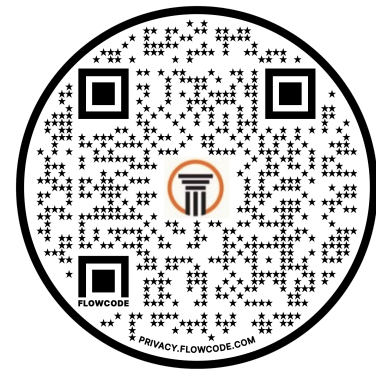
- **January 1:** Renewals are due

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

INTEREST & PENALTY DATES

- **March:** Liens (Fifa's) filed on delinquent Property Tax Bills
- **March:** 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



DID YOU KNOW?

MOTOR VEHICLE ONLINE SERVICES:

- 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

PROPERTY & OCCUPATIONAL ONLINE SERVICES:

- Apply for the Occupational Tax Certificate
- Renew your Occupational Tax
- Pay Property Taxes
- Print Tax bill
- Apply for Homestead Exemption

DID YOU KNOW?

- You can pay Property Taxes via phone @ 1-855-255-6196?
- We accept cash, check or credit card (a 2.5% convenience fee applies)?
- You must schedule an appointment to submit your business license application?
- Your driver's license has to reflect your Henry County address for a home-based business?
- If you operate or own an AirBNB in Unincorporated Henry County, you need a Short Term Rental Certificate to operate?





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

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