

PROPERTY TAX INFORMATION POLICY

POLICY

The Village Clerk-Treasurer's Office shall provide the following information per written or telephone requests:

- Property tax amount
- Taxes paid to date
- Current balance of taxes due
- Assessed and/or Fair Market valuation

The information shall not be provided to the requestor immediately over the telephone, but rather will be sent to the requestor either in writing or by facsimile. All such requests received will be processed by a member of the Clerk-Treasurer's Office staff at approximately 3:00 PM each day, and either sent out in the same days mail or sent by facsimile at that time. Requests received after 3:00 PM will be processed on the next business day. A copy of the form to be utilized is attached. The Clerk-Treasurer's Office shall keep copies of all forms sent to requestors.

This procedure is not meant to replace the current real estate status letter, which by its nature is more official, and provides much more information. The procedure is intended to respond to routine requests for information in a prompt manner.

The Village shall provide as public record current copies of the Village Assessment and Tax Rolls. These items shall be located in the main lobby of Village Hall and at the Public Library for ease of access.

RATIONALE

The Village currently has a policy of providing no tax information over the telephone. The policy was implemented due to the large volume of such requests and lack of available staffing. During the course of time in which this policy has been in effect, there have been many strenuous objections to it by various parties, resulting in some exceptions. It also appeared that the Village's policy was a definite exception among Milwaukee County communities, with only Fox Point restricting access to tax and assessment information to in-person inquiries only.

The new policy provides the required information in a reasonably timely manner. It also somewhat reduces the Village's legal liability for information provided, in that a formal, written record is prepared. Problems have arisen in the past with complaints from parties who either felt they had been provided incorrect information from a municipality, or were provided with incorrect information from a realtor who had obtained it from the municipality.

Approved by Village Board 2/3/92