

From: [McGinley, Tim](#)
To: [Lawrence, Sharon](#)
Subject: FW: [EXTERNAL]: County Tax Collection
Date: Tuesday, January 26, 2021 12:43:34 PM
Importance: High

fyi

From: Donna Hays [REDACTED]
Sent: Tuesday, January 26, 2021 11:53 AM
To: Luzerne County Council Members <LCCM@luzernecounty.org>
Subject: [EXTERNAL]: County Tax Collection
Importance: High

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I write to you as a taxpayer and a former employee of the Treasurer's Office.

My name is Donna Hays. I worked in the Treasurer's Office collecting property taxes for nearly four years.

I wish the county would seriously consider the option of in house tax collection.

The days of farming and one car families are pretty much gone. We now have homes where both parents work and/or many single parent homes. They can't work their schedule around the tax collectors limited hours. When they need a document or need to pay, they have to do it on their schedule, not a part time one. The Treasurer's office is open to the public Monday through Friday from 9 to 4.30.

Although I am not in favor of dealing with cash, many folks do and there are quite a few tax collectors that no longer accept cash. The Treasurer's office does.

The Treasurer's office is also able to process data files from mortgage and escrow companies. Tax collectors do not have that ability. They charge the mortgage companies duplicate bill fees. Those fees get passed on to the property owner.

The number one complaint of people using tax collectors? They can never reach them and it's worse when discount ends. So they would come to our office and our hands are tied. We cannot take their payment; we cannot give them receipts. If we do, we have to write on it that it's not an

official document because we are not the tax collector. That does not help those that are looking to buy, refinance or send in for tax rebate.

The number two complaint? They want to pay online. Many today don't have checks. That may sound odd to those of us over 40, but they use their bank card. Others want to use a credit card for various reasons. You can't do that with a tax collector.

I'm not sure when the county began the online payment option, but I started working at that office in the beginning of 2017 and every year till Sept.2020 when I left, the online payments increased. When more learned of it, they used it. Online is available 24/7.

The Treasurer's office also has a concise web page. How many tax collectors have a web page? Off hand, I can't think of any.

People moving into PA do not understand our system and many wind up in tax claim the first year of home ownership because the tax bill was issued in the seller's name. The Treasurer's Office sends reminder notices using the current owner's information.

School Districts and Municipalities can still use the tax collectors. County should collect for county. Period.

Sincerely,

Donna Hays

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