

## Frequently Asked Billing Questions:

### Hurricane Damage

- Q. My house was damaged from the hurricane why didn't my value change?
- A. A process was setup so homes that were damaged by the hurricane could request a reduction in value. The taxpayer had until July 12, 2019 to contact the tax office about the damage to their house.
- Q. What can I do if I was not informed about this process?
- A. The tax office placed notifications in the local newspaper, county social media, county website and the tax office website.
- Q. Is there anything I can do to get a reduction in my taxes?
- A. The 2019 property values cannot be adjusted. If the property still suffers from unrepaired damage to any structures listed on the property record card as of January 1, 2020, the taxpayer can notify the tax office in January 2020.

### Mobile Home Value Changes

- Q. Why did the value of my mobile home increase from last year?
- A. In pursuant to General Statute 105-283, all property real and personal, shall as far as practicable, be appraised at its true value in money. 2016 was a revaluation year for some of our mobile home parks. We adjusted the FMV based on recent sales in the same area. If you disagree with the value, you have 30 days from the date of the bill to appeal. We require some type of proof of value (bill of sale, insurance, etc.)

### SW:

- Q. Why am I billed a Land Fill Fee?
- A. Land Fill Fee in the amount of \$15.00 is a charge that is applied to every taxable improved property in the county.
- Q. Why am I billed for a Green Box Fee?
- A. The \$165.00 fee is for the use of the county provided collection solid waste for those county residents who do not have municipal or contract collection.

### Billing:

- Q. Why am I being billed for city and county taxes?
- A. Because you live in the city limits. Therefore, you are billed for both city and county taxes. The county collects for Beaufort, Bogue, Cedar Point, Peletier and Cape Carteret. If you live in any other city, you will receive a separate tax bill.
- Q. What timeframe does the bill cover?
- A. January 1 through December 31 of the current year. We do not prorate Personal Property taxes.



- Q. What if I am billed in the wrong district?
- A. Visit our website [www.carteretcountytax.com](http://www.carteretcountytax.com) and click on Personal Property Appeal Link
- Q. What if I have qualified for the Elderly Homestead Exemption and the bill is missing the discount?
- A. Contact our listing department at (252) 728-8535.
- Q. What if I sold my personal property?
- A. If your personal property was sold after January 1, you are still responsible for the current year tax bill.
- Q. What if I receive two bills for my mobile home (i.e. Real Estate Bill and Personal Property Bill)?
- A. Visit our website [www.carteretcountytax.com](http://www.carteretcountytax.com) and click on Personal Property Appeal Link
- Q. How do I correct the value on my personal property bill?
- A. Visit our website [www.carteretcountytax.com](http://www.carteretcountytax.com) and click on Personal Property Appeal Link. You have 30 days from the date of the bill to appeal the value.
- Q. What can I do if I disagree with my real estate value?
- A. Every property owner can appeal the value of their real property each year. The value being appealed is as of January 1 of the reappraisal year (1/1/2015). Appeals must be received after January 1 of the year being appealed and before the Board of Equalization and Review adjourns, usually around the middle of May. **If you have received your tax bill for the year and disagree with the value, it is too late to appeal this value. You can appeal the following year as previously described.**

Payment:

- Q. When is my bill due?
- A. The due date is September 1, 2019
- Q. Do I receive a discount if I pay early?
- A. There is no discount for paying county taxes early.
- Q. Is interest charged if I pay after September 1, 2019?
- A. Interest begins on January 7, 2020 at a rate of 2% the first month and ¼ % for every month thereafter.
- Q. Why did I receive my bill? My mortgage company is responsible for my taxes.
- A. We bill the taxpayer, not the mortgage company. It is the taxpayer's responsibility to notify their mortgage company.
- Q. How will I know if the mortgage company has paid my bill?
- A. Mortgage companies usually send their payments during the month of November. You can call the office or check this website to see if the bill has been paid.



Q. Why is there a convenience fee when paying by credit card?

A. If you pay by credit card, you will pay a convenience fee. The amount of the fee is 2.5% plus a .30 per transaction fee. This is not a fee that Carteret County can absorb and pay as a general operating expense and is paid to your credit card company.

