

Taxpayer Bill of Rights & Responsibilities

RIGHTS

- Receive prompt responses and professional customer service when contacting Tax Administration or the Real Estate Assessments Office.
- Have property assessed at fair market value, to be ascertained as prescribed by law and uniformly upon the same class of property.
- Examine the working papers used in arriving at the assessed value of your property and information regarding the methodology employed in arriving at the assessed value.
- A timely response from the Tax Administration or Real Estate Assessments Offices when you have a question about any aspect of your assessment.
- Meet with a Tax Administration or Real Estate Assessments Office representative to discuss the assessment of your property.
- Request a correction if you think that your assessment is incorrect or unfair by contacting the Tax Administration Office for personal property assessments or the Real Estate Assessments Office for real estate assessments. Additionally, you can appeal to the Board of Equalization for real estate assessments, the State Tax Commissioner for business tax assessments or appeal to the circuit court.
- Expect that your tax records and transactions are kept confidential and not disclosed to anyone except as authorized by law.
- Expect a Taxpayer Advocate within the Tax Administration Office to assert your rights.

RESPONSIBILITIES

- Understand your tax reporting obligations and seek guidance if you have any questions.
- Know your tax due date. It can be found on your tax bill or on the Tax Administration Office Tax Calendar webpage.
- File your tax returns and pay your taxes on time.
- Make sure the information you provide on your tax return is accurate.
- Ensure the accuracy of the information entered into your account by reviewing your real estate assessment notice, tax bill, portal account and/or the personal property declaration sent to you.
- Contact the DMV before contacting the Tax Administration Office regarding address changes, sales, or disposal of motor vehicles, trailers and RVs. Also, ensure the correct garage jurisdiction is listed with the DMV.
- Inform the Tax Administration Office within 30 days of any change(s) to your account(s).
- Promptly notify the Tax Administration Office and pay all taxes when closing or transferring a business.
- Promptly notify the Tax Administration Office of a mailing address change(s) on Real Estate accounts and mortgage payoffs.
- Ensure the accuracy of your real property description by accessing pwc.publicaccessnow.com and notifying the Real Estate Assessment Office of any discrepancies.

Contact Information

Tax Administration Office can be reached by email at taxpayerservices@pwcgov.org or by calling 703-792-6710.

Real Estate Assessments Office can be reached by email at realestate@pwcgov.org or by calling 703-792-6780.