The City of Roanoke Treasurer’s Office and the Commissioner of the Revenue have been getting a lot of phone calls and emails regarding taxes during the Coronavirus Pandemic. Staff is working diligently to answer your questions while municipal offices are closed. Remember, essential City of Roanoke departments (Fire-EMS, Police, Solid Waste, Fleet & E-911) rely on tax dollars to provide services. We appreciate your patience during this time to keep these services available and running for our community.

Here is a listing of Frequently Asked Questions:

TREASURER’S OFFICE:

1. What taxes are going out at this time?
   - Real Estate Tax second installment notices for FY19/20 have already been mailed. 2020 Personal Property Tax Statements will be mailed in April. Trust Taxes are due on the 20th of each month.

2. What are the tax deadlines?
   - Personal Property Tax Deadline: June 1, 2020
   - Real Estate Deadline: April 6, 2020

3. What is the late penalty?
   - 10% of the unpaid balance accrues the day after the deadline.

4. How can I pay my taxes?
   - Mail your payment to: Treasurer, City of Roanoke
     P.O. Box 1451
     Roanoke, VA 24007
   - Use payment drop box (checks or money orders only- NO CASH!) located across the street from the City of Roanoke Municipal Building located at: 215 Church Ave., SW Roanoke, VA 24011
   - Pay by credit card using touch-tone phone at: 1-800-272-9829 (jurisdiction code 1006)
   - Pay online at: www.roanokeva.gov/payments (a convenience fee will be charged for transaction)
   - Pay online using eCheck: www.roanokeva.gov/payments (free service)

5. What if I have a question?
   - Call the City of Roanoke Treasurer’s Office at (540)853-2561 or visit our website: https://www.roanokeva.gov/1260/Treasurers-Office

6. Does the Treasurer offer payment agreements?
   - Yes, however late payment penalties apply on any unpaid balance after deadline. Call (540)853-2561 to speak to a collection representative.

COMMISSIONER OF THE REVENUE:

1. All public phone lines are currently open for all taxes for a listing of numbers and other information, visit: https://www.roanokeva.gov/630/Commissioner-of-the-Revenue

2. Real Estate Tax Relief for Elderly & Disabled deadline is June 30, 2020.

3. Real Estate Tax phone line: (540)853-2523

Taxation Deadline & Notes:

- Personal Property bills set to be mailed on April 15, 2020 (payments due June 1, 2020).
- Real Estate Tax Relief for Elderly & Disabled – NEW applications will be mailed March 23, 2020.
- Business License Deadline was March 1, 2020. New business registration processes are currently limited to phone and email with minimal completions. The normal 1 day process is now projected to take 2 weeks based on requirements and circumstances associated with COVID-19.

*Based upon ordinances and/or state legal requirements*

www.roanokeva.gov