

Mission Statement

To provide excellent taxpayer service and to ensure compliance, completely and equitably, with the property, income, and license tax requirements as set forth by the General Assembly in the Code of Virginia, Title 58.1 and by the City Council in the Code of Ordinances.

Key Measurers of Performance

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1. Answer all general tax related questions, resolve problems, provide general information and assistance, and distribute tax forms.
2. Assess for taxation all individual and business tangible personal property known to be in the City. Complete Personal Property Book by September 1.
3. Assess all businesses known to be in the City for the BPOL tax.
4. Assist businesses with the filing and payment of excise and local option taxes; require accuracy and compliance in reporting.
5. Assist citizens and the Virginia Department of Taxation with the filing of state income and estimated taxes.
6. Maintain ownership and assessment records of all real property in the City.
7. Perform general reassessment of all real estate in the City. Appraise for taxation all new construction fit for occupancy by November 1. Complete Land Book by September 1.
8. Administer the special assessment programs of land use and qualifying rehabilitated properties.
9. Administer the tax relief for the elderly and permanently disabled.
10. Support the Board of Equalization as requested.
11. Perform all functions efficiently, completely, accurately, and pleasantly.