

Penalty Cancellation Related to COVID-19

Frequently Asked Questions (FAQs)

Prepared by the County of Los Angeles Tax Collector

1. Can I request a penalty cancellation if I was unable to make a timely payment due to COVID-19?

Answer: Yes. Beginning on April 11, the day after property taxes become delinquent, taxpayers unable to pay on time for reasons related to COVID-19 may submit a request for penalty cancellation on our website. The department has created a special team to process these requests.

2. What if I was unable to pay by the April 10th deadline, but I can pay part of it now?

Answer: The department accepts partial payments. If you can pay part of your property taxes, we encourage you to do so. This revenue helps keep the government running and providing vital services that the public relies on, especially during emergencies like these. In addition, you may file a request for penalty cancellation on our website for the remaining balance.

3. What qualifies as criteria to request a penalty cancellation related to COVID-19?

Answer: State law allows us to consider circumstances beyond a taxpayer's control that prevented the taxpayer from making a timely payment for property taxes. We ask that you submit the specific circumstances which you encountered for our review. We will review each request on a case-by-case basis.

4. How do I submit a request for penalty cancellation related to COVID-19?

Answer: Visit our website and click on the icon to request a [penalty cancellation](#). Follow the instructions and complete the required information. Do not submit supporting documentation at this time. Should we determine that we need additional information to review your request, we will provide you instructions via email.

5. How will I know that you received my request for penalty cancellation related to COVID-19?

Answer: Upon successful submission of your request for penalty cancellation, the online application will display a confirmation page with your confirmation number that you may retain for your records. In addition, you will receive an your confirmation number at the email address you provide on your request.

6. How long will it take for you to process my request for penalty cancellation related to COVID-19?

Answer: We typically process penalty cancellations within 45-60 days; however, due to the ongoing public health emergency, we anticipate processing delays.

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7. After the Tax Collector processes my request for penalty cancellation related to COVID-19, how long will I have to pay my property taxes?

Answer: Given the current public health emergency we cannot give a timeframe at this time. We will contact each taxpayer on a case-by-case basis, advise the taxpayer of the outcome of the request, review payment options available and establish the timeline for payment based on the taxpayer's individual circumstances.

Please [CLICK HERE](#) for more information on all payment options.

You may also call us at 213-974-2111, or visit our website at ttc.lacounty.gov.

Please note that our increased call volumes can contribute to long wait time and that many self-service applications are available on our website, including looking up payment history and requesting a duplicate property tax bill.