

# 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 for my property taxes if I was unable to make a timely payment due to COVID-19?

**Answer:** Yes. If you are unable to make a timely payment for reasons directly related to COVID-19, you may submit a Penalty Cancellation Request (request) on our website beginning the day after the delinquency date. You must submit a separate request for each property tax bill (e.g., Annual Secured Property Tax Bill, Supplemental Secured Property Tax Bill, Unsecured Property Tax Bill, etc.). If you are unable to submit your request online, you must contact our office at (213) 974-2111 to complete your request.

### 2. What if I was unable to pay by the property tax deadline, but I can pay part of it now?

**Answer:** The Tax Collector 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 Penalty Cancellation Request 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 the Tax Collector to consider circumstances beyond a taxpayer's control, which prevented the timely payment of property taxes. The Tax Collector will be considerate of COVID-19 related circumstances. We ask that you detail the specific circumstances which you encountered related to COVID-19. We will review each Penalty Cancellation Request on a case-by-case basis.

### 4. How do I submit a Penalty Cancellation Request related to COVID-19?

**Answer:** Visit our website at [ttc.lacounty.gov](http://ttc.lacounty.gov) and select [penalty cancellation](#). Follow the instructions and complete the required information. Do not submit supporting documentation. Should we determine that we need additional information to review your Penalty Cancellation Request, we will provide you instructions via email.

### 5. How will I know that you received my Penalty Cancellation Request related to COVID-19?

**Answer:** Upon successful submission of your Penalty Cancellation Request (request), the online application will display a confirmation page with your confirmation number, which we will send to the email address you provide on your request. We encourage you to retain and include your confirmation number with any future communications.

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**6. How long will it take for you to process my Penalty Cancellation Request related to COVID-19?**

**Answer:** We typically process Penalty Cancellation Requests within 45 to 60 days. However, due to the ongoing public health emergency, we are experiencing processing delays.

**7. Will additional penalties, interest, costs or fees be imposed on the property tax amount due, while the Tax Collector is processing Penalty Cancellation Requests?**

**Answer:** No. No additional penalties, interest, costs or fees will be imposed on the property tax amount due. *Please do not be alarmed if you go online or receive a notice/statement from our office and see these penalties added to your property tax(es) for the second installment – it does not mean we have rejected your Penalty Cancellation Request.*

**8. After the Tax Collector processes my Penalty Cancellation Request related to COVID-19, how long will I have to pay my property taxes?**

**Answer:** Given the current circumstances, we cannot determine a time frame at this time. We will contact you should we need additional information to support your Penalty Cancellation Request (request), or to provide payment and time frame options to you, once we determine the outcome of your request.

**9. My mortgage company sent me a letter regarding my delinquent property taxes. What should I do?**

**Answer:** Please provide your mortgage company with a copy of the Confirmation Page including the confirmation number for your Penalty Cancellation Request, which our office emailed to you after the online submission of your request. We ask for your continued patience as we process the large volume of requests our office has received.

You may also call us at (213) 974-2111 or visit our website at [ttc.lacounty.gov](http://ttc.lacounty.gov). Please note that you may find it difficult to reach us on the telephone. Many self-service applications are available on our website, including looking up payment history and requesting a duplicate property tax bill.