

HIDALGO COUNTY



Semi-Annual Delinquent Tax Collection Report
July 01, 2020 – December 31, 2020





LINEBARGER



SUCCESS

ADAPTIVITY

STRENGTH



Delinquent Tax Collection Process

Data

Identify

Mailings

Research

Contact

Litigation





PRE-LITIGATION ACTIVITIES



MAILINGS

75,890
Statements Mailed



COMMUNICATION

45,992
Incoming/Outgoing Calls



HOME VISITS

1,034
Visits Conducted



AGREEMENTS

680
Payment Agreements



LITIGATION ACTIVITIES



FILED

516
Lawsuits



DISPOSED

402
Proceedings



JUDGMENTS

501
Executed



TAX WARRANTS

36
Filed



TAX SALE / RESALE PROGRAM

Sold

67 Properties
\$236,485

Other

2 Properties
\$8,209

Payment Agreement

10 Properties
\$13,075

Struck Off

22 Properties
\$293,163

Paid Before Sale

6 Properties
\$15,086

Resale

40 Properties
\$159,879



Monitor Trends

Tailor Collection Program

Innovate Community Outreach

Team:

During this Covid-19 period, it is important to keep a delicate balance between obtaining excellent collection results and showing compassion for delinquent taxpayers in our community.

I have composed a script to use when speaking with taxpayers that you should feel free to use. If you do not feel comfortable using a script, please refer to the guidelines listed below when communicating with taxpayers.

Collection script:

Good morning/afternoon [ACCOUNT NUMBER] R'S M...
My name is [YOUR NAME] and I'm...
It looks like you may have overlooked...
friendly reminder of...
right now due to Covid...
office. How can I assist you...

While making an...

When speaking...

- We understand
- We want to
- We v
- We v

When speaking...

like:

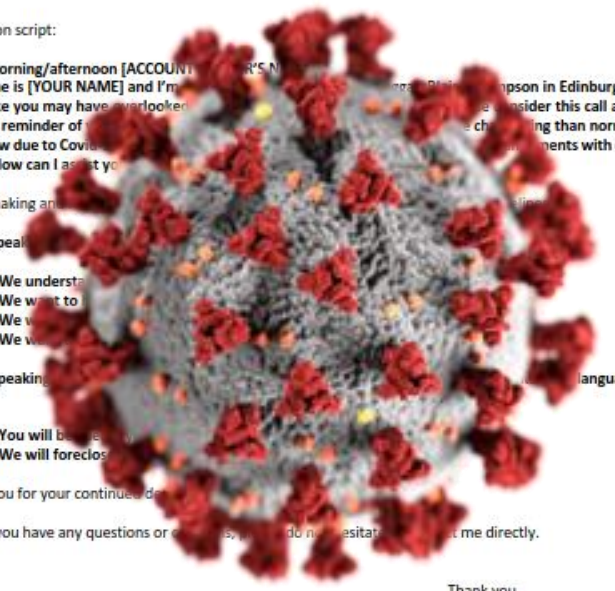
- You will be
- We will foreclose

Thank you for your continued de

Should you have any questions or concerns, please do not hesitate to contact me directly.

Thank you,

Kelly R. Salazar
Partner



PLEASE CALL FIRST

1. REMAIN IN YOUR VEHICLE (**DO NOT EXIT VEHICLE**)
2. Call **(956)289-7943** for service

1. PERMANECER EN SU VEHICULO (**NO SALGA DE VEHICULO**)
2. Llama **(956)289-7943** para servicio

PAYMENTS / PAGOS:
Leave payment in dropbox (with account number)
Deja pago en buzón (con número de cuenta)



CURBSIDE ASSISTANCE

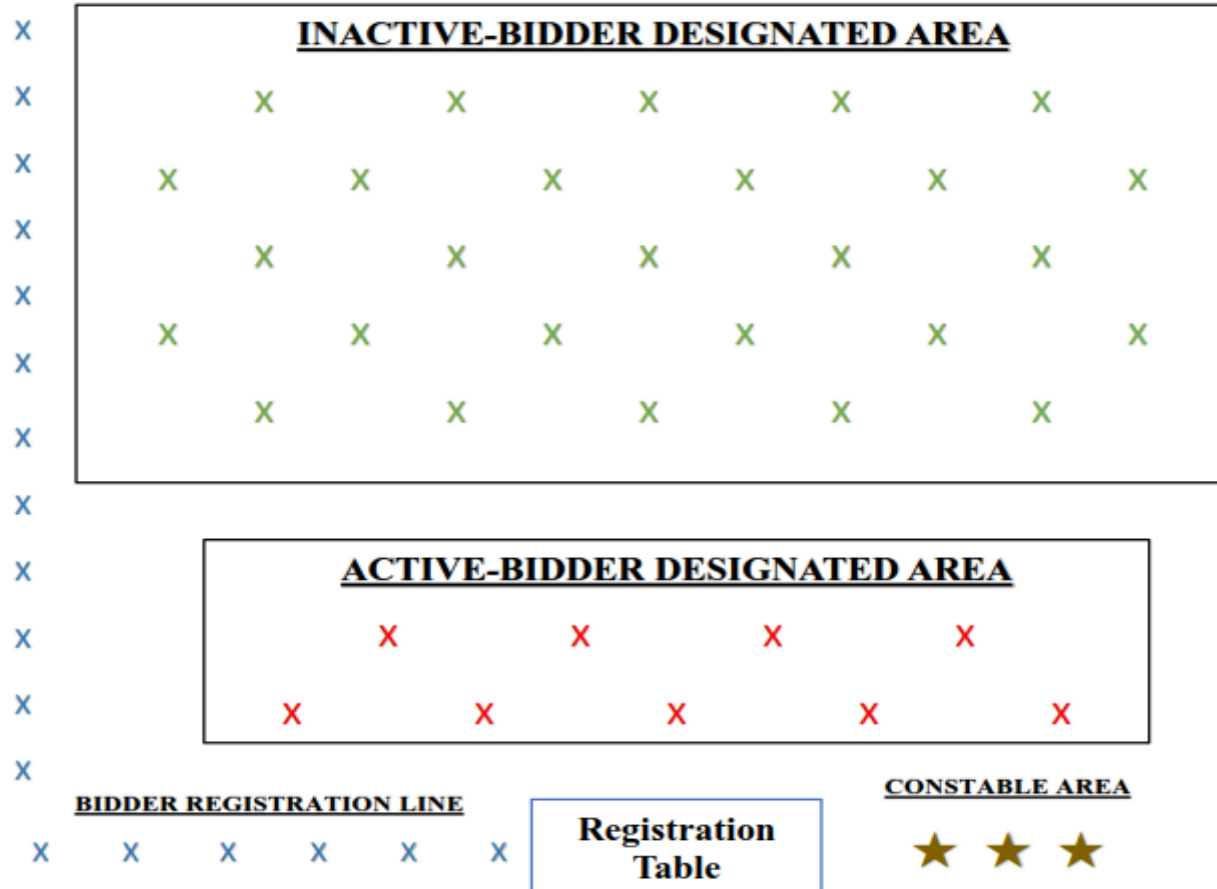


CURBSIDE ASSISTANCE

HIDALGO COUNTY TAX SALE/RESALE **COVID-19** GUIDE



AUCTION AREA LAYOUT



RULES:

- ALL current Hidalgo County adopted COVID-19 restrictions and mandates will be strictly adopted and followed – NO EXCEPTIONS
- ALL bidders/participants will be required to wear facial masks and maintain 6-ft social distancing spacing from others – NO EXCEPTIONS
- ONLY registered bidders will be allowed in auction area (all guests must wait in their vehicles – do not bring minor children).
- ALL interested bidders must obtain their “Eligibility Certificate” at least one-day prior to auction – tax office will not issue day of auction.
- Only registered bidders interested in bidding on called auction item will be allowed to stand in “Active-Bidder Designated Area” – otherwise must wait in “Inactive-Bidder Designated Area” until property of interest is called. Constable will pause between auction items to allow bidders to move to designated area.
- Any bidder/participant deemed to be in violation of these rules will be asked to immediately leave the Auction Area and will not be allowed to participate in auction – NO EXCEPTIONS

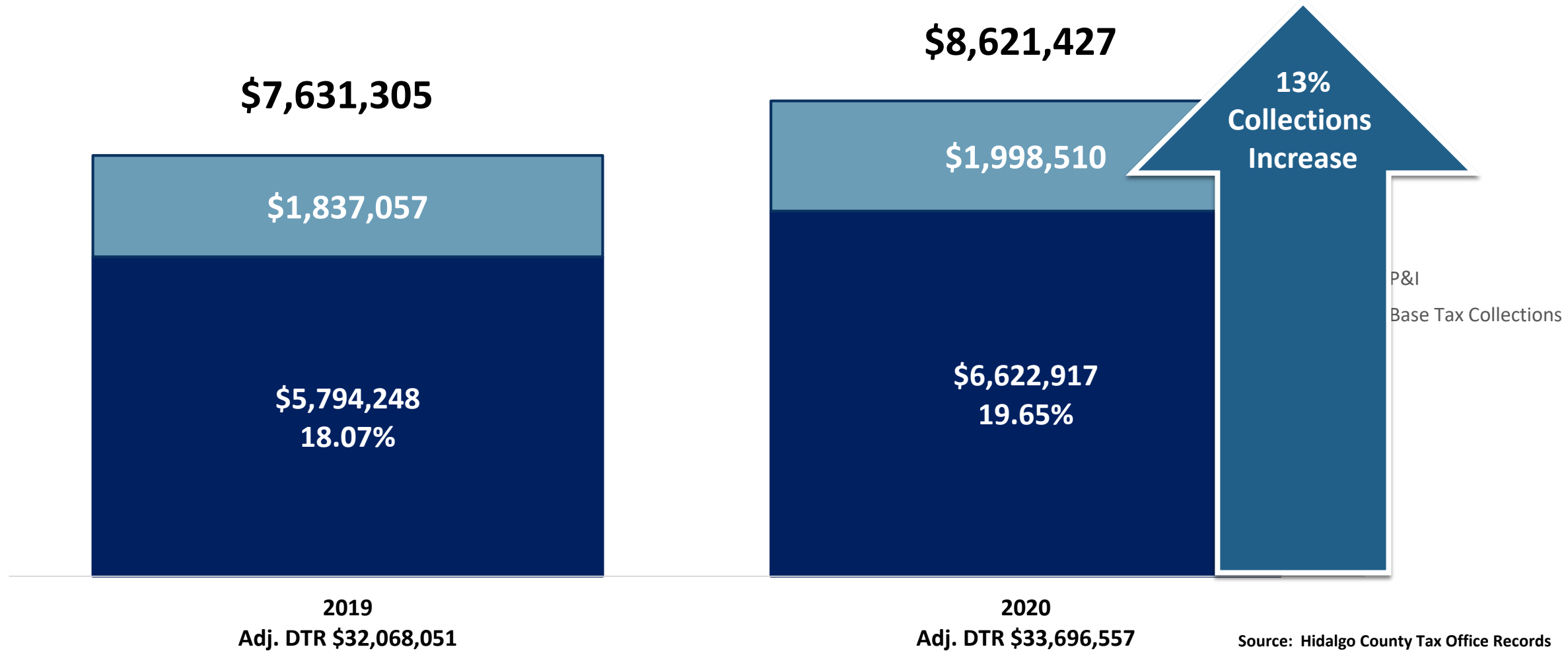


TAX SALE AUCTION



TAX SALE AUCTION

Collections July - December



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