

COUNTY JUDGE
Fort Bend County, Texas

Robert E. Hebert
County Judge

(281) 341-8608
Fax (281) 341-8609

March 24, 2016

Arturo Arzola
819 Catalpa Place
Missouri City, TX 77459

Reference: Account Number: 5716-01-001-0610-907
Tax Year 2015, Precinct 2

Dear Mr. and/or Mrs. Arzola:

The County has received your request to waive penalty and interest fees on Fort Bend County property taxes. Fort Bend County is also authorized to act on behalf of Fort Bend Independent School District, the City of Missouri City and Houston Community College - Missouri City which represents a total amount of \$259.43 for penalties assessed on the referenced account for tax year 2015. The Tax Assessor's Office has conducted research on your account; a copy of the research is enclosed with this letter, and has also been provided to the Commissioners Court.

The information you provided, along with the Tax Office research, has been placed on the Agenda, becoming part of public record, for the Commissioners Court meeting on Tuesday, April 5, 2016 at 1:00 p.m. Commissioners Court is located at the Historic Courthouse, 401 Jackson Street, 2nd Floor, in Richmond, Texas.

You are not required to appear in order for the Court to consider your request. Action by the Court is governed by guidelines under Texas Tax Code, Chapter 33, Section 33.011*, Commissioners Court cannot waive penalty, interest and/or collection fees unless there is evidence of an error by the appraisal district or the County. However, if you have any new information showing proof of an error that was not researched by the Tax Assessor and wish to discuss, please contact your Commissioner, Grady Prestage, prior to April 5, 2016, at telephone 281-403-8000 or by email at james.prestage@fortbendcountytexas.gov, to discuss any additional documentation you may wish to provide to the Court when they consider your request.

Sincerely,

Robert E. Hebert

Enclosure

Copy: Commissioner Grady Prestage, Precinct No. 2

*Section 33.011(a)(1) of the Texas Tax Code states, "The governing body of a taxing unit: shall waive penalties and may provide for the waiver of interest on a delinquent tax if an act or omission of an officer, employee, or agent of the taxing unit or the appraisal district in which the taxing unit participates caused or resulted in the taxpayer's failure to pay the tax before delinquency."



COUNTY TAX ASSESSOR / COLLECTOR

Fort Bend County, Texas

Patsy Schultz, PCC
County Tax Assessor/Collector
1317 Eugene Heimann Circle
Richmond, TX 77469-3623

(281) 341-3710
Fax (281) 341-9267
Email: patsy.schultz@fortbendcountytexas.gov
www.fortbendcountytexas.gov

DATE: March 23, 2016

TO: County Judge Robert E. Hebert
Commissioner Richard Morrison
Commissioner Grady Prestage
Commissioner Andy Meyers
Commissioner James Patterson
Roy Cordes, County Attorney

FROM: Tammy Staton *T.S.*
Chief of Property Taxes

COUNTY JUDGE
RECEIVED

MAR 23 2016

Re: Waiver of Penalty and Interest – Arturo Arzola: Account # 5716-01-001-0610-907, 2015 Tax Year;
Legal Description: Oyster Creek Place @ Lake Olympia Sec 1, Block 1, Lot 61, Second R/P

Precinct 2 ✓

Arturo Arzola is requesting a waiver of penalty and interest for the 2015 tax year, stating he did not receive a statement and was unaware of when property taxes are due.

Tax Office Records Indicate:

- 2015 – The Tax Office received an electronic request for the 2015 Tax Statement, which was requested by Nationstar. Our office sent this statement electronically to Nationstar in November, 2015.
- The Fort Bend County Tax Office has no record of receiving any notification or request from the property owner or the mortgage company to send the 2015 Tax Statement to the owner. Additionally, Nationstar previously requested and paid the 2014 taxes

- Mr. Arzola stated that he had no idea when to expect a tax statement from Fort Bend County Tax Office, but failed to follow up after mortgage was paid off
- There is no evidence of an error by the Fort Bend Central Appraisal District or Fort Bend County Tax Office.
- Ft Bend ISD, City Of Missouri City, and Houston Community College Of Missouri City has authorized Fort Bend County Tax Office to handle the processing of the waiver of penalty, interest and collection fees and allow the Fort Bend County Commissioners Court to make the determination based on 33.011 of the State Property Tax Code.

Breakdown of Taxes Paid:

Account 5716-01-001-0610-907:

2015 Tax Year

Tax Unit	Base	Penalty & Interest	Total Waiver Request
Ft Bend ISD	\$1954.52	\$136.82	\$136.82
City Of Missouri City	\$930.64	\$65.14	\$65.14
Houston Community College Missouri City	\$156.76	\$10.97	\$10.97
FBC	\$664.30	\$46.50	\$46.50
Total	\$3706.22	\$259.43	\$259.43 ✓

Total Penalty and Interest: \$259.43 ✓

I do not recommend waiver of penalty and interest for 2015. Property Tax Code Section 33.011 (a) (1). "The governing body of a taxing unit: shall waive penalties and may provide for the waiver of interest on a delinquent tax if an act or omission of an officer, employee, or agent of the taxing unit or the appraisal district in which the taxing unit participates caused or resulted in the taxpayer's failure to pay the tax before delinquency..."

March 1, 2016

819 Catalpa Place

Missouri City, Tx 77459

281-403-2516; 281-507-6847

County Judge Robert E. Hebert

401 Jackson

Richmond, Texas 77469-3110

Dear Judge Hebert,

I am writing seeking a waiver of the penalty fee that was recently imposed on my annual property tax statement for the tax year 2015. In my 15 years at this residence, my previous mortgage companies had escrowed taxes and made the annual payment. I normally received annual tax notifications in May. However, my loan was paid off with Nationstar Mortgage in October 2015. Nationstar was the third (and worst) mortgage servicing provider during the life of the loan. I paid the loan off ahead of schedule because I no longer wanted to deal with this former debt collector turned mortgage servicing corporation. My initial experience was not good. But my mortgage had been resold and I had no choice but to continue to make my payments.

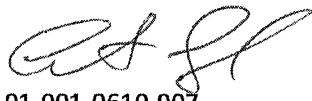
Since I always had my tax money escrowed, I had no idea as to when to expect to receive a mortgage tax statement from Fort Bend County. Making the tax payment has never been an issue. Unfortunately, the first and only mail notification that I received from the tax office was on February 22nd with a 'past due' stamp attached including the assessed penalty amount of \$259.44 (or 7%). I immediately called the Fort Bend tax office and was told it was my responsibility to notify the tax office to no longer send the annual statement to my service provider (Nationstar). The first County customer service representative told me that I must write a letter to alert the county of the mortgage payoff. However, her supervisor later said that was not necessarily the case. So, I'm still unclear as to the process required going forward. I also found it odd that in mid-January the local MUD district sent me a copy of my annual tax statement. I actually called them to confirm and verify pay procedures. I had not previously notified the MUD district of my loan payoff prior to receiving their tax bill. Prior to these events, I had no idea that two separate tax statements are sent out annually. It's confusing to the average taxpayer as to why this isn't a consistent policy from the different taxing authorities.

On a related note, I received a letter from a local loan company offering to provide financing for those with delinquent property taxes on February 27th. I'm more than willing to provide a credit report to show that I have NEVER been late on any payments. I am opposed to carrying financial debt and paying unnecessary interest. Thus, having 'finance' companies solicit me for business makes it even worse.

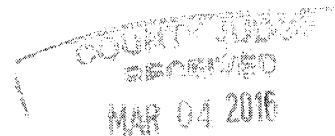
For the record, my payment to Fort Bend County was quickly made online to satisfy the tax payment and the aforementioned penalty. I would ask for an opportunity to state my case in-person in order to have this penalty rescinded. Based on my discussion with the tax office on February 22nd, this is my only recourse. I truly appreciate the opportunity in allowing me to present my side of the story.

Regards,

Arturo Arzola



Account No: 5716-01-001-0610-907



Legal Description: Oyster Creek Place@ Lake Olympia Sec 1, Block 1, Lot 61, Second R/P

DUPLICATE TAX RECEIPT



PATSY SCHULTZ, PCC
FORT BEND COUNTY TAX ASSESSOR/ COLLECTOR
1317 EUGENE HEIMANN CIRCLE
RICHMOND, TEXAS 77469-3623

Certified Owner:

ARZOLA ARTURO
819 CATALPA PL
MISSOURI CITY, TX 77459-5709

Legal Description:

OYSTER CREEK PLACE @ LAKE OLYMPIA SEC
1, BLOCK 1, LOT 61, SECOND R/P

Parcel Address: 819 CATALPA PL
Legal Acres: 0.0000

Remit Seq No: 31888074
Receipt Date: 02/23/2016
Deposit Date: 02/25/2016
Print Date: 03/18/2016 01:39 PM
Printed By: SOLEDADF

Deposit No: EK160225
Validation No: 52
Account No: 5716-01-001-0610-907
Operator Code: GUEBARA

Year	Tax Unit Name	Rec Type	Tax Value	Tax Rate	Levy Paid	P&I	Coll Fee Paid	Total
2015	Fort Bend Isd	TL	145,860	1.340000	1,954.52	136.82	0.00	2,091.34
2015	City Of Missouri City	TL	170,860	0.544680	930.64	65.14	0.00	995.78
2015	Houston Comm Coll Miss City	TL	153,774	0.101942	156.76	10.97	0.00	167.73
2015	Fort Bend Co Drainage	TL	136,688	0.021000	28.70	2.01	0.00	30.71
2015	Fort Bend Co Gen Fnd	TL	136,688	0.465000	635.60	44.49	0.00	680.09
					\$3,706.22	\$259.43	\$0.00	\$3,965.65

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Check Number(s):

Credit Card Authorization No: 0

Exemptions on this property:

HOMESTEAD

PAYMENT TYPE:

Credit Cards: \$3,965.65

Total Applied: \$3,965.65

Change Paid: \$0.00

PAYER:

Arturo Arzola
819 Catalpa Place
Missouri City, TX 77459

ACCOUNT PAID IN FULL

(281) 341-3710