

Contra Costa County Tax Collector's Office

Coronavirus (COVID-19) Impact on Property Taxes

Frequently Asked Questions (FAQs)

We understand this is a very stressful time, especially for those suffering direct effects from the coronavirus, and we are committed to helping in any way we can. The following is a list of frequently asked questions we hope will put you at ease concerning the April 10th deadline for the 2nd installment of your 2019/20 Secured property taxes. If you have additional questions, please email us at taxinfo@tax.cccounty.us. We will reply as soon as possible. As a reminder, you can use our website to look up your tax bill, print a copy of it and see tax payment history.

1. Can you extend the April 10, 2020 deadline?

Answer: No. The County does not have the authority under State law to extend or postpone the second installment property tax deadline of April 10, 2020.

2. The Tax Collector's Office is no longer open to the public, what are my payment options?

Answer: Although we are not accepting in-person payments currently at our office, taxpayers can pay online, via telephone or by mail. There is no cost for e-Check payments online. For online credit/debit card transactions, our card payment processor charges a service fee. Please visit www.cctax.us to review all payment methods, and several other online self-service options.

3. What if I am unable to make a full property tax payment by April 10, 2020 due to the impact of COVID-19?

Answer: We encourage all property owners who can pay their taxes on time to do so. This revenue helps keep the government running and providing vital services that the public relies on, especially in times like these. Our office is unable to accept partial payments.

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

Answer: Yes. However, a penalty cancellation is not something that taxpayers request in advance. 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 will set up a special team to process these requests for those who demonstrate they were affected by the coronavirus outbreak.

5. Can the County waive the associated service fees for Credit/Debit card payments online and over the telephone?

Answer: No. The County cannot waive the associated service fees for credit/debit card transactions. The fees are charged by our card payment processor to facilitate the transaction. As a reminder, there is no cost for e-Check payments online.

6. Will property tax amounts be reduced due to an economic impact of COVID-19?

Answer: No. Property tax amounts are established on the lien date of January 1 of each year. The property tax amounts currently due for the 2019-2020 Annual Secured Property Taxes have a lien date of January 1, 2019, and therefore, no reduction will be made to the current bill. Should you have questions related to decline-in-value or business personal property valuations, please contact the Office of the Assessor at 925-313-7400 visit their website at <https://www.contracosta.ca.gov/191/Assessor>.

7. I mailed in my property tax payment, however your system is not showing my taxes as paid. What should I do?

Answer: Processing times for mailed payments may be delayed due to the current public health concerns. We will process all mailed payments as soon as possible.

8. If using the U.S. Postal Service (USPS) or courier services (FedEx, UPS, etc.) to deliver my property tax payment, and County Buildings are closed, how will my payment be received?

Answer: As of this date, we are receiving mail from the USPS and courier services. If circumstances change, we have the ability to cancel penalties for payments that would have been mailed timely. For more information regarding mailed payments, please click here: <https://www.contracosta.ca.gov/598/Pay-By-Mail>. Reminder, we honor USPS postmarks.

9. I am expecting a property tax refund. Will this refund be delayed by COVID-19?

Answer: State Law requires the Tax Collector to issue refunds within 60 days of the date of initial payment. However, due to the current state of emergency, we may experience unusual delays meeting this timeframe.

For the latest information about COVID-19, please visit <https://www.coronavirus.cchealth.org>.