

CITY OF HOPEWELL \* 300 N. MAIN ST. \* HOPEWELL, VA 23860

# AMENDED NOTICE OF SPECIAL MEETING

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## HOPEWELL CITY COUNCIL SPECIAL MEETING

In accordance with Rule 302 of the Rules of City Council, Hopewell City Council will hold a special meeting **Thursday, June 20, 2019**, in Council Chambers, 300 N. Main Street, Hopewell, Virginia for a discussion, consideration, and interview of specific appointees of city council (boards, committees, commissions); discussion with the City Treasurer regarding tax billing;

**Closed Meeting – 6:30 p.m.**

**Open Meeting – 8:00 p.m.**

### COUNCIL CHAMBERS

300 N MAIN STREET  
HOPEWELL, VA 23860

/s/ Ronnieye L. Arrington  
City Clerk

Inquiries: 541-2249



**CITY OF HOPEWELL**  
Hopewell, Virginia 23860

**CITY COUNCIL**

Jasmine E. Gore, Mayor, Ward #4  
Patience Bennett, Vice Mayor, Ward #7  
Debbie Randolph, Councilor, Ward #1  
Arlene Holloway, Councilor, Ward #2  
Johnny Partin, Councilor, Ward #3  
Janice Denton, Councilor, Ward #5  
Brenda S. Pelham, Councilor, Ward #6

**AGENDA**

PHONE: 541-2249  
FAX: 541-2248

e-mail: [info@hopewellva.gov](mailto:info@hopewellva.gov)  
[www.hopewellva.gov](http://www.hopewellva.gov)  
[rarrington@hopewellva.gov](mailto:rarrington@hopewellva.gov)

John M. Altman, Jr., City Manager  
Stefan M. Calos, City Attorney  
Ronnieye L. Arrington, City Clerk

Date: June 20, 2019

MUNICIPAL BUILDING

Closed Meeting: 6:30 p.m.  
Open Meeting: 8:00 p.m.

**OPEN MEETING**

6:30 p.m. SUGGESTED MOTION: To amend/adopt agenda

Roll Call

SUGGESTED MOTION: To go into closed meeting for discussion and consideration of specific appointees of city council (boards, commissions, authorities\*); in accordance with Virginia Code § 2.2-3711 (A) (2).

Roll Call

**CLOSED MEETING**

8:00 p.m

**RECONVENE OPEN MEETING**

CERTIFICATION PURSUANT TO VIRGINIA CODE § 2.2-3712 (D): *Were only public business matters (1) lawfully exempted from open-meeting requirements and (2) identified in the closed-meeting motion discussed in closed meeting?*

Roll Call

SUGGESTED MOTION: To appoint \_\_\_\_\_ to \_\_\_\_\_.

Roll Call

Real Estate Tax Bill Work Discussion with the Treasurer, Joan Gosier

**ADJOURNMENT**

*Boards, Commissions, Authorities	No. of vacancies
Ashford Civic Plaza Commission	6 citizens, 2 councilors
Architectural Review Board (ARB)	3 (as of 6-30-19)
Board of Zoning Appeals (BZA)	1
Friends of the Lower Appomattox River (FOLAR)	1
Keep Hopewell Beautiful	4
Planning Commission	1
Recreation Commission	2 adults, 2 students
Transportation Safety Board	1

# 2019 REAL ESTATE BILLING

June 11, 2019  
Hopewell City Council Update

A Broken Process  
A Broken Promise

**Joan E. Gosier, MBA**  
City Treasurer

# TAX BILL CREATION PROCESS

**100 Days**

- Data Capture
- Data Formatting
- Form Creation
- Proof Review
- Bill Testing & Analysis
- Bill Printing

Munis System

Printing Process

**10 Days**

- Schedule
- Prep
- Print
- Mail

Customers

- Hopewell
- Inside of VA
- Outside of VA

**15 Days**

- Receive
- Process
- Pay
- Mail

**FUTURE Mailing Deadlines:**

- May 1
- November 1
- January 3

*Supplement bills???*



City of Hopewell

?

Goal: Allow local and out of state taxpayers at least 30 days to receive, process and pay!

City of Hopewell  
 Closing Bank Balance  
 June 1, 2018-Present



**Joan E. Gosier, MBA**  
 City Treasurer

# Communication with Taxpayers (Inside and Outside of Hopewell, VA)

Position	Status	# of Calls	Time Spent	Per Call
Debt Collector 1	Part-Time	Total 465 Call(s)	15:03:52	Total 0:01:56 Average
New Hire (6/10)	Full-Time	25 Call(s)	0:41:45 Total	0:05:02 Average
Transfer Hire(6/10)	Full-Time	9 Call(s)	0:09:39 Total	0:01:04 Average
Payment and Data Entry	Full-Time	161 Call(s)	8:12:26 Total	0:03:03 Average
Cashier (1)	Part-Time	11 Call(s)	0:27:15 Total	0:02:28 Average
Debt Collector 2	Full-Time	337 Call(s)	11:44:14 Total	0:02:05 Average
Treasurer (Office)	Full-Time	195 Call(s)	13:23:28 Total	0:04:07 Average
Treasurer (Back Office)		64 Call(s)	3:15:49	0:03:03 Average
TOTAL TEAM	May 31-June 10, 2019 11 Days!	1,267Call(s)	52:58:31 Total	0:02:30 Average

# SAMPLE BILL ONLY REAL ESTATE BILL



CITY OF HOPEWELL  
P. O. Box 189  
HOPEWELL, VA 23860-0189  
(804) 541-2240

OFFICE OF THE TREASURER  
300 NORTH MAIN STREET, ROOM 109  
HOPEWELL, VA 23860  
PH: (804) 541-2240  
FX: (804) 541-2444  
EMAIL: TREASURER@HOPEWELLVA.GOV  
WEB: HOPEWELLVA.GOV

## 2019 REAL ESTATE TAX STATEMENT 1ST HALF INSTALLMENT

FOR BILL PAYMENT QUESTIONS, PLEASE CALL (804) 541-2240  
FOR ASSESSMENT QUESTIONS, PLEASE CALL (804) 541-2234  
FOR TAX RELIEF QUESTIONS, PLEASE CALL (804) 541-2227

**DUE ON OR BEFORE: JUNE 15, 2019**

PARCEL NUMBER:

BILL NUMBER:

LENDER:

HOPEWELL, VA 23860

DESCRIPTION	ASSESSED VALUE			LOCAL RATE PER \$100.00	ANNUAL TAX AS OF JAN 1
	LAND	BLDG	TOTAL		
	3,400.00	0.00	3,400.00	1.13	38.42

PROPERTY ADDRESS  
LOCATION:

Under state law, if unpaid after the due dates, penalty of 10% (\$10.00 minimum) plus interest at 10% per annum will be added. Taxes, penalty and interest become collectible by levy, distress or otherwise.

CODE OF VIRGINIA 58.1-3013 REQUIRES PAYMENTS RECEIVED TO BE APPLIED FIRST TO ANY DELINQUENCY.

IF YOU HAVE UNPAID CHARGES RESULTING FROM CODE VIOLATIONS OR FEES, YOUR TAX PAYMENT MAY BE APPLIED TO THIS DELINQUENT BALANCE FIRST.

\* Additional Charges may include Ch. 18 Code Enforcement Violations, Trash and/or Stormwater Fees. Please call the Treasurer's Office at 804-541-2240 for more information. \*

1ST HALF INSTALLMENT	19.21
2ND HALF INSTALLMENT	19.21
ADJUSTMENTS	0.00
ADDITIONAL CHARGES	0.00
DELINQUENT BALANCE	453.18
PAYMENTS/CREDITS	0.00
TOTAL BALANCE DUE	601.58
BALANCE DUE NOW	472.37

10% x 1<sup>st</sup> Half Installment  
+  
Sum of ALL accounts under CID

RETAIN THE TOP PORTION FOR YOUR RECORDS

See the back of this notice for payment options and additional information.

DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

## CITY OF HOPEWELL 2019 REAL ESTATE TAX STATEMENT 1ST HALF INSTALLMENT

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PROPERTY ADDRESS  
LOCATION:

**DUE ON OR BEFORE: JUNE 15, 2019**

BILL NUMBER:  
PARCEL NUMBER:

BALANCE DUE NOW	472.37
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AMOUNT ENCLOSED	
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1st half penalty begins 06/15/2019  
1st half interest begins 07/01/2019  
2nd half penalty begins 12/01/2019  
2nd half interest begins 01/01/2020

§ 58.1-3916. Counties, cities and towns may provide dates for filing returns, set penalties, interest, etc.

“No penalty for failure to pay any tax shall be imposed for any assessment made later than two weeks prior to the day on which the taxes are due, if such assessment is made thereafter through the fault of a local official, and if such assessment is paid within two weeks after the notice thereof is mailed...”

“...The governing body may further provide by resolution for reasonable extensions of time, not to exceed 90 days, for the payment of real estate and personal property taxes and for filing returns on tangible personal property, machinery and tools, and merchants' capital, and the business, professional, and occupational license tax, whenever good cause exists. The official granting such extension shall keep a record of every such extension. If any taxpayer who has been granted an extension of time for filing his return fails to file his return within the extended time, his case shall be treated the same as if no extension had been granted.

This section shall be the sole authority for local ordinances setting due dates of local taxes and penalty and interest thereon, and shall supersede the provisions of any charter or special act.”



RESOLVE TO EXTEND THE IMPOSITON OF 10% PENALTY TO : JUNE 30, 2019



OPERATION: WE

Joan E. Gosier, MBA  
City Treasurer

May 7, 2019

## TREASURER'S BILL PROCESSING STEPS

RE ASSESSOR

COMMISSIONER OF REVENUE

IT

TYLER TECHNOLOGY

STEP	PROCESS
16	— GB TRANSFER TO TAX
17	— APPLY SPECIAL ASSESSMENT
	— GENERATE ACCOUNTS RECEIVABLES
	— DETAIL RECEIVABLES
	— LENDER CODES
	— SERVICE COMPANY EXPORT
	— EXEMPTION CREDIT
	— DETAIL RECEIVABLES
	— APPLY PREPAYMENTS
	— TRANSFER OF OVERPAYMENT
	— PAYMENTS JOURNAL
	— TAX SETTINGS
	— PRINT TAX BILLS
	— CREATE 1 <sup>st</sup> MORTGAGE BILLS
	— CREATE 2 <sup>nd</sup> MORTGAGE BILLS



**Real Estate Bill Run  
Process**  
Munis 11.3

*Monte L. Evans*  
05.01.19



**Tax Statement  
Research  
Procedure**

*Monte L. Evans*  
06.03.19



**Refund Process**  
Munis 11.3

*Monte L. Evans*  
05.01.19



**Payment Posting Process**  
Munis 11.3

*Monte L. Evans*  
05.01.19



## REAL ESTATE TAX DEADLINE EXTENDED

**DEADLINE  
\*EXTENDED\***

On June 11, 2019, City Council, pursuant to Virginia Code Section 58.1-3916, voted to extend the deadline for payment of real estate taxes without penalty to Friday, June 28, 2019. If payment is not made by the June 28, 2019 deadline, the penalty and interest will accrue from June 15, 2019.

If any citizen should have a question, please contact the Treasurer's Office at 804-541-2240.

# Communication & Problem Identification

**From:** DynamicsCRM <[dynamicscrm@tylertech.com](mailto:dynamicscrm@tylertech.com)>  
**Sent:** Monday, June 3, 2019 12:51 PM  
**To:** Joseph Bizzell <[jbizzell@hopewellva.gov](mailto:jbizzell@hopewellva.gov)>  
**Subject:** Support Case Updated - # 7045876 CRM:001165420005

Case #7045876 has been updated.

Assigned To: Mary Barker

Status: Open

Description of Issue: Issue with Tax Billing - Tax Dates

Support Notes: Connected with Joe via GoToAssist. Site mailed their 2019 RE bills last week, but have now found Delinquent and Total Due amounts were reflecting incorrectly on the bills. On the initial bill run, site had selected the option to include associated bills and the option to Calculate Interest and Pen through 06/15/2019.

The interest date on the bills is 07/01/2019 and the penalty date is 06/16/2019. When re-printing the bills and deselecting the option to calculate interest and penalty and deselecting the option to include associated bills, the sample bills came out with the correct totals. Site will re-print and review bills printed with these settings. -- Mary Barker

"Enjoy your weekend! I woke up this morning with these thoughts on my mind about the MUNIS set up for our tax bills. I feel we need a system audit to validate the set up of ALL KEY DUE DATES AND PENALTIES CALCULATED. Sending this now so I don't forget."

