



FAQ from the City of Roanoke Treasurer's Office and the Commissioner of the Revenue

The City of Roanoke Treasurer's Office and the Commissioner of the Revenue have been getting a lot of phone calls and emails regarding taxes during the Coronavirus Pandemic. Staff is working diligently to answer your questions while municipal offices are closed. **Remember, essential City of Roanoke departments (Fire-EMS, Police, Solid Waste, Fleet & E-911) rely on tax dollars to provide services.** We appreciate your patience during this time to keep these services available and running for our community.

Here is a listing of Frequently Asked Questions:

Based upon current ordinances and/or state legal requirements

TREASURER'S OFFICE:

1. What taxes are going out at this time?
 - Real Estate Tax second installment notices for FY19/20 have already been mailed. 2020 Personal Property Tax Statements will be mailed in April. **Trust Taxes are due on the 20th of each month.**
2. What are the tax deadlines?
 - **Personal Property Tax Deadline: June 1, 2020**
 - **Real Estate Deadline: April 6, 2020**
3. What is the late penalty?
 - 10% of the unpaid balance accrues the day after the deadline.
4. How can I pay my taxes?
 - Mail your payment to: Treasurer, City of Roanoke
P.O. Box 1451
Roanoke, VA 24007
 - Use payment drop box (checks or money orders only- **NO CASH!**) located across the street from the City of Roanoke Municipal Building located at: **215 Church Ave., SW Roanoke, VA 24011**
 - Pay by credit card using touch-tone phone at: 1-800-272-9829 (jurisdiction code 1006)
 - Pay online at: www.roanokeva.gov/payments (a convenience fee will be charged for transaction)
 - Pay online using eCheck: www.roanokeva.gov/payments (free service)
5. What if I have a question?
 - Call the City of Roanoke Treasurer's Office at (540)853-2561 or visit our website: <https://www.roanokeva.gov/1260/Treasurers-Office>
6. Does the Treasurer offer payment agreements?
 - Yes, however late payment penalties apply on any unpaid balance after deadline. Call (540)853-2561 to speak to a collection representative.

Payment

Options



COMMISSIONER OF THE REVENUE:

1. All public phone lines are currently open for all taxes for a listing of numbers and other information, visit: <https://www.roanokeva.gov/630/Commissioner-of-the-Revenue>
2. Real Estate Tax Relief for Elderly & Disabled deadline is June 30, 2020.
3. Real Estate Tax phone line: (540)853-2523

Taxation Deadline & Notes:

- Personal Property bills set to be mailed on April 15, 2020 (**payments due June 1, 2020**).
- Local Trust Taxes (Meals, Lodging, Admissions): **February Sales due March 20, 2020.**
- Virginia State Income Tax Return Filing Deadline: **May 1, 2020** Payment Due Date: **June 1, 2020**
- 1st Quarter 2020 Virginia Estimated Income Tax Declarations and Payments due: **June 1, 2020**
- Real Estate Tax Relief for Elderly & Disabled – NEW applications will be mailed March 23, 2020.
- Business License Deadline was March 1, 2020. New business registration processes are currently limited to phone and email with minimal completions. The normal 1 day process is now projected to take 2 weeks based on requirements and circumstances associated with COVID-19.