



2024 Property Tax Bill Payment Information from the Office of the City Treasurer

OFFICE HOURS

Monday through Friday, 8:15 A.M. to 4:30 P.M.
Office Closed on the following City Holidays:
December 24, 25, and 31, 2024 and January 1 and 20, 2025
Telephone: 414-286-2240
E-Mail: ctreas@milwaukee.gov

TAX BILL PAYMENT OPTIONS

- **Pay by Mail via U.S. Postal Service** - Pay by check using the return remittance envelope included with your tax bill. **NO CASH PAYMENTS.** Please note that the Postal Service has changed its delivery standards, so mail early to avoid late delivery and going tax delinquent.
- **Use a Drop Box** - Pay by check using the return remittance envelope included with your tax bill. **NO CASH PAYMENTS.**
 - **Drop Boxes Available 24 hours a day, all year round:**
 - Inside the City Hall Market Street Entrance
 - Outside the Municipal Building on Market Street
 - **Drop Box Available when the Building is Open, all year round:**
 - Broadway Entrance to Municipal Building
 - **Drop Boxes Available 24 hours a day, 12/16/2024 – 02/05/2025:**
 - At the following Police District Stations:
 - District 2 – 245 W. Lincoln Av.
 - District 3 – 2333 N. 49th St.
 - District 4 – 6929 W. Silver Spring Dr.
 - District 5 – 2920 N. 4th St.
 - District 6 – 3006 S. 27th St.
 - District 7 – 3626 W. Fond Du Lac Av.
- **Pay by Phone or Online** - Call Customer Service at 414-286-2240 or visit www.milwaukee.gov/treasurer to pay by credit or debit card with a 2.75% convenience fee (\$3.00 minimum fee) or by ACH debit to your checking or savings account with no convenience fee.

PROPERTY TAX PAYMENTS ON MULTIPLE PROPERTIES

If you own ten or more properties and you either mail your payments or drop them off in person in our office, it is imperative that you include all the payment coupons and make sure that the total amount of the coupons equals the total amount of the check(s). Please note that you will not receive a receipt at a teller window. We may not be able to timely process payments if all the information is not provided.

PROPERTY TAX PAYMENT RECEIPTS

This office will mail you a 2024 tax bill payment receipt within ten business days of payment processing in December and January. Do note that a payment receipt is not valid until all payments have cleared all the financial institutions.

Please note that the 2025 budget proposed by the mayor and adopted by the Common Council eliminated funding to mail out 2025 tax bill payment receipts. If you wish to continue receiving property tax payment receipts by mail, you may want to call, write, or e-mail your alderman or alderwoman and the mayor to make your preference known to them, so the requisite funding may be made available in the future for this purpose.

PROPERTY TAX PAYMENT REFUNDS

If a refund is due, a refund check will be mailed to you within thirty business days of payment processing in December and January. It is important that this office have your most current mailing address to ensure timely delivery by mail.

Please note, if you pay electronically, and you are due a refund, the refund and receipt are held for sixty days for ACH payments and one hundred twenty days for credit and debit card payments. If your mortgage company pays your taxes, check with them before you make a payment to prevent a duplicate over payment, as the refund may be delayed in such cases.

INSTALLMENT PAYMENT PLAN

The City of Milwaukee offers a ten-month, interest free property tax installment payment plan option to those who are unable to pay their bill in full. To qualify, your real estate tax bill must be more than \$100 and you **must make your first installment payment by January 31, 2025.**

For information on how to enroll in Tyler AutoPay, please call the Customer Services Division at 414-286-2240 or visit www.milwaukee.gov/treasurer.

NAME AND ADDRESS CHANGES

The **ADDRESS CHANGE REQUEST** that is on the back of the 2024 City of Milwaukee Combined Property Tax Payment Coupon is used only for mailing out tax payment receipts, tax refund checks, installment tax bills, and delinquent tax bills through November 2025.

Any permanent change in ownership or name must be recorded with the Milwaukee County Register of Deeds. Any permanent change in owners' mailing addresses must also be reported to and recorded with the City Assessor at City Hall, Room 507. Note, too, that the address change form is also available on the City Treasurer's website at: www.milwaukee.gov/treasurer.

If you are a new owner and the previous owner's name is still on the tax bill, make sure you check off the change of address box on the front of the payment coupon, and complete the change of name and address section on the back side of the payment coupon, or the refund check will be sent to the previous owner.

SPECIAL CHARGES AND ASSESSMENTS

Outstanding special charges or assessments that have not been paid by mid-November may be added to your property tax bill and then must be collected as a tax as provided by Wisconsin State Statutes. Such special charges and assessments cannot be appealed, nor negotiated or compromised.

If you have any questions regarding a special charge or assessment added to your 2024 property tax bill, you should contact the department that is responsible for adding the special to the tax bill. Here is the contact list:

Special Charge/Assessment	City Department	Telephone No.
7C E-Waste	Dept. of Public Works – Sanitation	414-286-3345
7F PACE Project	Dept. of Administration – OES	414-286-3351
7G PACE Administrative	Dept. of Administration – OES	414-286-3351
8A Combined Sewer	Dept. of Public Works – Infrastructure	414-286-2830
8D City Attorney Charge	City Attorney	414-286-2601
8F Garbage Cart Return	Dept. of Public Works – Sanitation	414-286-3345
8J Lead Abatement	Health Department	414-286-5779
8S Delq City Services	Dept. of Public Works – Water	414-286-2830
8T Delq Storm Water	Dept. of Public Works – Water	414-286-2830
8V Bulk Waste Removal	Dept. of Public Works – Sanitation	414-286-3345
8Y Non-City Water Chrg	Dept. of Public Works – Water	414-286-2830
9B Fire Inspection Fee-R	Dept. of Neighborhood Services	414-286-8727
9B Fire Inspection Fee-C	Dept. of Neighborhood Services	414-286-8774
9C Health Abatement	Dept. of Neighborhood Services	414-286-2268
9D Delq City Sewer	Dept. of Public Works – Water	414-286-2830
9I Bldg Reinspection	Dept. of Neighborhood Services	414-286-8727
9J Sewer Lateral Repair	Dept. of Public Works – Infrastructure	414-286-2460
9M Building Board Up	Dept. of Public Works – Bldgs & Fleet	414-286-3752
9P Apt Garbage Collect	Dept. of Public Works – Sanitation	414-286-2542
9Z City Atty Abatement	City Attorney	414-286-2601
90 Building Nuisance	Dept. of Neighborhood Services	414-286-3996
91 Special Privilege	Dept. of Neighborhood Services	414-286-2454
92 Covered Opening	Dept. of Neighborhood Services	414-286-3874
93 Delinquent Water	Dept. of Public Works – Water	414-286-2830
94 Raze Condemned Bld	Dept. of Neighborhood Services	414-286-2557
95 DPW Miscellaneous	Dept. of Public Works	414-286-3316
95 DPW Misc Forestry	Dept. of Public Works	414-286-2542
96 DNS Miscellaneous	Dept. of Neighborhood Services	414-286-3875
97 Snow Removal	Dept. of Public Works – Sanitation	414-286-3345
98 Vacated Street	Dept. of Public Works – Assessments	414-286-2460
99 Weed Removal	Dept. of Public Works – Sanitation	414-286-3345
BID's	Dept. of City Development	414-286-5842
NID's	Dept. of City Development	414-286-5842

STATE CONTACTS

8K DOR Lottery CR Chg	WI Department of Revenue	608-266-0772
8L Lottery CR Penalty	WI Department of Revenue	608-266-0772
9A DOR MFG Penalty	WI DOR - Milwaukee District	414-227-4456

TYLER AUTOPAY REPLACES THE EFT INSTALLMENT PAYMENT PLAN

The City of Milwaukee offers a ten-month, interest free property tax installment payment plan option to those who are unable to pay their bill in full. To qualify, your real estate tax bill must be more than \$100.

The City of Milwaukee has discontinued its Electronic Funds Transfer (EFT) Installment Payment Plan. If you were enrolled in the City's EFT Installment Payment Plan and want to continue having your monthly installment tax payment made automatically, you need to enroll in Tyler AutoPay.

Tyler AutoPay facilitates making your monthly installment tax payment by an ACH debit to your checking or savings account with no convenience fee, or by charging your credit or debit card with a 2.75% convenience fee (\$3 minimum fee).

For information on how to enroll in Tyler AutoPay, please call the Customer Services Division at 414-286-2240 or visit www.milwaukee.gov/treasurer.

RETURNED ITEMS

Whether you pay by check or electronically, any returned items incur a \$35.00 returned item fee per City of Milwaukee Ordinance 81-19.5 that will be added to the last installment on your property tax account. It is important when you make an electronic payment that you accurately enter your bank account, credit card, or debit card information on the website. Entering wrong digits will cause the payment to be returned and the returned item fee to be assessed.

STATE LOTTERY AND GAMING CREDIT

General Information

You are eligible for a State Lottery and Gaming credit for 2024 real estate taxes payable in 2025, if, on January 1, 2024, you were the owner of the real estate property listed on the enclosed tax bill and used that property as your primary residence. In addition, if you purchased the property listed on the enclosed tax bill after January 1, 2024, you may claim the credit if you attest that to the best of your knowledge the previous owner used the property as their primary residence, and you continue to use the property as your primary residence.

Claiming a State Lottery and Gaming Credit

If you are eligible for a 2024 State Lottery and Gaming credit, and the credit is not listed on the enclosed property tax bill, you may apply for the credit by visiting www.milwaukee.gov/treasurer.

Complete the State Lottery and Gaming Credit Application and submit it with Proof of Residence. The identification for Proof of Residence is:

- A current and valid Wisconsin driver's license.
- A current and valid Wisconsin identification card.
- A gas, electric, or telephone service statement (utility bill) for the period that includes January 1, 2024.
- A bank statement for the period that includes January 1, 2024.
- A paycheck for the period that includes January 1, 2024.

Once the completed application and proof of residence are received, a revised property tax bill will be issued.

The State Lottery and Gaming Credit can be claimed up to January 31, 2025. Any claims after that date would need to go to the Wisconsin Department of Revenue 6-97, PO Box 8971, Madison WI 53708-8971.

State Lottery and Gaming Credit Removal

If you are no longer eligible for the Wisconsin State Lottery and Gaming Credit, please complete a Lottery and Gaming Credit Removal form by visiting www.milwaukee.gov/treasurer.

USING YOUR BANK'S AUTO-PAY SYSTEM

If you decide to use your bank's auto-pay system, please note that the monthly installments are not the same amount every month. The January installment due is usually less than the amounts due from February through July and the amounts due from August through October are less than those due from February through July. The first time an installment payment is either missed or paid short, you can be reinstated to the plan by paying 1% interest on the missed installment or the amount that was paid short, along with the next month's installment due. **However, if you miss an installment payment for the second time or pay short a second time, regardless of the amount, your account will go tax delinquent and interest and penalty will be assessed back to the first of February, in accordance with Wisconsin State Statutes and Milwaukee Ordinances.**

Please also note that your bank does not submit your tax payment electronically, but rather issues a check and mails it. Make sure the bank check is mailed directly to this office and not our property tax lock box. As the Postal Service has changed its delivery standards, make sure your bank mails the payment early to avoid past due date late delivery and prevent your tax account from going delinquent.

Taxpayers are strongly encouraged to enroll in Tyler AutoPay to assure monthly installments due are made in the correct amount and on time. For information on how to enroll in Tyler AutoPay, please call the Customer Services Division at 414-286-2240 or visit www.milwaukee.gov/treasurer.

TYLER RESIDENT ACCESS

We are excited to announce a new and improved customer online tax account experience! It is called **Tyler Resident Access**.

The new web-based site is compatible with both Microsoft and Apple computers and is mobile friendly on both Android and Apple devices and has user friendly page navigation. With Tyler Resident Access you can:

- Make full or partial payments on your property tax accounts or special improvement bills using an ACH debit to your checking or savings account with no convenience fee, or with a credit or debit card with a 2.75% convenience fee (\$3 minimum fee).
- Create a login and link your account(s) with your login
- Enroll and maintain your Tyler AutoPay information
- Look up any bills that have been created by tax levy year since 2017
- Look up bill/payment history
- Look up assessment history
- Access and print PDF versions of tax bills and receipts

Note that online and telephone payments are not available starting at 4:00 P.M. Central Time on the 5th of every month to allow for system maintenance and monthly installment and delinquent tax bill generation. It is important that you make your payments prior to this time on a monthly basis.

