

MONTHLY REPORT

To: Tony Plante, Town Manager
Town Council

From: Judith M Heggeman
Tax Collection / Motor Vehicle/ Inland Fisheries

Date: August 13, 2014

Re: Monthly Report for July

As we start the month of July we are balancing the remaining taxes due for 2013. We are calling people and banks concerning their small balances on their tax accounts. We are also mailing out notices for personal property taxes which are overdue.

Our mission is to provide the most superior customer service possible. By calling homeowners concerning their small balances we are preventing them from having a bad credit report. Once a lien is placed on someone's property it can affect their credit for up to 7 years. We are not required by law to do this however we care about the people in Windham and want to give them a last opportunity to pay their taxes before a lien is placed.

The reports for the auditors are also being compiled. Every outstanding years tax amounts have to be balanced and reported.

In this year's budget we said we would measure our success by the results of audits or reviews by agencies we report to. For July we had a 0% error rate on our Inland Fisheries accounts, the Motor Vehicle accounts; also included in our 0% error rate is the processing of the US State Department passport applications.

In preparation for the filing of tax liens in august we have been doing research at the Registry of Deeds website. We have to, by law, notify a homeowner's mortgage holder once a lien has been placed on their property.

We received multiple words of appreciation from townspeople this month because of how fast and accurate we take care of their needs when then come into the town hall.

Listed below are the transactions that were done by this department during the month of July.

ATV	87
Boats	145
Collection Payments	62
Compost Bins	5
Concealed Weapons	0
Discharges for Liens	15
Dog Licenses	16
Fax Fees	21
Hunting/Fishing License	45
Library Receipts	3
Milfoil Sticker	2
Notary	9
Parks and Recs Charges	9
Passports	58
Passport photos	57
Quitclaims	2
Recycle Bins	5
Rescue Payments	5
Sewer Payments	4
Snowmobiles	0
Tax Payments	262
Tax Reports	2
Trash Bags	7
Vehicle Registrations	1313