

COVID-19 UPDATE:

In compliance with the stay-at-home order for the State of Hawaii

**ALL HAWAII COUNTY REAL PROPERTY TAX DIVISION OFFICES ARE
CLOSED TO WALK-INS THROUGH APRIL 30**

The following services will continue with limited availability and increased response times can be expected:

PAYMENTS: Property tax payments will continue to be accepted by:

- MAIL checks payable to the 'Director of Finance' to: Real Property Tax Division, 101 Pauahi Street, Suite 4, Hilo HI 96720-4224. *Postmark will be used as the date of payment.*
- ONLINE at <https://payments.ehawaii.gov/propertytax/hawaii/index.html>

*****NO CASH PAYMENTS are being accepted at this time*****

APPEALS: Appeals for the 2020 Real Property Assessment will continue to be accepted by mail only. Please address all correspondence including appeal forms, documentation, and payment of appeal deposit by check only to: Real Property Tax Division, 101 Pauahi Street, Suite 4, Hilo HI 96720-4224. **An appeal deposit must be included in the form of a check payable to the 'Director of Finance' in the amount of \$50.00.** A separate appeal and deposit for each property class, year, and TMK is required. All 2020 appeals postmarked on or before the deadline of April 9, 2020 will be considered timely filed.

EXEMPTIONS/DEDICATIONS/PROGRAMS: We will continue to accept applications by mail. All completed applications and required documents can be mailed to the: Real Property Tax Division, 101 Pauahi Street, Suite 4, Hilo HI 96720-4224

OWNERSHIP CHANGES: While we will continue to receive ownership documents via mail, we will be unable to update the Real Property Tax Records (including our website) until April 30, 2020.

ASSISTANCE: Limited assistance will continue to be available through the email and phone numbers listed below (response times may be delayed).

Appraisal

Voicemail Only: (808) 961-8354

Email: cohappraisal@hawaiicounty.gov

Clerical

Voicemail Only: (808) 961-8201

Email: rptclerical@hawaiicounty.gov

Collections

Voicemail Only: (808) 961-8282

Email: rptcollections@hawaiicounty.gov

Ownership/Mapping

Voicemail Only: (808) 961-8287

Email: cohrpt@hawaiicounty.gov

**For more information or to access Real Property Tax Records, visit us at
www.hawaiipropertytax.com**