



# FREQUENTLY ASKED QUESTIONS

## How do I pay my bill?

Currently we have four options for paying your bill:

- **Mail** - Return the payment coupon with a check or money order in an envelope addressed to: City Hall, 330 Town Center Ave. Suwanee, GA 30024. Attention: Tax Payment.
- **Drop Box** - Place the payment coupon with a check or money order in an envelope and drop it in the payment box outside City Hall, available 24 hours a day, 7 days a week.
- **In Person** - Payments may be made by cash, check, money order or credit card at City Hall. Please bring your payment coupon with you. Hours of operation, Monday thru Friday, 8 to 5.
- **Online Payments** - You can now pay your property taxes online at [suwanee.com](http://suwanee.com). Online payments may be made with a credit/debit card and electronic checks. There is a 3% service charge fee.

## How do I apply for Homestead Exemption?

Citizens can apply online or request an application from Gwinnett County by phone or e-mail. The Gwinnett County Tax Commissioner's Office will automatically mail Homestead Exemption applications to those persons who bought homes during the previous calendar year. Homestead Exemption applications are due on or before April 1st. If you have any other questions regarding Homestead Exemption, please contact the Gwinnett County Tax Commissioner's Office at **770-822-8800** or go online at [gwinnetttaxcommissioner.com](http://gwinnetttaxcommissioner.com).

## What if my mortgage company pays my taxes?

The City of Suwanee receives tax information from Gwinnett County annually. This database does not list mortgage company information so we have no way of knowing whether or not your mortgage company pays your taxes for you. If a mortgage company contacts us requesting the tax information for your property, we send a copy to them. Otherwise, it is your responsibility to contact your mortgage company, verify that they have received a copy of the tax bill and, if not, send them a copy.

## Who determines the value of my property?

Property values are determined by the Gwinnett County Tax Assessor's Office. Real property values are determined based on recent sales and market conditions. A new state law passed in 2010 now requires counties to send an assessment notice to all property owners every year. Personal property values are determined by customer returns filed with the Gwinnett County Tax Assessor's Office stating assets and values. Personal property values are set to depreciate at a normal rate over time.

## How do I appeal my tax assessment?

All appeals must be submitted on PT-311A eForm downloaded from the Gwinnett County Tax Assessor's website. All appeals must be received by the Gwinnett County Board of Assessors or USPS postmarked within 45 days from the date of the notice. The PT-311A eForm must include the parcel number or address, the current year stated value and the reason you want to resolve your appeal. Grounds for appealing your valuation are:

**Value:** Would the property sell for the appraised amount?

**Taxability:** Is the property taxable?

**Uniformity:** Is the appraisal uniform with other similar property?

# WHERE DO YOUR TAXES GO?

The City provides a wide range of municipal services to citizens including police protection, parks and recreation, planning and zoning, building inspections, code enforcement, economic and community development, special events, municipal court services, and infrastructure maintenance.

In 2023, the average home value in Suwanee is \$525,000 and the typical resident will pay about \$1035 in property taxes. The chart to the right answers a common question asked by Suwanee residents, "Where do my property taxes go?"

