



TREASURER-TAX COLLECTOR VENTURA COUNTY

STEVEN HINTZ
TREASURER
TAX COLLECTOR

Sue Horgan
Assistant Treasurer-Tax Collector

COVID-19 Notice: Treasurer-Tax Collector's Office Open By Appointment Only

The Treasurer-Tax Collector's Office is committed to public service and even during this challenging time, we want to offer taxpayers the opportunity to speak directly to our staff while our office is closed due to the Governor's Executive Order.

Effective July 20th, 2020, the County of Ventura government center will be closed to the public due to COVID-19 conditions. The Treasurer-Tax Collector's Office will be available By Appointment Only for cases requiring in-person assistance. In order to keep both the public and our staff safe during this COVID-19 Pandemic, we are able to provide appointments under the following requirements:

- **BY APPOINTMENT ONLY:**
 - Call (805) 654-3744 or email HelpingHand@ventura.org:
 - Our goal is to resolve questions telephonically or via email. If necessary, an in-person appointment can be scheduled.
 - When requesting an appointment, you will be required to identify the specific subject of the appointment and to provide the pertinent information needed to help staff answer the questions needed to prepare documents for your scheduled appointment.
 - Payments can be made by personal check, bank check, money order, or cash.
 - **Prior Day Notice Required** for document preparation:
 - Please submit via email the day prior to your appointment to HelpingHand@ventura.org:
 - Any completed forms needed for your appointment.
 - All documents you want reviewed at your appointment.
 - All requests for printouts/copies of documents the day prior to your appointment so staff can have available for you at your scheduled appointment time.
 - Appointments are available Monday-Friday, 9am-12pm and 1pm-4pm.
 - 45-minute maximum appointment time due to schedule.

- **SECURITY:**

- **Taxpayer must bring and wear a mask at all times, per California Executive Order Mask Mandate:**
 - **Masks will not be provided to you if you don't have one.**
 - **If masks are not worn, no access to the building will be permitted and the appointment will need to be rescheduled.**
- **Taxpayer will check in by providing name and appointment time with the security guard outside of the Hall of Administration building.**
 - **If your name is not on Security's appointment list, you will need to call our office to schedule an appointment.**
- **Taxpayer must submit to and pass the County screening test (temperature and symptoms test) to gain access to enter the Hall of Administration building.**
- **Building entry will be limited to two taxpayers per appointment.**
- **Taxpayer must present identification upon check in at counter.**
- **Taxpayer must adhere to social distancing protocols during the entire visit.**

❖ **If your situation or questions have not been answered to your satisfaction, please call (805) 654-3744 or email HelpingHand@ventura.org to schedule an appointment.**