



**LETTER TO THE EDITOR**  
**Thursday, November 21, 2013**

Since mid-October, over 200,000 tax bills have been mailed to San Francisco property owners. While the Office of the Assessor-Recorder does not issue bills or collect payment, I wanted to update you on a few issues property owners may care about.

Every year a number of property-related bills or notices are returned because we do not have your updated mailing addresses. At times, property owners may request that their bills and notices be mailed to an address that is not the address of the property (for example, mail request to a PO Box). To make sure that you do not miss any important mail, please take a moment to update our records with your correct mailing address. **We've made it easy and convenient by creating a simple online form** - just click on the online Change of Address application link found at [www.sfassessor.org](http://www.sfassessor.org). You can also print a form and return a hard copy of the application to us if you prefer. When in doubt, please call 311 with any questions.

Taxpayers should also be aware of aggressive solicitations in the mail. Recently, we have had residents notify us of official-looking solicitations they've received. One example is a solicitation offering copies of property deeds and other records at costs that are significantly higher than the actual cost of copies you would pay if you made a request for copies directly from our office. Our office provides official copies with fees ranging from \$3 - \$14 as set by State law. A few taxpayers have notified us that they have made a payment through one of these solicitations without ever receiving the document copies!! Please contact the Police Department's Fraud Unit at (415) 553-1521 if you have had these experiences, as they can help advise you on any next steps.

Additionally, we remain committed to expanding language access by providing more translated fact sheets and enhancing translation services. If you or someone you know would like to see their annual notice of assessed value in a different language, please let us know by calling 311 and making the request.

The Office of the Assessor-Recorder values the customer service experience and we are proud to serve as a resource for you.

Sincerely,

A handwritten signature in cursive script that reads "Carmen Chu".

Carmen Chu  
Assessor-Recorder  
City & County of San Francisco