



Property Tax Help Campaign - Direct Services

February 20, 2025
Veronica Garcia, Director





Property Tax Help Campaign

- Information about property tax protests & help filing homestead exemptions
- Sessions in all Council districts and virtual sessions
- Spanish & ASL interpretation services at all events

FY 2024 Campaign Recap

667 Households Served

- 875 attendees
- 409 Notice of Protests
- 93 Exemptions
- 98% of survey respondents felt “happy” or “very happy” with the session



13%
felt
knowledgeable
or very
knowledgeable
before the
session



90%
felt
knowledgeable
or very
knowledgeable
after the session

Scope of Work- Workshop Services

- Conduct 12 in person and 3 virtual presentations about filing property tax exemptions and protesting property tax assessment
- Provide one-on-one assistance to complete and file forms on site.
- Follow up with virtual attendees, as needed.
- Conduct at least one session each in Spanish, Vietnamese, and Arabic.



Staff Recommendation

Staff recommends City Council approval of an ordinance authorizing a professional services agreement with Texas True Tax for the Property Tax Help Campaign up to \$50,000 in FY 2025 and an optional one year renewal for up to an additional \$50,000 in FY 2026.





Thank you!

Veronica Garcia, Director

