



May 2016

Dear Friend,

May is a beautiful time of year. We wish all moms a Happy Mother's Day and this Memorial Day we honor our veterans who lost their lives in the line of duty. This month we focus on ways to Plan, Prepare and Protect. In this issue we discuss ways to *Plan* your move, *Prepare* for crowded offices and *Protect* your family and home during hurricane season.

Plan – Moving to Palm Beach County

Moving is stressful and requires attention to logistics, but having a plan can help. That's why we created a New Neighbor Kit. This comprehensive kit provides information and tips to assist you with your move. It includes the following documents:

- 2016 Tax Planner & Services Guide
- Property Tax Tips and Frequently Asked Questions
- REAL ID Document Checklist Envelope
- Vehicle Registration Information
- Important Palm Beach County Phone Numbers
- SunPass Information
- Florida Voter Registration Application
- Recycling Dos and Don'ts
- 511 Traffic Information

Prepare - Crowded Offices

Our offices can get crowded. We have some suggestions to prepare for a visit or to ensure a speedy transaction:

- Many transactions can be performed online. Did you know you can renew your vehicle registration up to 3 months prior to expiration?
- Something to keep in mind, Palm Beach County schools begin summer break this month. That means many teens will be visiting our offices for their first driver license. This increased volume equates to longer wait times.

- If you need to visit our office for a REAL ID driver license, be sure to make an appointment. Remember to inform the receptionist of your appointment. You do not need to wait in line. Service center lines are usually longest at the beginning and end of the week and month.

Protect - Hurricane Season

Hurricane Season is upon us once again. We have been fortunate to be spared from this natural disaster for the last 10 years. Although great news for our community, we need to prepare for the new storm season. Preparation makes for safer neighbors, communities and families.

Our office offers free Hurricane Preparedness Kits to help with your 2016 storm preparations. The kit contains practical preparation guidelines, key phone numbers, tips to prepare for a storm and items you need to stock. Use this tool to organize your home and get started on preparing for the unexpected. To request your copy email ClientAdvocate@taxcollectorpbcc.com.

Annual Publications, Get Yours Before They're Gone!

Our annual publications are a great information resource for interacting with our office. The *2016 Tax Planner & Services Guide* is a comprehensive guide to services as well as a calendar of important tax and collection dates. In addition to highlighting the services we provide, it includes information about office locations, payment options, ways to connect with us and frequently asked questions.

The 2015 Fiscal Year Annual Report, *Report To Our Citizens* is the perfect opportunity for residents to review our agency's activities and operations. This year's report shows where tax collections went, agency achievements and our future plans. We publish the report because we are committed to transparency. If your community or association would like free copies, contact ClientAdvocate@taxcollectorpbcc.com.

HOA Partnerships

Homeowner associations are an integral partner with our community outreach efforts. It is because of these partnerships we can distribute information regarding our services. Is your HOA hosting an event or expo that you would like us to participate in? Our staff is available to give a short presentation, provide an expo table, handouts and answer questions. If your association has questions or is interested in hosting us at your next event, email your request to ClientAdvocate@taxcollectorpbcc.com.

Wishing moms a happy Mother's Day and everyone a safe Memorial Day.

Best regards,



Anne M. Gannon