

Tax Payment Information Policy

The Norwalk Tax Collector's office staff will not look up tax payment history for customers in person, and will not field inquiries of this nature over the telephone.

Our staff and resources do not permit us to offer this type of service. We would have to accommodate literally thousands of requests for this type of information from early February through April 15. At this time of year, we are required to focus our activities on collection enforcement of unpaid accounts, in accordance with state law.

Taxpayers are responsible for keeping their own tax payment information in the form of checkbook register, tax receipts, or tax bills.

The consolidated tax statement that is sent twice a year details tax payments, and is designed to be retained by the taxpayer for their own records and specifically for use in preparing federal and state income taxes. Every taxpayer paying in person is issued a receipt, whether payment is made in the Tax Collector's Office or at a bank branch. And, information on real estate taxes that are paid from escrow accounts is sent to the taxpayer directly from the taxpayer's escrow agent.

In order to accommodate taxpayers who still need to search city tax records for their tax payment information, the Norwalk Tax Collector's Office provides the following options:

1. Five years of tax payment history is available on line on the city's web site, www.norwalkct.org. Go to the "Tax Bill Lookup" quick link on the city's homepage. Request "Payment History". A taxpayer may search by name, street address, parcel number, or customer identification (ID) number. This information is accessible 24 hours a day, seven days a week, at no charge.
2. Tax payment history printouts for motor vehicle taxes paid in the preceeding calendar year are available for taxpayers who prefer to look up their accounts on paper. These books are in the tax collector's office lobby at Norwalk City Hall. They are available to the public during regular office hours, 8:30 am – 4:30 pm Monday through Friday. There is no charge for using these books.
3. Taxpayers who cannot avail themselves of the first two options may make a written request for tax payment history research. The request must be filled out completely, and there is a fee of \$15 payable in advance. Staff will research the payment history and respond as quickly as possible, but the work will not be done 'while you wait'.

Effective April, 2001.