

## **Palm Beach County Property Appraiser's Office to Close in Compliance with Governor Ron DeSantis' Statewide 'Stay-At-Home' Executive Order**

**For Immediate Release: April 3, 2020**

**04.03.20** - West Palm Beach, FL – The Palm Beach County Property Appraiser's Office will close all office locations beginning **Friday, April 3, 2020 at 5:30 p.m. until further notice.** This action is in compliance with Governor Ron DeSantis' statewide executive order requiring all businesses and organizations that do not provide "COVID-19 Essential Services", to limit movements and personal interactions outside the home.

"Safety for our employees and the public is at the center of our decision making and this measure allows us to better protect everyone from the spread of the virus, said Palm Beach County Property Appraiser Dorothy Jacks, CFA, AAS. To ensure the continuity of the 2020 tax roll and the availability of our online services during this public health crisis, many of our employees will now work remotely from home to support our strategic and operational priorities," she said.

"The 2020 tax roll process and its stability is vitally important to the Palm Beach County taxing authorities in order for them to receive their revenue later this year," added Jacks.

Over the past several years, the Property Appraiser Public Access (PAPA) website: [www.pbcgov.org/PAPA](http://www.pbcgov.org/PAPA) has been upgraded to operate more easily and provide more online services, particularly for unprecedented events such as these.

As always, the PAPA website is open for business 24/7 and updated on a daily basis, as our appraisers continue to work on valuations for the 2020 tax roll, our clerks maintain deed transfers and additional key staff members oversee PAPA's website operations.

**The public should contact our office by email at [PAO@pbcgov.org](mailto:PAO@pbcgov.org)** with specific questions. Our staff will be monitoring this email during normal business hours, Monday through Friday 8:30 a.m. to 5:00 p.m. Many services the office carries out are available on PAPA such as: E filing for a homestead exemption, E filing a tangible personal property tax return, requesting a mailing address change associated with a property, and much more.

In addition, we have created a webpage on the PAPA website: 'Frequently Asked Questions'. This customer service portal is dedicated to answering taxpayer questions quickly, without having to email us.

Our office is in daily communication with Palm Beach County and State of Florida officials and as the situation evolves with any potential changes to our office operations, including the 2020 tax roll, filing deadlines and important notifications, we will keep the public informed and maintain communication via the PAPA website: [www.pbcgov.org/PAPA](http://www.pbcgov.org/PAPA) and our social media channels: Facebook, Twitter, Instagram and LinkedIn.

Stay safe and stay home. We're all in this together.

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