



## PMC Community Connection Workshop

### Meeting Minutes

Location: WebEx

Date: April 24, 2019

Time: Noon – 1:30 p.m.

Attendees: **ADOR Attendees:**

Megan Hawker– Education and Compliance – Outreach District

Dan Borns & Amanda Markham – Office of Continuous Improvement

Roshawna Madrid & Maria Leyva – Taxpayer Services – Inquires & Requests

### **Agenda Items**

#### I. Introduction

- The Property Management Company (PMC) Community Connection is a platform designed to promote ongoing discussion, learning and process improvement opportunities for the Arizona Department of Revenue (ADOR) to engage and support PMCs filing, paying and complying with the tax laws of the state of Arizona.
- PMCs are encouraged to share experiences and contribute to the discussion.
- Roundtable discussions will be held monthly via WebEx.
- Registration is required. Reservation is on a first come basis.
- Meeting dates will be listed on [azdor.gov/taxpayer\\_education/upcoming\\_events](http://azdor.gov/taxpayer_education/upcoming_events).

#### II. AZDOR.GOV

- GovDelivery – A dialog box will pop up when you first enter the AZDOR.gov website.
  - Subscribe to receive updates from ADOR. You can also find this on the bottom of each page as “Subscribe for Updates”. We will not spam your inbox and you can customize on the topics you would like to receive messages.
  - For instance, if you sign up for TPT updates, you will receive TPT related messages, i.e., TPT returns due date reminders, tax rates change, etc.
- Property Management Company Dedicated Resources Webpage
  - From the ADOR.gov home page, under the “Business” section, click on “Transaction Privilege Tax (TPT),”
  - On the left-hand side, select the drop-down arrow next to “[Residential Rental Guidelines](#).”
  - From here, select “For Property Management Companies (PMC)”.
  - Additional information, resources and useful PMC related links.
- [Residential Rental Licensing Matrix](#)



- A useful tool for residential rental property owners in determining if a TPT license is required for their residential rental property.
- Used by PMCs **ONLY** if the PMC both owns **AND** manages their own properties.
- TPT E-file Return Payment Voucher – Arizona Form TPT-V.
  - This is a payment voucher used **ONLY** if you mail-in/walk-in a payment for which a return has **already** been e-filed.
    - This voucher does not take the place of any return that must be filed.
    - If payment is made without the return being filed, the payment will show as a credit in the account until the corresponding return is filed.
- Tools and Resources
  - Online tutorials for AZTaxes, filing TPT returns, delegate access, etc. can be found at [azdor.gov/media-center](http://azdor.gov/media-center).

### III. [AZTaxes.gov](http://AZTaxes.gov)

- [Arizona Tax Rate Look Up Tool](#)
  - This resource can be used to find TPT rates for any location within the State of Arizona.
- Engaging vs. Linking on AZTaxes.gov
  - Engaging a property owner (PO)'s license from your PMC account on AZTaxes.gov gives the PMC access to file and pay on behalf of the property owner.
    - Improvement ideas have been proposed by PMCs to include renewing a PO's license. Any progress on this effort will be included in future roundtable discussions.
  - "Linking" is **NOT** recommended for PMCs **UNLESS** they are also the PO. This option links the property owner's license to the respective PMC account and allows the PMC to view ALL of the PO's taxpayer information, including their individual, other businesses, withholding, etc. All business activity associated with the property owner's license will be visible to the PMC.
    - PMCs are encouraged to "Engage" their POs rather than "Linking" to the POs license.
  - Linking also makes the user the "Primary User" on the AZTaxes.gov account and could override the PO.
  - Importance of the PO as "Primary User" on their AZTaxes account:
    - Allows the PO to log on and view PMC's filing and payment history.
    - Enables the PO to assign "Delegate Access" to the PMC.
      - PMCs can also request delegate access to the property owner's license.
      - An online tutorial to request "Delegate Access" is available at [azdor.gov/media-center](http://azdor.gov/media-center).
    - Protects the PO in the event the PMC and PO sever the relationship.
      - If the PMC is the primary user, the property owner will not have access to their online account.



IV. Questions

Q: How often should I check the AZTaxes Tax Rate Look Up Tool?

A: Several times during the course of the year.

Q: If a rate changes and we, as PMCs, do not update it in our systems and do not collect the correct amount of tax when that return is uploaded to AZTaxes, will AZTaxes do the calculations based on the correct rates?

A: Yes, AZTaxes is updated any time a tax rate changes. It will perform all calculations based on the updated rates.

Q: When is the next session?

A: Future sessions are posted on our website at [azdor.gov/taxpayer-education/upcoming-events/pmc-community-connection](http://azdor.gov/taxpayer-education/upcoming-events/pmc-community-connection).

V. Proposed Future Topics

- Penalty Abatement – TPR 19-1
- Additional Improvement Ideas

VI. Closing

- Thank you for participating in the first session of our PMC Community Connection Workshop. This is a forum where you can freely share your thoughts/ideas/concerns. Please join us for our next session on May 22 from 12:00 p.m. – 1:30p.m.
- Please share this information with PMCs who would benefit from participating in the event or receiving this information.