



**Bob “Coach” Henriquez, Certified Florida Appraiser
Hillsborough County Property Appraiser**

HCPA COVID-19 Reopening Update (effective 11/23/2020)

Since we first began adapting our operations in response to the COVID-19 pandemic, concern for our team members, customers and our entire community has been at the forefront of our decision-making process. We have also followed all local mandates and the CDC guidelines. In February, we deployed our team members to work remotely and thanks to the state-of-the-art technological advances we had already implemented, we have been able to fully perform our statutory duties while continuing to provide exceptional customer service to the citizens of Hillsborough County via phone, email, mail and online.

Although we are equipped to remain operating in this capacity, we fully understand some of our customers will prefer in-person service to discuss their property values found in their 2020 Notice of Proposed Property Taxes. For this type of customer assistance, we are pleased to offer **limited** walk-in service at the following two HCPA office locations:

- **Downtown Tampa Branch**
County Center Lobby Only
Monday-Friday 8:00 am – 5:00 pm

601 E. Kennedy Blvd.
Tampa, Florida 33602

- **South County Branch**

Monday-Friday 8:00 am – 5:00 pm
Southshore Regional Service Center
410 30th St SE
Ruskin, Florida 33570

What to Expect When You Visit Our Office

In accordance with the CDC guidelines, City of Tampa and Hillsborough County ordinances, the Hillsborough County Property Appraiser's office is taking additional safety precautions to protect the health of both the public and our team members. The following best practice protocols have been implemented and will be enforced:

1. All CDC social distancing guidelines will be upheld in all our office locations.
2. HCPA team members will be alternating shifts to allow for social distancing while working in the office.
3. Upon arrival, all customers and HCPA team members will be asked a series of screening questions and **will have a non-contact body temperature detection performed** before they enter our offices. Those experience screening symptoms or with a temperature exceeding 100.4°F will not be allowed into the building.
4. Customers and HCPA team members will be required to wear masks (cloth or surgical) while in the office.
5. Social distancing signage has been placed in all our offices to assist in maintaining the CDC recommended distancing of 6 feet. We ask customers to **please limit their visit to only the individuals who are required to conduct their property appraiser-related business.**

6. Due to the CDC recommended guidelines regarding social distancing, there is a limited capacity for staff to assist walk-in customers at each location. If the social distancing capacity has already been reached when you arrive, we encourage you to visit us at a later time. Alternatively, you can request a virtual meeting (see below) or call our main number at 813-272-6100 and speak to a representative during our normal business hours.
7. Plexiglass shields have been placed in all customer service stations throughout all HCPA offices to further increase protection of customers and HCPA team members.
8. Hand sanitizer pump stations have been placed in all customer service areas throughout all HCPA offices.

Alternative Options to Meet with Our Office

During these challenging times, the HCPA has been working diligently to be creative in the ways we serve the public and we encourage all our customers to utilize our contactless methods of communication when possible.

In addition to its many other functions, our website offers several of the same services online as we do in person. Please visit our website at www.hcpafl.org where you can file for homestead, [make an appointment for an in-person meeting](#), search for property information online, download data, create printable maps and request a review of your property assessment. To request custom variance maps, please email: gisdept@hcpafl.org To request a review of your property assessment, please click here to submit a [Property Value Review Request Form](#). [Para ver el formulario en español, haga clic aquí.](#)

Also, the HCPA is offering virtual meetings by appointment only with our team members via Zoom. Please email meetings@hcpafl.org to schedule a virtual meeting. Please include your name, email address, property address or folio number, a daytime phone number where you can be reached, the topic of your meeting request and at least two possible meeting times/dates during our normal business hours (8:00 am-5:00 pm, Monday-Friday, excluding holidays).

Finally, you can receive immediate assistance by contacting us via telephone at (813) 272-6100 during our operating hours.

The health and wellbeing of our HCPA family and yours is of the utmost importance. Please join us and the rest of our local and global community in taking the necessary precautions to help ensure our return to normalcy in as reasonable a time frame as possible.

Thank you for your understanding and cooperation and stay safe and healthy.

Bob "Coach" Henriquez