



Incorporated 1901

Finance Office Customer Service Policy

The Town of South Hill Finance Office is committed to providing professional, courteous, and efficient service to all residents, taxpayers, and representatives of the Town. Our goal is to ensure that every interaction is handled with respect, accuracy, and timeliness while fostering public trust and confidence in our operations.

Our Commitment to Quality Customer Service

To support transparency, accessibility, and convenience, the Finance Office provides the following services:

- Tax bills are mailed at least 30 days prior to the due date.
- Late notices are mailed approximately 30 days after the due date, allowing an additional 30-day period for payment.
- Payment plans are available for citizens who are unable to meet their tax obligations and who contact the Finance Office to discuss available options.
- A secure payment drop box is available 24 hours a day, 7 days a week.
- Telephone calls and emails are answered promptly during regular business hours.
- Online services are available through the Town's website at <https://www.southhillva.org/> for payments and access to information regarding taxes and utility billing.

Our Service Standards for Every Customer

The Finance Office is dedicated to ensuring that each customer receives a consistent and positive service experience. Our staff will:

- Greet customers in a courteous and welcoming manner.
- Listen attentively and provide clear, accurate information.
- Maintain a professional, respectful, and responsive approach in all interactions.
- Address questions and concerns promptly and to the best of our ability.
- Strive to exceed customer expectations whenever possible.
- Thank customers for their engagement with the Town of South Hill.

This policy reflects the Finance Office's ongoing commitment to service excellence and continuous improvement in serving the community.