



2017-18 TAX ABATEMENT INQUIRIES FREQUENTLY ASKED QUESTIONS

Q: DO I NEED TO RESPOND USING THE PAPER FORM AND VIA THE WEB PORTAL?

A: No, you only need to respond once; either by online via the web portal or by submitting the paper form. Do not respond twice.

Q: HOW DO I ACCESS THE ONLINE PORTAL?

A: You can access the web portal at: <https://secure.welcomelink.com/taq>

Q: IF I DO NOT HAVE MY UNIQUE CODE, WHERE DO I OBTAIN IT?

A: The 5-digit unique code was provide in the letter that was mailed to you. If you do not have the letter, your property manager can provide you with your specific code.

Q: IF I DID NOT RECEIVE THE MAILING, HOW DO I RESPOND?

A: If you did not receive the initial mailing, please contact your property manager and ask for your unique code and the link to the website. You will need to respond online.

Q: I OWN MULTIPLE UNITS BUT ONLY RECEIVED A MAILING FOR ONE APARTMENT. HOW DO I RESPOND FOR MY ADDITIONAL APARTMENTS?

A: If you did not receive the initial mailing for all of your units, please contact your property manager and ask for your unique code(s) and the link to the website. You will need to respond online for this apartment(s).

Q: I RECEIVED TWO FORMS. WHICH CODE SHOULD I USE IN THE ONLINE PORTAL?

A: If you received two forms, you only need to complete the online submission once. You may use either of the codes provided in the letters you received.

Q: WHAT INFORMATION DO I NEED TO COMPLETE?

A: Some fields may already be populated for you. You will be required to submit the following:

- Owner Name
- Street Address *(Prepopulated)*
- City *(Prepopulated)*
- State *(Prepopulated)*
- Zip *(Prepopulated)*
- Unit Number *(Prepopulated – This can be changed if it is incorrect)*
- Unit Lot Number (Condo Units Only)
- Shares (Coop Units Only)
- Type of Tax ID (SSN, EIN, or ISIN)
- Full Tax ID Number
- Date of Purchase
- Primary Residence (Yes/No)



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Q: HOW DO I OBTAIN THIS INFORMATION?

A1: Owners of **cooperative** units should refer to their stock certificate for this information.

A2: Owners of **condominium** units should refer to their condominium deed or declaration. They can also look at their tax bill, which will provide their block and lot. Alternatively you can look up your unit on the Digital Tax Map-
<http://gis.nyc.gov/taxmap/map.htm>

Q: WILL A DUPLICATE MAILING BE DISTRIBUTED?

A: No, a duplicate mailing will not be distributed. Our managers will however issue a reminder memorandum in mid-November advising you to respond via the web portal if you have not done so already. **All submissions must be returned by December 15, 2017.**

Q: WHAT DO I PUT FOR “SALE DATE” OR “DATE OF PURCHASE”?

A: The web portal has been updated online and now reads “Purchase Date”. Owners should enter the date they purchased the unit.

Q: IF I DO NOT KNOW MY PURCHASE DATE, WHAT DO I ENTER?

A: If you purchased prior to 2017, please try to enter your best estimate. If you purchased in 2017, you must be as specific as possible as it could impact your eligibility.

Q: WILL I GET AN ACKNOWLEDGEMENT IF I SUBMIT THE PAPER FORM?

A: You will only receive an acknowledgement when you use the online portal.