

## PMC Community Connection Workshop

### Meeting Minutes

Location: WebEx

Date: Thursday, March 19, 2020

Time: Noon – 1:00 p.m.

Attendees: **ADOR Attendees:**

Roshawna Madrid – License and Registration

Maria Leyva – License and Registration

Stephanie Jones – License and Registration

Megan Hawker – Education and Outreach

### **Connect with ADOR**

#### 1. GovDelivery

- a. To stay up to date on the Department's news, events, and notices – subscribe to our GovDelivery service. You can input your email address or phone number and select which type of notifications you wish to receive. If you select, TPT, you will be notified when there is a change or update that impacts the property management company community.
- b. If you no longer wish to receive these notifications, you may opt out and still access the information from the top portion of the [AZDOR.gov](http://AZDOR.gov) website under the “News, Events & Notices” section.

#### 2. Live Chat

- a. ADOR has introduced a live chat feature to its AZTaxes.gov and AZDOR.gov website. The live chat feature offers another option for taxpayers seeing information about state taxes, the transaction privilege tax program or answers to a variety of questions.
- b. The chat feature will provide customers with answers to general questions and offers navigational assistance.
- c. Allows taxpayers to interact with department representatives in real-time! Currently available Monday-Friday 7:00am – 6:00pm.

#### 3. Follow Us on Social Media

- a. Twitter – [twitter.com/AZDORmedia](https://twitter.com/AZDORmedia)
- b. Facebook – [www.facebook.com/azdor.gov](https://www.facebook.com/azdor.gov)
- c. LinkedIn - <https://www.linkedin.com/company/arizona-department-of-revenue/>

- Contact Information for PMC Group

- a) Email: [PMCData@azdor.gov](mailto:PMCData@azdor.gov)
- b) Phone: 602-716-RENT

### **Questions and Answers**

- What are the steps we should take when a property is sold or leave our management company?
  - You should complete form 822 – PMC. This form should be completed prior to the PMC disengaging the property owner. If the PMC is no longer going to represent several property owners, please list each and every owner for which the PMC will no longer be filing. <https://azdor.gov/forms/tpt-forms/property-management-company-mailing-address-update-form> Once the form is completed and submitted to the department, the PMC should disengage the property owner through AZTaxes.gov. The disengagement takes about 30 days to go into effect. So, if you know that May is the last month that you will be representing that property owner, you should disengage that property in the beginning of April.
  - If the property owner sells the property, a Business Account Update form (10193) should be completed in order to close the license. <https://azdor.gov/forms/tpt-forms/business-account-update>.
- If we had an owner and couldn't engage their license number and pay the TPT for the last year because the previous PMC didn't disengage and the owner is requiring us to pay the last year, how do we do that now that we were able to engage the license effective Jan 2020?
  - If the issue is that the previous PMC did not disengage from the property owner, send us an email to [PMCDData@azdor.gov](mailto:PMCDData@azdor.gov) so that we can fix the dates. If the property owner was not engaged to a PMC during that period, you as the current PMC can go back and file the past delinquent returns.
- Why does the disengagement process take 30 days? Why can't you change the system so we can select a date?
  - This was done as a precaution for property owners. The 30 days is built in so that a PMC does not drop a property owner in the middle of a filing period without first filing that last return.
- Is it true that we can now apply for a TPT license online for our owners?
  - You can but it is not recommended because if you apply on AZTaxes.gov for a license, it will automatically link that license to your account. It is never recommended that the PMC be linked to the license, rather they should be engaged to that license. When a PMC is linked, that means you have access to all of the property owner's information. PMCs should always engage a property owner's license. This will allow you to do all of the same functions as being linked but you will not see the property owner's private information. Property owners should always be the primary on the account.
- How do I file monthly TPT reportings and payments for multiple owners at once?
  - You first have to ensure your PMC license is properly set up. Email us at [PMCDData@azdor.gov](mailto:PMCDData@azdor.gov) and we can work on this for you.

- Is there an easier way to change the filing frequency from yearly or quarterly to monthly online?
  - You can update the filing frequency by submitting a business account update.
- Is there a streamlined way to obtain a tax license for a new client that does not involve me going in person to the office? I never get emails answered.
  - Go ahead and mail in a paper application with the payment but send it directly to Roshawna Madrid or to Maria Leyva.
    - Arizona Department of Revenue  
ATTN: Roshawna Madrid/Maria Leyva  
License and Registration  
1600 W. Monroe  
Phoenix, AZ 85007
- How can you change the filing frequency requirements? The former management company had us set up as filing monthly, but our amount due is below the threshold and we would like to file annually.
  - Go ahead and send us your updated client list with their filing frequencies. We can get those validated and updated.
- So, I'm new and hoping to figure out how to set up my business. I already have my LLC approved and am looking for the next steps.
  - The next step would be to apply for your PMC license. You can complete the application and then send it to the department for processing.  
<https://azdor.gov/forms/tpt-forms/property-management-license-application>
- Another issue we have is not all of our 15 properties were registered for filing from the former management company. We are new to filing requirements in the state of Arizona. How do I know if all of these properties need to file with the state?
  - You should use the tax rate look up tool found on AZTaxes.gov.  
<https://aztaxes.gov/Home/Address/> Enter the physical address of each property and from the drop down menu, you want to ensure you are selecting the appropriate taxable activity. Pay attention to the “Rent Living Space (more than 30 days)” and “Rent Living Space (less than 30 days.)” This will let you know if the property is taxable for residential rental.
- If an owner is out of country and has no social security number, how do they get a TPT license number? Or are they not required?
  - It will depend on where the property is located. If there is a foreign owner, go ahead and complete the application and send it directly to us at the above address. We can help you with the licensing. Or, the owner can apply for and receive an ITIN. This can be used instead of a SSN. If you are going to leave the SSN line blank, please be sure to indicate FOREIGN.
- What is the contact information one more time?
  - [PMCDData@azdor.gov](mailto:PMCDData@azdor.gov) or 602-716-RENT
  - Roshawna Madrid – [RMadrid@azdor.gov](mailto:RMadrid@azdor.gov)
  - Maria Leyva – [MLeyva@azdor.gov](mailto:MLeyva@azdor.gov)