



Chambers County Tax Office

Compact With Citizens

Tax Office Goal

To provide exceptional customer service to our County through innovative technology and ideas by maintaining and creating a team that stays abreast of current laws and best practices.

Customer Service Principles – Customers can expect to receive:

- Courtesy and respect.
- Fair, ethical and professional services.
- Timely and responsive services.
- Clear, accurate and consistent information.
- Service that follows through in our commitments and personal responsibility.
- Service from employees that strive for continuous improvement in all aspects; and
- Assistance from employees that go the extra mile in our efforts to serve.

Customer Feedback

Collecting and reviewing customer feedback enables us to improve all aspects of our motor vehicle and property tax services.

Whether you contact us by phone, email or other correspondence, all communications will be handled professionally, providing safe, fair and respectful treatment to everyone with each encounter.

Contact Us by Phone

To discuss an issue or obtain information from a customer service representative, call us at 409-267-2763. Hours of operation are 8:00 a.m. to 4:30 p.m. Central Time, Monday through Friday except county holidays. We remain open through lunch.

Contact Us by Drop Box or Mail

A drop box is located at the Anahuac and Mont Belvieu offices. Please place your transaction or inquiry, with check or money order, if applicable, in the drop box. NO cash or debit/credit cards in the drop box.

Send motor vehicle transactions by courier to one of our three physical locations. Our main office's physical address is Chambers County Tax Office, 405 S Main St, Anahuac, TX 77514. It is best to send motor vehicle title transactions through trackable mail. Please include the following information:

- Required documents for processing
- Check or money order made payable to Chambers County Tax Assessor-Collector, if applicable.
- Your name, phone number, and email address
- The specific action you are requesting from us

If sending property tax or motor vehicle transactions by U.S. Postal Service, please use the following address Chambers County, PO Box 519, Anahuac, TX 77514.

Customer Complaint

If you would like to recognize exceptional customer service or have a customer service complaint concerning any Chambers County Tax Office location, electronic or phone communication that has not been resolved to your satisfaction, please request a supervisor to speak with you immediately. If a supervisor is not readily available, please request a supervisor to contact you.

Make your request for a supervisor in person, through email, or through the Customer Feedback Form. Please provide as much detail about the issue as you can, including date, time, the staff member(s) you communicated with and any important information. Tax Assessor-Collector Laurie Payton reviews comment cards and responses. We appreciate hearing from you and value your feedback.