



## **FREQUENTLY ASKED QUESTIONS**

### ***What is the Senior Property Tax Abatement Work-off Program?***

The Senior Work-Off Program provides property tax relief for approved volunteers who complete specific volunteer activities assigned by the City of Worcester.

### ***What is the age requirement for this program?***

You must be at least 60 years old on or before January 1, 2025.

### ***What are the income requirements?***

You may NOT earn more than the gross income limit of \$60,000 if you are single or \$90,000 if you are married. If you are married, you must provide financial information for both you and your spouse. Income includes:

- All pension, social security or retirement benefits
- Annuities
- Wages, salaries, tips or other compensation
- Net profit from business
- Interest and dividends
- Rent, royalties
- Income from sale of real estate

### ***Am I required to live on the property to be eligible for the program?***

Yes. You must be the owner and have established residence in the City. You must occupy the property as your principal residence. If the property is subject to a trust, you must have legal title.

### ***What is the maximum amount of property taxes that will be abated?***

The property taxes of a selected senior taxpayer will be abated at a rate of \$15 per hour of volunteer work, up to a maximum amount of \$2,000.

### ***If I am accepted into the program, when may I begin my volunteer work?***

If you are accepted into the program, you may begin your City-assigned volunteer service as early as January 2, 2025 to earn an abatement toward your fiscal year 2026 tax bill.

### ***When is the application deadline for this program?***

This program allows for up to twenty (20) individuals to participate during fiscal year 2026. All applications received prior to December 31, 2024 will be considered. If twenty (20) individuals are placed from this pool of applications, no further applications will be accepted for fiscal year 2026. If fewer than 20 individuals are selected from this pool of applications, the application period will remain open through August 31, 2025, and will be considered on a first come, first served basis until up to 20 individuals are placed.

***When is the deadline to complete the volunteer service?***

The deadline to complete your volunteer service is November 30, 2025.

***What happens if I am, or become, unable to perform the volunteer work myself?***

The person performing the work must have a legal obligation to pay the tax. However, if an otherwise eligible taxpayer is physically unable to provide services, the City may allow an approved representative to perform the volunteer services on your behalf.

***What happens if I cannot complete all 133 1/3 hours of volunteer service prior to November 30, 2025?***

Participants will be expected to complete all 133 1/3 hours. That said, the City understands that there may be circumstances in which an individual is not able to complete the required hours prior to the deadline. In those circumstances, the taxpayer will receive a credit of \$15.00 for each hour worked though the November 30, 2025 deadline, up to 133 1/3 hours. Volunteers who work at least 125 hours, however, will be provided the full \$2000 credit.

***To whom should I send my completed Senior Property Tax Abatement Work-Off Application?***

Once you have completed and signed the application, and included all required documents, please send your completed application packet to following address:

Human Resources Department  
Attn: Senior Work-Off Program  
Worcester City Hall  
455 Main Street  
Room 109  
Worcester, MA 01608

***I have not yet filed my 2024 income tax returns. What tax documentation should I submit with my application?***

You are required to provide a copy of your state and federal income tax returns with your work-off application. If you have not yet filed your 2024 income tax returns at the time that you are submitting your application, you must submit your 2023 federal and state tax returns. If you are not filing federal and state income tax returns for 2023 or 2024 and do not have any recent tax return filings to provide, you must submit a signed and dated letter of explanation with your application.

***Who can I contact for questions about the Senior Property Tax Abatement Work-Off program?***

For questions about the program, please contact the Human Resources Department at (508) 799-1030 or [hr@worcesterma.gov](mailto:hr@worcesterma.gov).

***When will I see the work-off credit on my tax bill?***

Work-off credits for fiscal year 2026 will appear on the third quarter tax bill that is issued in late December 2025.

## **EEO STATEMENT**

*The City of Worcester is fully committed to equal opportunity in its employment/volunteer/ intern decisions, programs and activities, in compliance with all applicable federal and state laws and regulations and in furtherance of appropriate affirmative action efforts. The City of Worcester prohibits discrimination and harassment against any individual on the basis of age, gender expression/identity, genetic information, marital status, color, national origin, language, physical or mental disability, pregnancy, race, religion, sex, sexual orientation or status as a U.S. veteran.*