

Here are some things that may help you as you plan to come to the Senior Resource Center to get your income taxes prepared.

1. This is a free service provided by trained volunteers in the VITA program: VITA – Volunteer Income Tax Assistance. Our main goal is to prepare and file taxes for seniors aged 55 and older who have very little money. We can help those who make under \$54,000 per year but the program works best when we help seniors who cannot afford to pay for preparation and filing. If you would like to make a donation:

Make out your check to New Hanover County Senior Resource Center and put "VITA" in the memo section of the check. Cash donations are also welcomed.

2. On the first day, we do have quite a line before the front doors open at 8am. I have seen at least 72 seniors standing outside the front door, some of which arrived at 6:30am to secure their place in line. No joke. This is the case for the first 5 days. After that, the line goes down somewhat. We also experience long lines on the last 5 days. Please don't wait until the last day; we have had to turn people away because all of the appointments were full, and all we can do is refer you to one of the paid services. Mid-March is the time when we have the shortest lines.
3. Tax preparer's do not have access to a phone, so you will have to come into the center to have any tax questions answered.
4. Please turn your cellphones to vibrate when getting your taxes prepared.
4. Parking can be a problem. This will add to the already strained parking space shortage. Also, our main road in and out goes past the Hoggard High School student parking lot. It is especially hard to get through the traffic from 8am – 8:30am and 3:30pm – 4:00pm.
5. We do sell snacks (candy bars/potato chips) in the Intake room. This and donation monies go to feed our volunteers and provide a recognition luncheon at the end of tax season. Beverage service - coffee, iced tea - is a suggested \$0.25 donation, and is in the Friendship Café. Lunch service is offered – suggested \$1.50 donation - reservations are required 24 hours in advance. You can sign up with Margaret at 910-798-6420 the day prior. If reservations are not made in advance, you are welcome to dine with us if there is food available.
6. Our Lobby can get rather full. We have seniors waiting for Medicare appointments on Tuesdays and Thursdays. You may leave and come back once you have secured your appointment time. If you have registered with our Center (filled out a blue form) and are 55 or older, feel free to use our treadmills or other exercise equipment while you wait. Children are not allowed on the equipment at any time.
7. If you have questions about the VITA program (not specific tax questions) please call Valerie at 798-6406.