

## Review Process:

1. **Assessment Notice:** Home owners receive assessment notice in January and are encouraged to review their properties information and contact their appraiser with any questions regarding their assessment.
2. **Contacting the Appraiser:** Home Owners are provided three outlets to contact their Appraiser to discuss their assessment which are through a phone call (number provided on notice), email (sent to a general address provided on notice and forwarded to assigned Appraiser for response) or by visiting the assessment office at 2100 Clarendon Blvd. Suite 611.
3. **Filing an Appeal:** If home Owners have spoken with their Appraiser and feel that their assessment is inaccurate they are provided two options for filing a review. The first option is an electronic filing option which is through the DREA website and allows for additional documentation to be uploaded with the case. The second option is by filling out the paper review form and mailing it to DREA or physically dropping off the form at DREA's office. A review request application is required to appeal the assessment. If an applicant is filing a review request on behalf of the property owner, an original signed letter of authorization must be submitted to DREA. The review filing deadline is March 1<sup>st</sup>.
4. **Appraiser Contact:** The Appraiser assigned to each review case will contact the home owner after receipt of the review to set up an inspection of the property and discuss any information or documentation included in the request or request more information if needed.
5. **The Inspection:** The Appraiser will conduct an interior and exterior inspection normally with a second Appraiser present. Inspections are normally quick interior tours to confirm accuracy and inspect condition and quality of the home and exterior walk arounds verifying measurements and taking photographs.
6. **Review:** The Appraiser reviews all information provided by the home owner, information gathered from the inspection and any pertinent information available to the Appraiser to make a recommendation. A written recommendation is completed and submitted to the Appraiser's Supervisor. The Supervisor examines the review and once approved, reaffirms the recommendation made and submits it to the Director. The Director approves the recommendations and makes a final determination on the case.
7. **Results:** Once the final determination has been made the case is submitted for correspondence and reconciliation if needed. There are two results in each review which is either a decrease adjustment is made to the current assessment, or, a confirmation is made of the current assessment with reference made to comparable sales or assessments. The letter with the results of the review are mailed to the Home Owner. Upon receipt of the results the Home Owner has the option to appeal to the Board of Equalization by April 15<sup>th</sup>. If no result is received before the April 15<sup>th</sup> deadline, it is recommended that an appeal be filed so as to reserve the option of appeal if needed.

**\*Withdrawal/Refusal of Inspection:** At any point during a review a Home Owner may withdraw a review or refuse to have an inspection of their property conducted. In the event of a withdrawal the Owner will receive correspondents acknowledging the withdrawal. In the event of the refusal of inspection, the review will be processed with any whatever pertinent information currently available.

**\*Own Motion:** The Department Appraisal staff may create an internal review titled an “Own Motion” for correction purposes. Own motions may be created as a result of internal or external findings and are most often processed as normal reviews resulting in correspondences to the owner.