

2016-17 METHODS AND ASSISTANCE PROGRAM GUIDELINES AND CHECKLISTS
Tier 1
Jan. 8, 2016

These guidelines are meant to assist the Methods and Assistance Program (MAP) reviewers in answering MAP questions during the course of a review. They are not intended to give specific instructions to appraisal districts, although they may be used by appraisal districts to better understand the reviewers' activities and better understand the MAP instrument. Reviewers are trained on the use of these guidelines. That training includes gathering and evaluating information, using professional judgment and determining when to contact management concerning processes, procedures or policies that may not, at first sight, meet the requirements of the MAP instrument.

Variation among appraisal districts in complexity, size, topography, property types and duties can result in additional explanation in some areas. These guidelines are periodically reviewed and are subject to changes or additions. Additions or changes may result from:

- law and rule changes;
- changes in appraisal standards;
- changes in generally accepted appraisal practices;
- court and attorney general opinions; or
- opinions issued by appraisal organizations and entities.

The most current version of these procedures is the one with the most recent date.

The reviewer, with management approval, may request a larger sample on any question if it's determined a larger sample will help effectively answer the question. The larger sample may be requested while on site or at any time prior to the completion of the review. In cases where these instructions state that the reviewer will look at a sample of 5 of certain type of property, exemption file, etc., if there are fewer than 5 of those present in the county, the reviewer will look at all that exist.

The steps listed under review questions are steps that can be taken to determine the answers to the questions. A specific outcome to each of those steps is not necessarily required to determine the answer to the question.

Recommendations included in MAP reports will be customized as needed to be applicable to an appraisal district's situation.

GOVERNANCE

1. **By Jan. 1 of the current year, did the chief appraiser notify the Comptroller in writing that he or she is eligible to be appointed or serve as the chief appraiser, as described in Tax Code Section 6.05(c)?** TIER(S) 1-3

If the appraisal district does not have a form on file for the current year AND the chief appraiser was appointed after Jan. 1 or is an interim chief appraiser, the answer to this question is NOT APPLICABLE

Data needs

- Property Tax Assistance Division's log of received chief appraiser eligibility forms ([50-820](#))

Steps

- Review the most recent log of received eligibility forms
- Determine if a form was submitted for the appraisal district under review
- Determine if the form was received not later than Jan. 1 of the current year

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Not later than Jan. 1 of each year, notify the Comptroller in writing that the chief appraiser is eligible to be appointed to serve as the chief appraiser.

2. **Does the appraisal district board of directors regularly evaluate the chief appraiser?** TIER(S) 1-3

If the current chief appraiser has not been in place for at least a year as of the date of the onsite visit, the answer to this question is NOT APPLICABLE

Data needs

- Board of directors' meeting minutes for the previous two years

Steps

- Review appraisal district board meeting minutes to determine if an evaluation of the chief appraiser was discussed with the chief appraiser in either an open or closed session at least once within the previous two years
- If proof of an evaluation discussion is not found, the appraisal district board chair may provide a written statement explaining when and how the most recent chief appraiser's evaluation was conducted

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the chief appraiser is evaluated regularly.
- Ensure that the appraisal district board of directors discusses the results of the chief appraiser's evaluation with him or her.

3. **Has the chief appraiser completed a chief appraiser ethics course within the previous two years as required by TDLR Rule 94.25?** TIER(S) 1-3

If the chief appraiser has not been a chief appraiser for at least two years and he or she has not completed a chief appraiser ethics course, the answer to this question is NOT APPLICABLE

Data needs

- Certificate of completion from a chief appraiser ethics course
- Chief appraiser's TDLR license number

Steps

- Review a certificate of completion from a chief appraiser ethics course
- If the chief appraiser does not have a certificate, look up the chief appraiser's continuing education courses on the TDLR website here: <https://www.tdlr.texas.gov/ContinuingEducation/CS.aspx>
- Determine if a chief appraiser ethics course has been completed within the previous two years

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the chief appraiser completes a chief appraiser ethics course, as required by TDLR Rule 94.25.
4. **Has the current chief appraiser completed open meetings training as described in Government Code Section 551.005 and open records training as described in Government Code Section 552.012?** TIER(S) 1-3

For more information relating to this question, please see [Government Code Section 551.005](#) and [Government Code Section 552.012](#)

For more information about Open Government training requirements, please visit the [Attorney General's webpage](#)

If the current chief appraiser has not been in place for at least 90 days as of the date of the onsite visit, follow-up later in the review cycle when the chief appraiser has been in place for at least 90 days

Data needs

- Certificate of completion from an open meetings training course
- Certificate of completion from an open records training (also known as Texas Public Information Act training) course

Steps

- Review certificates of completion from open meetings and open records training courses

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the chief appraiser completes open meetings training as required by Government Code Section 551.005.
 - Ensure that the chief appraiser completes open records training as required by Government Code Section 552.012.
 - Ensure that the chief appraiser completes open meetings and open records training as required by Government Code Sections 551.005 and 552.012.
5. **Has the appraisal district's investment officer attended investment training as required by Government Code Section 2256.008?** TIER(S) 1-3

For more information relating to this question, please see [Government Code Section 2256.008](#)

If the current chief appraiser has not been in place for at least 12 months as of the date of the onsite visit, and the chief appraiser is the investment officer for the appraisal district, the answer to this question is NOT APPLICABLE

Data needs

- Certificate of completion from an investment training course
- Training materials or outline of training topics for the investment training attended

Steps

- Determine if the appraisal district has a designated investment officer
 - The chief appraiser is the investment officer if another person has not been designated
- Review a certificate of completion from an investment training course
- Determine if the investment officer has attended investment training within the previous two years

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district's investment officer attended investment training meeting the requirements of Government Code Section 2256.008.

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| <p>6. Does the appraisal district have a management training or professional development program as discussed in IAAO's <i>Standard on Professional Development</i>?</p> | <p>TIER(S)</p> | <p>1</p> |
|---|-----------------------|-----------------|

Data needs

- Management training or development plan

Steps

- Review the appraisal district's management training or development plan
 - The plan does not have to be in writing
 - Examples of management training are sending employees to training classes or the chief appraiser institute or developing a succession plan or development plan
- Interview the chief appraiser or designee and have them walk you through the appraisal district's management training or development program
 - Ask for examples of employees that have gone through the process and have them describe their process
- Determine if the appraisal district has a management training or development plan in place

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Develop a management training or professional development plan for employees as discussed in IAAO's *Standard on Professional Development*.

- | | | |
|---|-----------------------|-------------------|
| <p>7. Has the chief appraiser calculated the number of votes to which each taxing unit is entitled and delivered written notice of the voting entitlement by Oct. 1 of the most recent odd-numbered year as described in Tax Code Section 6.03(e)?</p> | <p>TIER(S)</p> | <p>1-3</p> |
|---|-----------------------|-------------------|

If the method or procedure for appointing board members was changed according to the requirements of Tax Code Section 6.031, the answer to this question is NOT APPLICABLE

Data needs

- Written notices to taxing units of voting entitlement

Steps

- Determine if, by Oct. 1 of the most recent odd-numbered year, the chief appraiser calculated the number of votes to which each taxing unit (other than a conservation or reclamation district) is entitled
- Determine if written notices were sent to each of those units of its voting entitlement
- Notices should be sent to:
 - The county judge and each county commissioner
 - The presiding officer of the governing body of each city or town participating in the appraisal district
 - The city manager, if they have one
 - The city secretary or clerk if they do not have a city manager
 - The presiding officer of the governing body of each school district participating in the appraisal district
 - The superintendent
 - The presiding officer of the governing body of each junior college district participating in the appraisal district
 - The president, chancellor, or other chief executive officer

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Calculate the number of votes to which each taxing unit is entitled and deliver written notes of the voting entitlement by Oct. 1 of each odd-numbered year as described in Tax Code Section 6.03(e).

8. Did the board of directors meet at least quarterly with a quorum in the previous year as required by Tax Code Section 6.04(b)? **TIER(S)** **1-3**

Data needs

- Board of directors’ meeting minutes for the prior calendar year

Steps

- Review the meeting minutes and make sure that the appraisal district board met at least once each calendar quarter in the prior year
 - The minutes should show at least one meeting in:
 - January, February or March;
 - April, May or June;
 - July, August or September; and
 - October, November or December
 - If the board of directors did not meet at least once in each month grouping above, the answer to this question is NO
- Ensure that each meeting consisted of a quorum
 - To determine a quorum, use the total number of board positions (including non-voting members and vacancies) and determine if at least 50 percent plus 1 of that number is present
 - Non-voting members **do** count towards the quorum
 - The minimum number of voting board members is five
 - If the county tax assessor-collector is a voting board member, the minimum number of members is five
 - If the county tax assessor-collector is a non-voting board member, the minimum number of members is six
 - If the chief appraiser is the tax assessor-collector or if the county has a contract with the appraisal district for all collections functions, they are not included in the count
 - If each meeting did not consist of a quorum, the answer to this question is NO

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district board of directors meets at least once each calendar quarter with a quorum, as required by Tax Code Section 6.04(b).

9. Do the appraisal district’s board of directors’ meeting agendas match what was discussed in the meetings? **TIER(S)** **1-3**

Data needs

- Board of directors’ meeting agendas for the previous year
- Board of directors’ meeting minutes for the previous year

Steps

- Review the board agendas and meeting minutes for the previous calendar year
- Determine if the meeting minutes match the topics listed on the agendas
 - They do not have to get to every item on the agenda
- If any of the agendas do not match the minutes, the answer to this question is NO

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district board of directors’ meeting agendas list the topics that are discussed during the actual meetings.
- Ensure that the appraisal district board of directors does not stray from the topics listed on the meeting agendas.

- 10. Was the appraisal district's most recent preliminary budget produced and delivered to the taxing units according to the requirements of Tax Code Section 6.06(a)?** **TIER(S)** **1-3**

Data needs

- Most recent preliminary budget

Steps

- Review the most recent preliminary budget and determine if it contains the following:
 - A list of each proposed position
 - The salary for each position (a range is acceptable)
 - All benefits for each position
 - Each proposed capital expenditure
 - Estimate of the amount of the budget that will be allocated to each taxing unit
- Determine if copies of the proposed budget were sent to each taxing unit participating in the appraisal district and to the board of directors before June 15
 - If the appraisal district's fiscal year is not the calendar year, determine if the proposed budget was prepared and submitted to the taxing units before the 15th day of the seventh month preceding the first day of the fiscal year

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district's preliminary budget contains the items listed in Tax Code Section 6.06(a).
- Ensure that copies of the proposed budget are sent to the entities listed in Tax Code Section 6.06(a) before June 15.

- 11. Did the appraisal district prepare and post the most recent budget notice according to the requirements of Tax Code Section 6.062?** **TIER(S)** **1-3**

Data needs

- Most recent budget notice

Steps

- Review the most recent budget notice and determine if it contains the following:
 - The time, date, and place of the public hearing
 - The total amount of the proposed budget
 - The amount of increase proposed from the budget adopted for the current year
 - The number of employees compensated under the current budget and the number of employees to be compensated under the proposed budget
 - A statement that the appraisal district is supported solely by payments from the local taxing units served by the appraisal district
 - This statement:
 - "If approved by the appraisal district board of directors at the public hearing, this proposed budget will take effect automatically unless disapproved by the governing bodies of the county, school districts, cities, and towns served by the appraisal district. A copy of the proposed budget is available for public inspection in the office of each of those governing bodies."
- Determine if the notice was published not later than the 10th day before the date of the hearing
- Determine if the notice was published in a newspaper having general circulation in the county for which the appraisal district is established
- Determine if the notice is at least one-quarter page of a standard or tabloid-size newspaper
- Make sure that the notice was not published in the part of the paper in which legal notices and classified advertisements appear

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district's budget notice is prepared according to the requirements of Tax Code Section 6.062.
- Ensure that the appraisal district's budget notice is posted according to the requirements of Tax Code Section 6.062.

12. Did the appraisal district board of directors provide notice of and host a public hearing for the most recent budget according to the requirements of Tax Code Section 6.06(b)? **TIER(S)** **1-3**

Data needs

- Most recent notice of the public hearing to consider the budget

Steps

- Determine if the secretary of the board of directors delivered to the presiding officer of the governing body of each taxing unit participating in the district a written notice of the date, time, and place of the public hearing to consider the budget
 - Email is acceptable
 - If the board of directors has given the authority to the chief appraiser, view documentation making that designation
- Determine if the notices were delivered not later than the 10th day before the date of the hearing
- Determine if the public hearing to consider the budget was held on the date, time and place listed in the notice

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Host a public hearing on the appraisal district’s proposed budget according to the requirements of Tax Code Section 6.06(b).
- Deliver notices of the public hearing to consider the proposed budget as required by Tax Code Section 6.06(b).

13. Has the chief appraiser appointed a qualified agricultural appraisal advisory board and has that board met at least once within the previous year, as required by Tax Code Section 6.12? **TIER(S)** **1-3**

Data needs

- Board of directors’ meeting minutes for the previous two years
- Meeting minutes for the most recent agricultural advisory board meeting (not required)
- Documentation of agricultural appraisal advisory board member qualifications

Steps

- Review the board of directors’ meeting minutes and determine if advice and consent was given about the appointment of an agricultural appraisal advisory board
- Determine if the agricultural appraisal advisory board met at least once within the previous year
- Review the documentation of agricultural appraisal advisory board member qualifications and complete the checklist below
 - The answer to each checklist item must be yes to get a YES on this question

Agricultural Appraisal Advisory Board Member Qualifications:	Member 1	Member 2	Member 3
Is the member a landowner in the county?			
Does the member’s land qualify for agricultural use, timber land or restricted-use timber land special appraisal?			
Has the member been a resident of the county for at least five years?			

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Appoint an agricultural appraisal advisory board and call them to meet at least once per year as required by Tax Code Section 6.12.
- Ensure that the agricultural appraisal advisory board meets at least once per year as required by Tax Code Section 6.12.
- Ensure that the agricultural appraisal advisory board members meet the qualifications listed in Tax Code Section 6.12.

14. Does the appraisal district's taxpayer liaison officer perform the duties described in Tax Code Section 6.052?

TIER(S)

1

Data needs

- Most recent list of comments and suggestions filed with the Comptroller's office
- Information provided to the public as described in Tax Code Section 6.052(b)
- Board of directors' meeting minutes for the previous two years

Steps

- Determine if the appraisal district has a taxpayer liaison
 - The chief appraiser or any other person who performs appraisal or legal services for the appraisal district for compensation is not eligible to be the taxpayer liaison officer for the appraisal district
- Interview the chief appraiser or taxpayer liaison and review the documentation requested for this question to fill in the following checklist

Taxpayer Liaison Officer Duty	Is the duty being performed by the taxpayer liaison? (yes, no, or N/A)	Documentation Viewed
Administration of policies that provide the public with a reasonable opportunity to appear before the board to speak on any issue under the jurisdiction of the board.		
Administration of a written plan that describes how a person who does not speak English or who has physical, mental, or developmental disability may be provided reasonable access to the board.		
Administration of information of public interest describing the functions of the board and the board's procedures by which complaints are filed with and resolved by the board.		
Resolving disputes that are not involving matters that may be protested under Section 41.41.		
Receiving and compiling a list of, comments and suggestions filed by the chief appraiser, a property owner, or a property owner's agent concerning the ARB's model hearing procedures or any other matter related to the fairness and efficiency of the ARB.		
Forwarding to the Comptroller any comments and suggestions filed about the fairness and efficiency of the ARB.		
Providing the public information and materials designed to assist property owners in understanding the appraisal process, protest procedures, the procedure for filing comments and suggestions or a complaint and other matters.		
Providing public information and materials concerning the process for submitting comments and suggestions to the Comptroller concerning the ARB at every protest hearing.		

Taxpayer Liaison Officer Duty	Is the duty being performed by the taxpayer liaison? (yes, no, or N/A)	Documentation Viewed
Reporting to the board of directors at each meeting on the status of all comments, suggestions and complaints filed with the officer.		
Providing clerical assistance to the local administrative district judge in the selection of ARB members.		

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district has a taxpayer liaison as required by Tax Code Section 6.052.
- Ensure that the appraisal district’s taxpayer liaison performs all duties as described by Tax Code Section 6.052.

TAXPAYER ASSISTANCE

15. Did the appraisal district follow its public relations plan timeline in the previous year? **TIER(S)** **1-2**

Data Needs

- Public relations plan

Steps

- Review the appraisal district's public relations plan and determine if it contains a timeline of tasks that relate to the implementation of the public relations plan
 - A list of only the tax calendar or Tax Code dates is not sufficient
 - Dates for tasks that are dispersed throughout the document count as a timeline
- Interview the chief appraiser or designee and have them explain the public relations activities of the appraisal district throughout the year
- Have the chief appraiser or designee provide examples showing that the public relations items described in the public relations timeline were completed according to the timeline in the previous year

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Amend the appraisal district's public relations plan to include a timeline of the public relations activities in the appraisal district.
- Implement the appraisal district's public relations plan.

16. Is the information on the appraisal district's website up-to-date? **TIER(S)** **1-3**

If the appraisal district does not have a website at the time of the onsite visit, the answer to this question is NOT APPLICABLE

Data needs

- Access to the appraisal district's website

Steps

- Review the appraisal district's website at some time between January of the review year and the date of the onsite visit
- Review all documents on the website and determine if they are up-to-date
- For Comptroller documents linked to the appraisal district's website, make sure that the most current links are used and the linked version is the most current version on the Property Tax Assistance Division's website
 - <http://www.comptroller.texas.gov/taxinfo/proptax/>
 - If any of the links to Comptroller documents are not up-to-date, have the appraisal district provide their procedure for updating the website and determine if the links should have been updated within the time period listed in the procedure

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the information on the appraisal district's website is up-to-date.

17. Does the appraisal district report, and make available to the public, the metered amount of electricity, water or natural gas consumed for which it is responsible to pay and the aggregate costs for those utility services as required by Government Code Section 2265? **TIER(S)** **1-3**

For more information on this question, see [Government Code Section 2265](#)

If the appraisal district is not responsible for payments for electricity, water and natural gas utility services, the answer to this question is NOT APPLICABLE

Data needs

- Access to the appraisal district's electronic repository of water, electricity and natural gas consumption
- Access to the appraisal district's website

Steps

- Review the appraisal district’s website and determine if it lists the metered amount of electricity, water and natural gas consumed by the appraisal district and the aggregate costs for those utility services
 - If the appraisal district does not have a website, determine if the information is available at another publicly accessible location
 - It must be available on the appraisal district’s website or in the lobby by the end of the reviewer’s onsite visit
 - If the information is not made available to the public until after the end of the onsite visit, the reviewer will go back or check the website after the release of the preliminary report to ensure the documents are still available to the public

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district reports, and makes available to the public, the metered amount of electricity, water and natural gas consumed and the aggregate cost for those utility services.

18. Has the appraisal district developed an annual report in each of the previous two calendar years, and is it made available to the public as described in IAAO’s *Standard on Public Relations*?

TIER(S)

1-3

Data needs

- Annual reports for the previous two years

Steps

- Review the appraisal district’s annual reports for the previous two years
 - A mass appraisal report does not count as an annual report
 - The report can be a combination report if the appraisal district is advised to combine reports by its attorney
- Use the reports to complete the following checklist and determine if the reports contain a minimum of five of the items listed in IAAO’s *Standard on Public Relations*
- Determine if the most current annual report is made available to the public
 - The documents must be on the appraisal district’s website, on the front counter or in the lobby by the end of the reviewer’s onsite visit
 - If the documents are not made available to the public until after the end of the onsite visit, the reviewer will go back or check the website after the release of the preliminary report to ensure the documents are still available to the public

Information that should be included in the report (must contain a minimum of five of these items)	Annual Report 1	Annual Report 2
Total number of parcels in the county		
Total value of the parcels in the county		
Types of property in the county		
Uses of property in the county		
Exemption data		
Appeals data		
Ratio study analysis		
New construction		
Legislative changes		
Relevant operations data		

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district develops an annual report each year as described in IAAO’s *Standard on Public Relations*.
- Ensure that the appraisal district’s annual report contains the items listed in Section 6.5.1 of the IAAO’s *Standard on Public Relations*.

19. Are the written documents provided by the appraisal district to property owners, which explain how residential property is appraised, specific to the county in which the appraisal district is located and are those documents made available to the public?	TIER(S)	1-3
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Data Needs

- Written documents explaining how residential property is appraised

Steps

- Determine if the appraisal district has written documents explaining how residential property is appraised
 - The reappraisal plan alone is not sufficient for a Yes answer on this question **unless** the plan gives details about how residential properties are appraised
- Determine if the documents are specific to the county in which the appraisal district is located
 - It is not acceptable for the appraisal district to only use Comptroller publications and websites, the documents should be specific to the appraisal district
- Determine if the documents are made available to the public
 - The documents must be on the appraisal district's website, on the front counter or in the lobby by the end of the reviewer's onsite visit
 - If the documents are not made available to the public until after the end of the onsite visit, the reviewer will go back or check the website after the release of the preliminary report to ensure the documents are still available to the public

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district has written documents explaining how residential property is appraised for use by property owners.
- Ensure that the appraisal district's documents explaining how residential property is appraised is specific to the county in which the appraisal district is located.

20. Does the appraisal district gather and use information collected from public feedback mechanisms as described in IAAO's <i>Standard on Public Relations</i>?	TIER(S)	1
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If the appraisal district does not have compiled public feedback data and can provide documentation showing that they are trying to collect public feedback, the answer to this question is NOT APPLICABLE

Data needs

- Public feedback mechanism(s)
- Compiled data from the public feedback mechanism(s)

Steps

- Interview the chief appraiser or designee and have them describe the appraisal district's public feedback mechanism (surveys, public comments at meetings, etc), with examples
- Have the chief appraiser or designee go over the compiled data and explain how the data is used

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Use public feedback mechanisms as described in IAAO's *Standard on Public Relations*.

21. If the appraisal district mails survey cards to property owners who have a residence homestead exemption, was the process described in Tax Code Section 11.47 followed in the previous year? **TIER(S)** **1-2**

If the appraisal district does not mail residence homestead survey cards according to Tax Code Section 11.47, or if none of the survey cards were returned by the postal authorities, the answer to this question is NOT APPLICABLE

Data needs

- Returned residence homestead survey cards

Steps

- Determine if the appraisal district mailed residence homestead survey cards between Dec. 1 and Dec. 31 of the previous year
- If survey cards were mailed, determine if any cards were returned as undeliverable by the postal authorities
- Interview the chief appraiser or designee and have them walk through the process used to investigate survey cards that are returned undeliverable, with examples

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- If the appraisal district mails residence homestead survey cards, ensure that the cards that are returned as undeliverable are investigated in keeping with Tax Code Section 11.47.

22. Are the written complaint procedures for the appraisal district made available to the public? **TIER(S)** **1-3**

Data needs

- Complaint procedures
- Access to the appraisal district’s website

Steps

- Determine if the appraisal district has written complaint procedures
- Determine if those procedures are made available to the public
 - The procedures must be on the appraisal district’s website, on the front counter or in the lobby by the end of the reviewer’s onsite visit
 - If the procedures are not made available to the public until after the end of the onsite visit, the reviewer will go back or check the website after the release of the preliminary report to ensure the procedures are still available to the public

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Develop written procedures for the complaint process and make them available to the public.
- Make the appraisal district’s written complaint procedures available to the public.

23. Are the complaint procedures for the appraisal review board made available to the public upon request? **TIER(S)** **1-2**

NOTE: Appraisal review board complaint procedures may be included in the appraisal district board of directors’ policy manual section relating to Tax Code Section 6.04(d), in the policies or procedures for the taxpayer liaison officer relating to Tax Code Section 6.052, in the appraisal review board hearing procedures relating to Tax Code Section 5.103 or as a stand-alone document.

Data needs

- Copy of appraisal review board complaint procedures
- Copy of written complaints about the appraisal review board and requests for the complaint procedures

Steps

- Determine if there are complaint procedures for the appraisal review board
- Determine if the complaint procedures are made available to the public
 - Acceptable documentation can be correspondence, viewing the procedures posted in the office, hearing rooms or on the website, etc.

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that complaint procedures for the appraisal review board are made available to the public upon request.

24. Does the appraisal district have a procedure for receiving and responding to open records requests that complies with Government Code Chapter 552, and is the procedure being followed?

TIER(S)

1-2

For more information relating to this question, please see [Government Code Chapter 552](#)

If the appraisal district has not received any open records requests within the previous two years, the answer to this question is NOT APPLICABLE

Data needs

- Written procedure for receiving and responding to open records requests (not required)
- List of all written open records requests received within the previous year, or the previous two years if none were received in the previous year

Steps

- Determine if the appraisal district has a procedure for receiving and responding to open records requests
- Choose a sample of five open records requests from the list of all open records requests received within the previous year, or two years if none were received within the previous year
- Interview the person in the office who handles the open records requests and have them walk you through the process used in receiving and responding to the five requests in the sample
- Complete the checklist below for the sample requests and determine if the appraisal district is following the requirements of Government Code Chapter 552

Open Records Request Requirements:	Request 1	Request 2	Request 3	Request 4	Request 5
Information requested					
Was the request clarified? (yes/no/N/A)					
Were copies given or was the data viewed in person? (yes/no)					
Was the information denied? (yes/no)					
If the information was denied, was it for one of the following reasons (yes/no and list reason): <ul style="list-style-type: none"> • Confidential • Certain Personnel Information • Litigation or Settlement Negotiations • Information Related to Competitive Bidding • Information Related to Location or Price of Property 					
Did it take more than 10 days to complete the request? (yes/no)					
If it took more than 10 days to complete the request, is there documentation showing that was communicated to the requestor? (yes/no)					
Was the appraisal district's procedure followed? (yes/no)					

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Develop a procedure for receiving and responding to open records requests that complies with Government Code Chapter 552.
- Follow the appraisal districts procedure for receiving and responding to open records requests.

25. Does the appraisal district notify property owners when denying, modifying or cancelling exemptions as described in Tax Code Sections 11.43(h) and 11.45(d)? TIER(S) 1-3

If there were not any denied, modified or cancelled exemptions in the current or previous year, the answer to this question is NOT APPLICABLE

Data Needs

- Access to mailing records or returned mail
- Copies of notices of modification, denial and cancellation of exemptions
- Listing of accounts that had modified, denied and cancelled exemptions in the current or previous year

Steps

- Choose a sample of five exemptions that were modified, five exemptions that were denied and five exemptions that were cancelled from the listing of accounts that had modified, denied and cancelled exemptions in the current or previous year
- Determine if a cancellation notice was sent to each property owner in the sample and complete the checklist below
 - The 5-day requirement will not be checked for this question
- Determine if a modification notice was sent to each property owner in the sample and complete the checklist below
 - The 5-day requirement will not be checked for this question
- Determine if a denial notice was sent to each property owner in the sample and complete the checklist below
 - The 5-day requirement will not be checked for this question

Sample Properties:	Account Number	Was the notice sent? (yes/no)	Was the notice sent via certified mail? (yes/no)	Documentation observed (copy of notice, mailing records, etc)	Was an explanation of the procedures for protesting included? (yes/no/N/A)
Cancellation 1			N/A		N/A
Cancellation 2			N/A		N/A
Cancellation 3			N/A		N/A
Cancellation 4			N/A		N/A
Cancellation 5			N/A		N/A
Modification 1					
Modification 2					
Modification 3					
Modification 4					
Modification 5					
Denial 1					
Denial 2					
Denial 3					
Denial 4					
Denial 5					

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Deliver notices to property owners whose exemptions are cancelled as required by Tax Code Section 11.43(h).
- Deliver notices to property owners whose exemptions were modified as required by Tax Code Section 11.45(d).
- Deliver notices to property owners whose exemptions were denied as required by Tax Code Section 11.45(d).

26. For residence homestead exemptions cancelled after Sept. 1, 2015, did the appraisal district follow the procedure described in Tax Code Section 11.43(q) for individuals who are 65 years of age or older? **TIER(S)** **1-3**

If there were not any cancelled residence homestead exemptions for individuals aged 65 years or older since Sept. 1, 2015, the answer to this question is NOT APPLICABLE

Data Needs

- Access to mailing records or returned mail
- Copies of notices of cancellation of residence homestead exemptions for individuals who are 65 years of age or older
- Listing of accounts that had cancelled residence homestead exemptions of individuals who are 65 years of age or older since Sept. 1, 2015

Steps

- Choose a sample of five residence homestead exemptions for individuals who are 65 years of age or older that were cancelled from the listing of accounts since Sept. 1, 2015
- Determine if the procedures in Tax Code Section 11.43(q) were followed by completing the checklist below

Sample Properties:	Account Number	Was the notice sent via certified mail? (yes/no)	Documentation observed (copy of notice, mailing records, etc)	Was an application form included with the notice? (yes/no)	Was a self-addressed postage prepaid envelope included with the notice? (yes/no)	Did the chief appraiser wait until the 30 th day after the expiration of the 60-day waiting period? (yes/no)	Did the chief appraiser make a reasonable effort to locate the individual before cancelling the exemption?*(yes/no)
Cancellation 1							
Cancellation 2							
Cancellation 3							
Cancellation 4							
Cancellation 5							

reasonable effort means sending an additional notice of cancellation that includes, in bold font equal to or greater in size than the surrounding text, the date on which the chief appraiser is authorized to cancel the exemption to the individual receiving the exemption immediately after the expiration of the 60-day period by first class mail in an envelope on which is written, in all capital letters, "RETURN SERVICE REQUESTED," or another appropriate statement directing the United States Postal Service to return the notice if it is not deliverable as addressed, or providing the additional notice in another manner that the chief appraiser determines is appropriate

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Follow the procedure described in Tax Code Section 11.43(q) when cancelling residence homestead exemptions for individuals who are 65 years of age or older.

27. Did the appraisal district publicize the notices required by Tax Code Sections 11.44(b), 22.21, 23.43(f), 23.54(g) and 23.75(g) in a manner designed to reasonably notify all property owners? **TIER(S)** **1-3**

The Appraisal District Public Information Packet can be found on the PTAD website [here](#)

Data Needs

- Most recent notice of the rendition requirement
- Most recent homestead exemptions notice
- Most recent productivity appraisal notice

Steps

- Determine if the appraisal district created notices of the rendition requirements, homestead exemptions and productivity appraisals in the current or prior year
 - The appraisal district’s notice must contain the information listed in the sample notices on PTAD’s website
- If the appraisal district does not have a copy of the ads, it may provide copies of the press releases
- Determine if the notices/press releases were publicized
 - The following are acceptable methods of publicizing:
 - Newspaper
 - Posting on a website (a link to the Comptroller’s notice is not acceptable)
 - Mass mailing
 - T.V./radio public service announcement
 - Have the chief appraiser provide documentation that the announcement was played/displayed

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Publicize in a manner reasonably designed to notify all property owners of the requirements of law relating to the filing of rendition statements and reports and the availability of forms as required by Tax Code Section 22.21.
- Publicize in a manner reasonably designed to notify all property owners the requirements of law for filing exemption applications and the availability of application forms as required by Tax Code Section 11.44(b).
- Publicize in a manner reasonably designed to notify all property owners the requirements for special appraisal of land used for agricultural, timber and open-space purposes and the availability of application forms as required by Tax Code Sections 23.43(f), 23.54(g) and 23.75(g).

28. Does the appraisal district include with each notice sent under Tax Code Section 25.19 to an eligible property owner, instructions for accessing and using the electronic protest system as described in Tax Code Section 41.415?

TIER(S)

1-3

If the appraisal district does not have a website, ask the chief appraiser for a written statement that the appraisal district has not had a website at any time since Jan. 1, 2008, and the answer to this question is NOT APPLICABLE

Data needs

- Appraisal notices for the previous year
- List of properties that had a residence homestead exemption in the previous year

Steps

- Choose a sample of five properties that had homestead exemptions in the previous year and received appraisal notices
- Determine if, with each appraisal notice sent to each of the sample properties, the information about the appraisal district’s electronic protest system was included
 - The information must include instructions for accessing and using the system

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Include with each notice sent under Tax Code Section 25.19 to an eligible property owner, instructions for accessing and using the appraisal district’s electronic protest system as required by Tax Code Section 41.415.

29. Has the appraisal district implemented a system that allows the owner of a property that has been granted a homestead exemption to electronically receive and review comparable sales data and other evidence that the chief appraiser intends to use at the protest hearing before the appraisal review board, as required by Tax Code Section 41.415(b)(2)?
- TIER(S) 1-3

If the answer to the previous question is NOT APPLICABLE, the answer to this question is NOT APPLICABLE

Data needs

- Access to the appraisal district's electronic protest system

Steps

- Determine if the appraisal district has an electronic protest system on its website
- Interview the chief appraiser or designee and have them walk through the electronic protest process
- Have the designee show you how a property owner with a residence homestead exemption can electronically receive and review comparable sales data and other evidence that the chief appraiser intends to use at the protest hearing, with examples
 - Email is acceptable

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Develop and implement an electronic protest system meeting the requirements of Tax Code Section 41.415.
- Ensure that property owners with residence homestead exemptions have the ability to receive and review comparable sales data and other evidence that the chief appraiser intends to use at the protest hearing electronically, as required by Tax Code Section 41.415(b)(2).

30. Did the appraisal district include an application form for a residence homestead exemption with the most recent notice of appraised value if the property did not qualify for a residence homestead exemption in that year, as described in Tax Code Section 25.19(b-2)?
- TIER(S) 1-3

If there are not any properties in the county without a homestead exemption that have matching property and owner addresses, the answer to this question is NOT APPLICABLE

Data Needs

- Access to mailing records or returned mail
- Copies of notices of appraised value for residential real property that has not qualified for a residence homestead exemption in the current tax year
- List of all residential real property that has not qualified for a residence homestead exemption in the current tax year AND that have matching property and homeowner addresses

Steps

- Choose a sample of five accounts from the list of all residential real property that has not qualified for a residence homestead exemption in the current tax year AND that have matching property and homeowner addresses
- Determine if a notice of appraised value was sent to each property owner in the sample
 - The following statement must be included with each notice in bold, 12-point type:
 - **“According to the records of the appraisal district, the residential real property described in this notice of appraised value is not currently being allowed a residence homestead exemption from ad valorem taxation. If the property is your home and you occupy it as your principal place of residence, the property may qualify for one or more residence homestead exemptions, which will reduce the amount of taxes imposed on the property. The form needed to apply for a residence homestead exemption is enclosed. Although the form may state that the deadline for filing an application for a residence homestead exemption is April 30, a late application for a residence homestead exemption will be accepted if filed before February 1, (insert year application must be filed). There is no fee or charge for filing an application or a late application for a residence homestead exemption.”**

- Determine if the notice was accompanied by an application form for a residence homestead exemption

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Send a notice of appraised value containing the language specified in Tax Code Section 25.19(b-2) and a copy of the application form for a residence homestead exemption to all residential real property owners that do not qualify for a residence homestead exemption in the current tax year and have matching property and owner addresses.

OPERATING PROCEDURES

- 31. Did the appraisal district accurately and timely complete the Comptroller's most recent appraisal district operations survey?** **TIER(S)** **1-3**

Data needs

- Access to PTAD's operations survey tracking spreadsheet for the previous year

Steps

- Access the PTAD operations survey tracking spreadsheet for the previous year on the Common drive
- Determine if the appraisal district accurately and timely completed the operations survey from the previous year

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Accurately and timely complete the Comptroller's operations survey.

- 32. If anyone in the appraisal district calculates and prepares tax bills, agricultural appraisal rollbacks, corrected or supplemental tax bills, tax ceilings or ported percentage tax bills, is someone on staff a registered tax assessor-collector?** **TIER(S)** **1-3**

For more information on this question, see Occupations Code Section 1151.002(2) and 1151.160(b)

If the appraisal district does not have any employees that calculate and prepare tax bills, agricultural appraisal rollback bills, corrected or supplemental tax bills, tax ceilings or ported percentage tax bills, the answer to this question is NOT APPLICABLE

NOTE: The following appraisal districts have self-identified as collecting taxes in the most recent operations survey: Armstrong, Austin, Bailey, Baylor, Bell, Blanco, Borden, Bowie, Briscoe, Burnet, Caldwell, Calhoun, Camp, Carson, Castro, Cherokee, Childress, Clay, Coleman, Collingsworth, Colorado, Concho, Cooke, Crosby, Culberson, Dallam, Dawson, Deaf Smith, Donley, Eastland, Ector, Fannin, Fayette, Fisher, Floyd, Foard, Frio, Gaines, Garza, Goliad, Grimes, Hale, Hall, Hamilton, Hansford, Hardeman, Harrison, Hartley, Hill, Hood, Houston, Hudspeth, Jack, Jim Wells, Jones, Kendall, Kent, Kimble, Kinney, Knox, Lamar, Lamb, Lampasas, Lavaca, Live Oak, Loving, Lubbock, Lynn, Martin, Mason, McCulloch, Menard, Midland, Mills, Montague, Morris, Nacogdoches, Nolan, Ochiltrie, Oldham, Parker, Parmer, Rains, Real, Red River, Reeves, Rockwall, San Saba, Schleicher, Shackelford, Sherman, Somervell, Stonewall, Sutton, Swisher, Taylor, Terrell, Terry, Throckmorton, Titus, Tom Green, Trinity, Upton, Uvalde, Van Zandt, Walker, Wilson, Wise, Young and Zavala

Data needs

- List of all staff involved with calculating and preparing tax bills, agricultural appraisal rollback bills, corrected or supplemental tax bills, tax ceilings or ported percentage tax bills
- List of TDLR numbers for those employees on the list

Steps

- Determine if the appraisal district calculates and prepares tax bills, agricultural appraisal rollback bills, corrected or supplemental tax bills, tax ceilings or ported percentage tax bills
- Search the [TDLR website](#) and determine if the employees on the provided list are currently registered tax assessor-collectors
 - Employees have five years from the date of registration with TDLR to obtain the registered tax assessor-collector designation

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Require appraisal district staff that calculate and prepare tax bills, agricultural appraisal rollback bills, corrected or supplemental tax bills, tax ceilings or ported percentage tax bills to be a registered tax assessor-collector.

33. Does the appraisal district receive and process arbitration requests as described in Tax Code Section 41A.05 and Comptroller Rule 9.804(b)(5)? **TIER(S)** **1-2**

If the appraisal district did not receive any requests for binding arbitration in the previous year, the answer to this question is NOT APPLICABLE

NOTE: The following appraisal districts received at least one arbitration request in 2014: Bandera, Bastrop, Bell, Bexar, Bosque, Brazoria, Brazos, Caldwell, Cameron, Chambers, Collin, Colorado, Comal, Dallas, Denton, Ector, Ellis, El Paso, Erath, Fort Bend, Galveston, Grayson, Grimes, Guadalupe, Harris, Harrison, Hays, Henderson, Hidalgo, Hill, Hood, Hunt, Jackson, Jasper, Jefferson, Johnson, Kendall, Kerr, Lampasas, Liberty, Matagorda, McLennan, McMullen, Montgomery, Navarro, Nueces, Palo Pinto, Parker, Robertson, Rockwall, San Jacinto, Shelby, Smith, Tarrant, Taylor, Travis, Victoria, Walker, Waller, Washington, Wharton, Williamson, Wise and Wood

Data needs

- Access to mailing records for requests for binding arbitration
- List of requests for binding arbitration received within the previous year
- Access to binding arbitration documentation and orders of determination

Steps

- Select a sample of five requests for binding arbitration from the previous year from the list provided by the appraisal district
 - If the appraisal district received fewer than five requests, the sample size will be all requests received
- Complete the checklist below
 - If a request in the sample was not sent to the Comptroller’s office, have the chief appraiser provide a written explanation of the reason
 - If a request in the sample was held by the appraisal district because the arbitration was filed without the order of determination, eliminate that request from the sample and pull another request
 - All checklist items must be answered Yes in order to get a Yes on this question

Arbitration Requirements	Sample 1	Sample 2	Sample 3	Sample 4	Sample 5
Is the date the request was received by the appraisal district and the date the request was sent via certified mail to the Comptroller within 10 days? (Yes/No)					
Does the address on the request for binding arbitration match the address to where the copy was sent by regular first-class mail? (Yes/No)					
Does the request for binding arbitration have an 11-digit number on the upper right-hand corner consisting of the county number and year of the appeal and the final six numbers created by the appraisal district? (Yes/No)					
Was the certification by the appraisal district on question 30 complete? (Yes/No)					
Was the request for binding arbitration signed by the chief appraiser or an appraisal district employee? (Yes/No)					
Was an order of determination included with the request for binding arbitration that was sent to the Comptroller’s office? If the request for arbitration was for contiguous properties, there should be an order of determination for each property listed on the request. (Yes/No)					

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that arbitration requests are certified and submitted to the Comptroller within 10 days of the receipt of the request and deposit from a property owner, as required by Tax Code Section 41A.05.

- Ensure that arbitrations that are sent to the Comptroller from the appraisal district are assigned an arbitration number, and that a copy of the order determining protest, along with the request for arbitration are submitted to the Comptroller by hand delivery or certified first-class mail, and must simultaneously deliver a copy of the submission to the owner by regular first-class mail as required by Comptroller Rule 9.804(b)(5).
- Comply with the requirements of Tax Code Section 41A.05 and Comptroller Rule 9.804(b)(5) with regard to receiving and processing arbitration requests.

34. Do the exemption applications for homestead exempt properties match the appraisal records for those properties? **TIER(S)** **1-3**

Data needs

- List of properties that have a residence homestead
- Access to appraisal records

Steps

- Choose a sample of 20 properties with homestead exemptions
- Have the appraisal district pull the homestead applications for the sample properties
- Determine if the applications in the sample are complete and signed
- Review the appraisal records for the sample properties and determine if the names on the applications match the names on the appraisal records
- If any of the properties in the sample do not have completed, signed applications with matching names, the answer to this question is NO

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that exemption applications for properties with residence homestead exemptions match the appraisal records for those properties.

35. Does the appraisal district follow a procedure or policy for performing a periodic review of exempt properties? **TIER(S)** **1-2**

Data needs

- Procedure or policy for performing a periodic review of exempt properties

Steps

- Determine if the appraisal district has a written policy or procedure for performing a periodic review of exempt properties (a written policy is not required)
- Interview the chief appraiser or designee and have them walk through the process of performing the review, with examples

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Develop and follow a policy or procedure for performing a periodic review of exempt properties.
- Amend the appraisal district policy or procedure for performing a periodic review of exempt properties to match the actual process used in the appraisal district.
- Follow the appraisal district's policy or procedure for performing a periodic review of exempt properties.

36. Did the appraisal district compile a partial exemption list as described in Tax Code Section 11.46 and Comptroller Rule 9.3010 and was the most recent list made available to the public? **TIER(S)** **1-3**

For more information on partial exemption list requirements, see the [Rules Handbook](#)

Data Needs

- Partial exemption list

Steps

- Review the appraisal district's partial exemption list and complete the following checklist
 - If no entities in the county offer one of the optional exemptions, those may be marked as Not Applicable
- Review and become familiar with the taxing units in the appraisal district

- A list of the taxing units in each appraisal district can be found in the [appraisal district directory](#)
- If there is not a list of partial exemptions for a taxing unit, interview the chief appraiser or designee and determine if those units offer any partial exemptions
- Determine if the partial exemption list is made available to the public
 - The list must be on the appraisal district’s website, on the front counter **or** in the lobby by the end of the reviewer’s onsite visit
 - If the list is not made available to the public until after the end of the onsite visit, the reviewer will go back or check the website after the release of the preliminary report to ensure the list is still available to the public

Exemption Type	Total Number for Each Taxing Unit (yes/no)?	Observed Total Value Exempted for Each Taxing Unit (yes/no)?
State-Mandated Homestead Exemption		
State-Mandated Over-65 Homestead Exemption		
State-Mandated Disability Homestead Exemption		
Local-Option Percentage Homestead Exemption		
Optional Over-65 or Disability Homestead Exemption		
Disabled Veteran’s Exemption		

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Maintain a partial exemption list as required by Tax Code Section 11.46 and Comptroller Rule 9.3010.
- Ensure that the appraisal district’s partial exemption list is made available to the public.

37. Does the appraisal district maintain documentation for deferrals as required by Tax Code Section 33.06(b)? **TIER(S)** **1-3**

If there have not been any deferrals in the current or previous year, the answer to this question is NOT APPLICABLE

Data needs

- List of properties with deferrals
- Access to deferral documentation

Steps

- Choose a sample of five properties from the list of properties with deferrals
- Have the appraisal district pull the deferral documentation for the properties in the sample
- Determine if there is an affidavit from the property owner and a notice to the taxing units for each of the properties in the sample

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Maintain documentation for deferrals as required by Tax Code Section 33.06(b).

38. Not later than April 30 of the most recent year, did the appraisal district prepare and certify to the assessor for each county, municipality and school district participating in the appraisal district an estimate of the taxable value of property in that taxing unit as described by Tax Code Section 26.01(e)? **TIER(S)** **1-3**

Data needs

- Estimates of the taxable value of property in each taxing unit for the most recent year

Steps

- Review and become familiar with the taxing units in the appraisal district
 - A list of the taxing units in each appraisal district can be found in the [appraisal district directory](#)
- Review copies of the requested estimates of taxable value
- Determine if the appraisal district sent an estimate of the total taxable value in the taxing unit to the county, municipalities and school districts participating in the appraisal district
 - Email is acceptable
 - If an estimate was not sent to one or more of the municipalities or the county, have the appraisal district

show you the notice(s) from the taxing units electing not to receive the estimate

- Determine if the estimates were sent no later than April 30

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Prepare and certify to the assessor for each county, municipality and school district participating in the appraisal district an estimate of the taxable value of property in that taxing unit as described by Tax Code Section 26.01(e).
- Ensure that the estimates required by Tax Code Section 26.01(e) are sent not later than April 30.

39. Did the chief appraiser prepare and certify the two most recent appraisal rolls to the assessor for each taxing unit participating in the district as described in Tax Code Section 26.01(a)? **TIER(S)** **1-3**

Data needs

- Documentation of appraisal roll certification for the previous two years
- Copies of notifications to the taxing units about the form in which the roll will be provided for the previous two years

Steps

- Review and become familiar with the taxing units in the appraisal district
 - A list of the taxing units in each appraisal district can be found in the [appraisal district directory](#)
- Review the appraisal roll certifications for each of the taxing units participating in the appraisal district for the previous two years
- Determine if the certifications were made by the following dates, as applicable:
 - 2014: July 25
 - 2015: July 27
 - 2016: July 25
- Determine if written notifications were sent to the assessor for each taxing unit by April 1 of the form in which the roll would be provided in the previous two years
 - E-mail notification is acceptable

NOTE: The appraisal district board of directors with a county population of one million or more may, by resolution, postpone a hearing and determining all or substantially all timely filed protests, determination of all timely filed challenges, submission of approved changes to the chief appraiser and approving records to not later than August 30 or the appraisal review board may approve the appraisal records if the sum of appraised values as determined by the chief appraiser, of all properties where a protest has been filed but not determined, does not exceed 10 percent of the total value of all other taxable properties. Verify that the August 30 deadline was met.

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal roll is certified to the assessor for each taxing unit participating in the appraisal district by the date listed in Tax Code Section 26.01(a).
- Ensure that written notifications of the form in which the appraisal roll will be provided are sent to the assessors of each taxing unit participating in the appraisal district by the date listed in Tax Code Section 26.01(a).

40. Are corrections of the appraisal roll presented to the appraisal district's board of directors and appraisal review board as described in Tax Code Section 25.25(b)? **TIER(S)** **1-3**

If the appraisal district has not made any changes to the appraisal roll under Tax Code Section 25.25(b) that decreases the tax liability of the owner of a property in the previous four quarters, go back four more quarters. If there were not any changes in the previous eight quarters, the answer to this question is NOT APPLICABLE.

Data needs

- Board of directors' meeting minutes for the previous two years
- Written report of each change made under Tax Code Section 25.25(b) that decreases the tax liability of the owner of the property for the previous four quarters

Steps

- Review the reports to the ARB and to the board of directors of each change made under Tax Code Section 25.25(b)

- that decreased the tax liability of the owner of a property
- Determine if the reports were sent before the 10th day after the end of each calendar quarter
 - The first calendar quarter ends March 31
 - The second calendar quarter ends June 30
 - The third calendar quarter ends September 30
 - The fourth calendar quarter ends December 31
- Determine if each report includes the following:
 - The description of each property
 - The name of the owner of that property

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Present corrections of the appraisal roll that decrease the tax liability of property owners to the appraisal review board and board of directors as required by Tax Code Section 25.25(b).

41. When the appraisal roll is changed according to Tax Code Section 25.25(d), does the appraisal district notify the tax assessor-collector that a 10 percent penalty should be charged to the property owner and, if the appraisal district also performs collection functions, is a 10 percent penalty assessed according to the requirements of Tax Code Section 25.25(d)?

TIER(S)

1-3

If the appraisal district did not have any Tax Code Section 25.25(d) changes in the current or previous year, the answer to this question is NOT APPLICABLE

If the type of Tax Code Section 25.25 change is not indicated by the appraisal district, the answer to this question is NO

NOTE: The following appraisal districts have self-identified as collecting taxes in the most recent operations survey: Armstrong, Austin, Bailey, Baylor, Bell, Blanco, Borden, Bowie, Briscoe, Burnet, Caldwell, Calhoun, Camp, Carson, Castro, Cherokee, Childress, Clay, Coleman, Collingsworth, Colorado, Concho, Cooke, Crosby, Culberson, Dallam, Dawson, Deaf Smith, Donley, Eastland, Ector, Fannin, Fayette, Fisher, Floyd, Foard, Frio, Gaines, Garza, Goliad, Grimes, Hale, Hall, Hamilton, Hansford, Hardeman, Harrison, Hartley, Hill, Hood, Houston, Hudspeth, Jack, Jim Wells, Jones, Kendall, Kent, Kimble, Kinney, Knox, Lamar, Lamb, Lampasas, Lavaca, Live Oak, Loving, Lubbock, Lynn, Martin, Mason, McCulloch, Menard, Midland, Mills, Montague, Morris, Nacogdoches, Nolan, Ochiltree, Oldham, Parker, Parmer, Rains, Real, Red River, Reeves, Rockwall, San Saba, Schleicher, Shackelford, Sherman, Somervell, Stonewall, Sutton, Swisher, Taylor, Terrell, Terry, Throckmorton, Titus, Tom Green, Trinity, Upton, Uvalde, Van Zandt, Walker, Wilson, Wise, Young and Zavala

Data needs

- Copies of motions filed with the appraisal review board to change the appraisal roll to correct an error that resulted in an incorrect appraised value for a property if the appraised value exceeded the correct appraised value by more than one-third for the current and previous year
- Access to appraisal records

Steps

- Choose a sample of five properties from the motions and view the appraisal records for those properties
- If the appraisal district does not perform assessment and collections functions, have the appraisal district provide documentation showing that the tax assessor-collector was notified of the 25.25(d) penalty for the properties in the sample
- If the appraisal district does perform assessment and collections functions, determine if the property owners were charged a late-correction penalty equal to 10 percent of the amount of taxes as calculated on the basis of the corrected appraised valued to each affected taxing unit for each of the properties in the sample

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Assess the 10 percent late-correction penalty as described in Tax Code Section 25.25(d).
- Ensure that the appraisal district notifies the tax assessor-collector that a 10 percent penalty should be charged according to the requirements of Tax Code Section 25.25(d).

42. Has the appraisal district's records retention schedule that is on file with the State Library and Archives Commission, as described in Local Government Code Section 203.041, been implemented? **TIER(S)** **1-3**

For more information relating to records retention plans, see [Local Government Code Section 203.042](#)

For more information about this question, visit the Texas State Library and Archives Commission's [Records Management Services webpage](#)

Data Needs

- Records retention plan
- Documentation that the current records retention plan is on file with the Texas State Library and Archives Commission

Steps

- Review and become familiar with the appraisal district's records retention plan
- Ensure that the plan contains a retention schedule
- Interview the chief appraiser or designee and have them walk you through the appraisal district's records retention policies with examples
- Determine if the current version of the appraisal district's records retention plan is on file with the Texas State Library and Archives Commission
- Determine if the written records retention plan is being followed

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Develop a records retention plan as required by Local Government Code Section 203.042.
- Follow the records retention plan as written.
- Modify the records retention plan to reflect the actual activities of the appraisal district.
- Ensure that the current version of the records retention plan is on file with the Texas State Library and Archives Commission.

43. Does the appraisal district have comprehensive and workable written procedures concerning disaster recovery and mitigation? **TIER(S)** **1-3**

Data Needs

- Disaster recovery and mitigation plan or procedures

Steps

- If there is no disaster recovery and mitigation plan or procedures, this answer is NO
- Review the appraisal district's disaster recovery and mitigation plan or procedures and determine if it addresses both recovery and mitigation by completing the checklists below
 - Mitigation planning involves lessening the impact of a disaster by taking action now
 - Disaster recovery means having a plan to recovery once a disaster has occurred
- If the review shows the appraisal district has a written plan or procedures, meets all the criteria in the first checklist and includes at least three items from the second checklist, the answer to this question is YES

Disaster Recovery and Mitigation Plan or Procedures:	Addressed in appraisal district's plan (yes/no) include page numbers
Plan or procedures is in written form	
Plan or procedures specifically mentions appraisal district name	
Plan or procedures includes some steps related to recovery	
Plan or procedures includes more than one instance outlining mitigation	
Plan or procedures identifies a decision maker in the event of a disaster	
Plan or procedures provide for offsite recovery – how and where the appraisal district will function and operate if normal operations at the office are interrupted	

Disaster Recovery and Mitigation Plan or Procedures:	Addressed in appraisal district's plan (yes/no) include page numbers
Plan or procedures include a recovery timeline – details of which systems and functions will be recovered, including timeframes for recovery (i.e. 24 hours, 48 hours, 72 hours, one week, two weeks, one month, etc. after the disaster has occurred); may be listed by department or work type	
Plan or procedures include a discussion of employee preparedness – could include responsibilities of employees, training of employees, drills that are run, etc.	
Plan or procedures include a contact list or call tree – list of managers and staff, including names and contact information	

Elements of a Disaster Recovery Plan:	Addressed in appraisal district's plan (yes/no) include page numbers
Plan or procedures include a process for testing the plan – to make sure the plan is detailed enough to be viable, including a test where not all staff identified in the plan are available	
Data storage – how data is stored (where are backup copies of the data stored, etc.)	
Data backup – how data is backed up (on tapes, location onsite, offsite server, etc.)	
Identifies systems and software – list of the computer systems and software used to maintain and backup data	
Contact procedures – procedures explaining who to contact and when, may include call scripts for specific incidents	
Offsite location established – actual offsite location identified	
Software and hardware – specific lists of hardware and software, including the types, numbers, license agreements, etc. to purchase or lease equipment during and after the recovery period	
Disaster declaration policies and procedures – what is a disaster, who decides, who is notified	
Procedures for contacting the press – written procedures and contact information, including press releases to use to provide information to the press and the public	
Procedures for contacting vendors	
Procedures for contacting customers	
Software license agreements and purchase orders	
Hardware purchase agreements and purchase orders	
Reclamation of useable hardware and software	
Reclamation of existing work	
Reclamation of records not stored offsite	
Procedures for protecting records offsite	
Offsite floor plans for staff	
Copies of work procedures	
Copies of reference materials used in work	
List of assumptions – list the assumptions that the plan is based on.	
List of objectives for the plan	
Disaster recovery center	
Completed and ongoing mitigation efforts	
Funding	
Safety assessments	
Damage assessments	

NOTE: This review does not determine whether a disaster recovery and mitigation plan is viable or operational. Only that a plan is in place and includes some items, as some level of description, of what is typically included in a disaster recovery and mitigation plan or procedures. Under no circumstances should the answer of this question as yes assure any individual that a plan or procedures has any likelihood of guaranteeing an appraisal district can recover from a disaster using its existing plan.

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Develop written procedures concerning disaster recovery and mitigation.
- Amend the appraisal district's disaster recovery plan to address mitigation.

44. Does the appraisal district's disaster recovery plan address how recovery will occur if the chief appraiser is incapacitated during the disaster? TIER(S) 1-2

Data needs

- Disaster recovery and mitigation plan or procedures

Steps

- If there is no disaster recovery and mitigation plan or procedures, this answer is NO
- Review the appraisal district's disaster recovery and mitigation or procedures and determine if the plan relies on the chief appraiser to make all or most of the post-disaster decisions
- If the plan relies solely or principally on the chief appraiser to make all the decisions after a disaster without designating at least one replacement to take his or her place in the event of incapacity, the answer is NO
- If the plan does not rely solely on the chief appraiser to make all or most of the decisions after a disaster occurs, but clearly defines the roles of multiple people in the recovery, the answer is YES
- If the plan explains what happens if the chief appraiser is incapacitated, the answer is YES

NOTE: Effective disaster recovery, business continuity plans or procedures clearly explain the roles of staff in the recovery effort and provide enough information to recover space, IT systems, available work product, etc. Staff is trained in their responsibilities during the recovery. A regular testing schedule is included to make sure the plan is current. A test that includes some staff being designated as incapacitated tests how well remaining staff can effectively function in recovering from the loss.

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Expand the appraisal district's disaster recovery plan to explain what happens if the chief appraiser becomes incapacitated in the disaster or its aftermath and cannot lead the recovery effort.
- Expand the disaster recovery plan or procedures to more clearly define roles and responsibilities of all staff involved in the recovery effort and define what happens when any team member needs to be replaced during the recovery.

45. Does the chief appraiser submit the completed appraisal records to the appraisal review board for review and determination of protests as described in Tax Code Section 25.22? TIER(S) 1-3

If the appraisal district did not send the appropriate notices required by Tax Code Sections 11.45(d), 23.44(d), 23.57(d), 23.79(d), 23.85(d), 23.95(d), 23.9805(d) and 25.19, the answer to this question is NO

Data needs

- Documentation of the appraisal records being sent to the appraisal review board for review and determination for the previous two years

Steps

- Determine if the completed appraisal records were submitted to the appraisal review board for review and determination of protests by May 15 for the previous two years
 - If the records were not sent by May 15, determine if they were sent within four weeks from the date that residential notices were sent out to property owners
 - Individual submissions to the appraisal review board members is acceptable if documentation of delivery is provided
- Determine if an affidavit was included with each submission

- The affidavit language should be as follows “I _____, (Chief Appraiser) for _____ solemnly swear that I have made or caused to be made a diligent inquiry to ascertain all property in the district subject to appraisal by me and that I have included in the records all property that I am aware of at an appraised value determined as required by law.”

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Submit the completed appraisal records to the appraisal review board for review and determination of protests as described in Tax Code Section 25.22.
- Ensure that an affidavit with the language specified in Tax Code Section 25.22(b) is included with the completed appraisal records.

46. Did all members serving on the appraisal review board in the previous two years attend the training and complete the statement required by Tax Code Sections 5.041(b), (b-1), (e) and (e-1)? **TIER(S)** **1-3**

This question is addressing administrative functions and is not a review of the performance of the appraisal review board

Data Needs

- Listing of all members who served on the appraisal review board in the previous two years

Steps

- Access the appraisal review board member training tracking worksheet on the Common drive
- Review the lists of appraisal review board members that attended the required training and completed the required form for the previous two years
- Compare the lists on the Common drive to the list of members who served on the appraisal review board in the previous two years
 - If any of the members serving on the appraisal review board in the previous two years did not attend the required training or did not complete the required form, request documentation of the date the members were appointed to the appraisal review board
 - If the members were appointed after the completion of the last required training session, they are allowed to continue serving until the next available training session
 - If any of the members who missed the training are current appraisal review board members, verify that those members attended the first training opportunity in the current year

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that all members serving on the appraisal review board complete the required training and statement described in Tax Code Sections 5.041(b), (b-1), (e) and (e-1).

47. Do the appraisal review board’s orders of determination comply with the requirements of Tax Code Sections 41.47(c)(1) and (2) and the Comptroller’s model hearing procedures as they relate to Tax Code Section 5.102(b)(2)? **TIER(S)** **1-3**

This question is addressing administrative functions and is not a review of the performance of the appraisal review board

The Comptroller’s model Order Determining Protest can be found on the Property Tax Assistance Division [website](#)

Data needs

- List of properties that received an order of determination in the previous year
- Copies of appraisal notices for residential, land and commercial properties
- Copies of the original protest for the selected properties
- Access to appraisal review board records for the previous year

Steps

- Select a sample of 10 residential, 10 land and 10 commercial properties from the list of properties that received an order of determination in the previous year
- Request copies of the original filed protests and the orders of determination for the properties in the sample
- Determine if each order of determination has both the original noticed value from the appraisal district and the

value as determined by the appraisal review board

- If one or the other is missing, the answer to this question is NO
- Compare the original protest to the order of determination and determine if, for each protested area, a determination by the appraisal review board is listed on the order of determination
 - If any orders of determination are missing any item protested, review the appraisal review board records to determine whether or not the appraisal review board made a decision on the protest or if the property owner withdrew the protest during the hearing
- If the orders of determination have both noticed and appraisal review board values, and all protest items were addressed on the order of determination, the answer to this question is YES

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Comply with Tax Code Section 41.47(c)(1) and (2) and the Comptroller's model hearing procedures as they relate to Tax Code Section 5.102(b)(2).
- Comply with Tax Code Section 41.47(c)(1) and (2).
- Comply with Tax Code Sections 5.102(b)(2).

48. Did the appraisal review board hear and determine all or substantially all timely filed protests; determine all timely filed challenges; submit a list of approved changes in the records to the chief appraiser; and approve the appraisal records by the deadline established in Tax Code Section 41.12 in the previous year?

TIER(S)

1-3

This question is addressing administrative functions and is not a review of the performance of the appraisal review board

Data Needs

- Copy of the appraisal review board protest timeline/schedule for the previous year
- Copy of the taxing unit challenge hearing timeline/schedule for the previous year
- Documentation that changes to the appraisal records were sent from the appraisal review board to the chief appraiser in the previous year
- Documentation of approval of the appraisal records by the appraisal review board in the previous year

Steps

- Review the appraisal review board timeline or schedule for the previous year and determine if substantially all timely filed protests were complete by July 20
 - The sum of the appraised values, as determined by the chief appraiser, of all properties on which a protest has been filed but not determined should be 5 percent or fewer by the July 20 deadline
- Review the taxing unit challenge hearing timeline/schedule for the previous year and determine if all timely filed challenges were determined by July 20
- Determine if a list of the appraisal review board's approved changes to the appraisal records in the previous year were sent to the chief appraiser by July 20
- Determine if the appraisal review board approved the appraisal records in the previous year by July 20

NOTE: The appraisal district board of directors with a county population of one million or more may, by resolution, postpone the deadline for hearing and determining all or substantially all timely filed protests, determination of all timely filed challenges, submission of approved changes to the chief appraiser and approving records to not later than August 30 or the appraisal review board may approve the appraisal records if the sum of appraised values as determined by the chief appraiser, of all properties where a protest has been filed but not determined does not exceed 10 percent of the total value of all other taxable properties. Verify that the August 30 deadline was met.

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal review board hears and determines all or substantially all timely filed protests by the deadline established in Tax Code Section 41.12.
- Ensure that the appraisal review board determines all timely filed challenges by the deadline established in Tax Code Section 41.12.
- Ensure that the appraisal review board submits a list of its approved changes in the records to the chief appraiser by the deadline established in Tax Code Section 41.12.
- Ensure that the appraisal review board approves the appraisal records by the deadline established in Tax Code Section 41.12.

49. Was the most recent written reappraisal plan adopted by the appraisal district's board of directors by the Sept. 15 deadline listed in Tax Code Section 6.05(i)? **TIER(S)** **1-3**

If the reappraisal plan covers the wrong two-year period, the answer to this question is NO

Data needs

- Board of directors' meeting minutes for the most recent even-numbered year

Steps

- Review the board of directors' meeting minutes for the most recent even-numbered year and determine if the most recent reappraisal plan was adopted by the Sept. 15 deadline

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district board of directors adopts the written reappraisal plan by the Sept. 15 deadline listed in Tax Code Section 6.05(i) in each even-numbered year.

50. Did the appraisal district send copies of the most recent reappraisal plan to the presiding officers of the governing body of each taxing unit participating in the district and to the Comptroller by the date described in Tax Code Section 6.05(i)? **TIER(S)** **1-3**

If the reappraisal plan covers the wrong two-year period, the answer to this question is NO

Data needs

- Documentation showing that the most recent reappraisal plan was sent to the governing body of each taxing unit participating in the appraisal district
- Documentation showing that the most recent reappraisal plan was sent to the Comptroller's office

Steps

- Determine the date that the most recent reappraisal plan was adopted by the board of directors
- Determine if copies of the most recent reappraisal plan were sent to the governing body of each taxing unit participating in the appraisal district within 60 days of the approval date
 - Email is acceptable
- Determine if a copy of the most recent reappraisal plan was sent to the Comptroller's office within 60 days of the approval date
 - Email is acceptable

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Send copies of the approved reappraisal plan to the governing bodies of each taxing unit participating in the appraisal district within 60 days of the approval date, as required by Tax Code Section 6.05(i).
- Send a copy of the approved reappraisal plan to the Comptroller's office within 60 days of the approval date, as required by Tax Code Section 6.05(i).
- Send copies of the approved reappraisal plan to the governing bodies of each taxing unit participating in the appraisal district and to the Comptroller's office within 60 days of the approval date, as required by Tax Code Section 6.05(i).

51. Does the appraisal district's written reappraisal plan define the market areas in the county as required by Tax Code Section 25.18? **TIER(S)** **1-3**

If the answer to this question is NO, the answer to Mandatory question 2 is a FAIL

Data needs

- Copy of the most recent reappraisal plan

Steps

- Review the appraisal district's most recent reappraisal plan

- Determine if the appraisal district's reappraisal plan defines market areas
 - A discussion of how market area analysis or sales analysis is done does not constitute defining market areas

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Define market areas in the appraisal district's reappraisal plan as required by Tax Code Section 25.18.

52. Does the appraisal district's written reappraisal plan identify the properties to be appraised in each year covered by the plan as required by Tax Code Section 25.18 and have all scheduled activities been completed timely? **TIER(S)** **1-3**

If the answer to this question is NO, the answer to Mandatory question 2 is a FAIL

Data needs

- Copy of the most recent reappraisal plan
- List of all properties that were to be reappraised in the previous reappraisal year according to the reappraisal plan
- Access to appraisal records

Steps

- Review the appraisal district's most recent reappraisal plan
- Determine if the reappraisal plan identifies the properties to be appraised in each year covered by the plan
 - Years must be referenced
 - Specific parameters must be defined (geography, school district, property type, etc.)
- Using the sample of 15 properties from mandatory question 2, review the appraisal records for the sample properties and determine if they were reappraised according to the timeline in the reappraisal plan

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district's written reappraisal plan identifies the properties to be appraised in each year covered by the plan as required by Tax Code Section 25.18.
- Follow the adopted reappraisal plan as written.

53. Does the appraisal district's written reappraisal plan reference or include a work schedule, calendar, timeline or other means to determine work completion dates? **TIER(S)** **1-3**

If the answer to this question is NO, the answer to Mandatory question 2 is a FAIL

Data needs

- Copy of the most recent reappraisal plan
- Copy of the most recent work schedule, calendar, timeline or other means to determine work completion dates if it is separate from the reappraisal plan

Steps

- Review the appraisal district's most recent reappraisal plan
- Determine if the reappraisal plan includes or references a work schedule, calendar, timeline or other means to determine work completion dates
 - The work plan should include more than just dates from the Tax Code
 - The work plan should address fieldwork and data entry at a minimum

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district's written reappraisal plan references or includes a work schedule, calendar, timeline or other means to determine work completion dates.

54. Did the appraisal district submit the two most recent electronic appraisal roll and electronic property transaction submissions to the Comptroller timely? **TIER(S)** **1-3**

Steps

- A list of EARS and EPTS submission dates from PTAD’s Data Security and Analysis Team will be emailed to the MAP reviewers in January of each year
 - Submissions that did not meet the due dates or approved extension dates will be identified on the list
- Review the list and determine if the previous two submissions of the EARS and EPTS were made timely
 - EPTS is due twice per year, EARS is due annually

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Submit the electronic appraisal roll and electronic property transaction submissions to the Comptroller by the required due dates.
- Submit the electronic appraisal roll submissions to the Comptroller by the required due date.
- Submit the electronic property transaction submissions to the Comptroller by the required due dates.

55. Are properties identified as sales in the most recent electronic property transaction submission correctly coded as sales? **TIER(S)** **1-3**

If the appraisal district did not submit any sales in the most recent electronic property transaction submission, the answer to this question is NOT APPLICABLE

Data needs

- Sales verification documentation

Steps

- Choose a random sample of 10 category A sales using the Property Tax System
- Request sales verification documentation for the 10 properties in the sample
 - If any of the sales documentation is in question, discuss it with management

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the properties identified as sales in the electronic property transaction submission are correctly coded as sales.

APPRAISAL STANDARDS, PROCEDURES AND METHODOLOGY

- 56. Have the inspection dates in the appraisal records been updated within the previous six years as discussed in IAAO's *Standard on Mass Appraisal of Real Property*?** **TIER(S)** **1-3**

Data needs

- Access to the appraisal system

Steps

- Choose a sample of 10 Category A and 5 Category F1 properties from the sample properties selected in mandatory question 2
- Review the appraisal system for each of the properties in the sample and determine if they were inspected within the previous six years
 - If the appraisal system inspection dates are not updated, have the appraisal district show other proof of the inspection dates for the sample properties (field notes, property records, data entry logs, etc.)

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that all properties are re-inspected at least every six years as discussed in IAAO's *Standard on Mass Appraisal of Real Property*.

- 57. Does the appraisal district add previously omitted real property to the appraisal roll for the previous five years as described in Tax Code Section 25.21?** **TIER(S)** **1-3**

Data Needs

- Supplemental appraisal roll(s) for the previous two years
- Supplemental notices of appraised value
- List of omitted property for the previous two years

Steps

- Interview the chief appraiser or designee and have them show you how the appraisal records are supplemented with omitted property, with examples from the list of omitted property for the previous two years
- Verify that the appraisal district has supplemented the appraisal roll with previously omitted property that was not mineral accounts at least once in the current or prior year
- Verify that the appraisal district supplemented the appraisal roll for the five previous years for properties that were determined to not be new improvements
 - If they do not have any sample properties that were added to the roll for more than just one year, determine if the appraisal district has a process for evaluating how far back they need to go
- If at least one supplement has not been done to the roll for the previous two years, the answer will be **NOT APPLICABLE only** if the chief appraiser provides a written statement that there was not any omitted property in the previous two years **and** it can be verified that the appraisal district has used at least one of these tools to check for omitted property in the previous year:
 - Google Earth,
 - Pictometry,
 - aerial surveys or photos,
 - 911 maps, or
 - yearly inspections of all properties in the county that are not large ranches
- If at least one supplement was not done and the appraisal district is not using one of the tools listed above to discover omitted property, then the answer to the question is **NO**

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Supplement appraisal records with omitted property according to the requirements of Tax Code Section 25.21.

58. Did the appraisal district complete and produce written mass appraisal reports in the previous two years as required by USPAP Standard 6? **TIER(S)** **1-3**

Data needs

- Mass appraisal reports for the previous two years

Steps

- Determine if the appraisal district completed and produced written mass appraisal reports for the previous two years

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Complete and produce annual mass appraisal reports that are in compliance as required by USPAP Standards Rule 6-8.

59. Do the appraisal district’s contracts contain the items described in IAAO’s *Standard on Contracting for Assessment Services*? **TIER(S)** **1-3**

NOTE: This does not include contracts for software services

If the appraisal district does not have any appraisal services or mapping contracts, the answer to this question is NOT APPLICABLE

For more information relating to this question, please see IAAO’s [Standard on Contracting for Assessment Services](#)

If any of the contracts are with a non-profit, notify management

Data needs

- Copies of all current appraisal services and mapping contracts

Steps

- Interview the chief appraiser or designee and have them provide evidence that legal guidance was sought or considered before entering into the contracts
- Review each of the appraisal district’s appraisal services and mapping contracts and complete the following checklist
 - All checklist items must be a Yes or N/A to get a YES on this question

IAAO Contract Provisions	Elements contained in contract 1 (yes/no/N/A)?	Elements contained in contract 2 (yes/no/N/A)?
Detailed description of the work to be performed		
The time frame, delivery date, and other requirements of the project		
The amount and terms of the contract delineating all expenses (travel and other), including all billable expenses		
Authorized signatures of the assessment agency and other parties		
Performance standards		
Testing standards and procedures		
Performance bonds and other insurance coverage, including indemnification and hold harmless clauses		
Required documentation		
Implementation, installation, and delivery dates		
Responsibility for maintenance and upgrades		
Payment provisions		
Termination rights and compensation or penalty payments to the agency in the event of failure to perform, unavailability of funds, liquidation, or other factors		
Dispute resolution options/description		
Confidentiality agreements		

- For mapping contracts, in addition to the checklist above, also complete the checklist below

IAAO Contract Provisions – Mapping Contracts	Elements contained in mapping contract (yes/no/N/A)?
Specify geographic areas to be mapped	
Process for constructing base maps and aerial images	
Specifics of digital deliverables – file formats, map data/layers, annotation and attribution, metadata, and expected map accuracy	
For cadastral compilation – procedures to be followed in researching parcel boundary information and resolving gaps, overlaps, and closure errors	

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal districts contracts comply with IAAO’s *Standard on Contracting for Assessment Services*.

60. Does the appraisal district follow a procedure or process for reviewing, verifying or evaluating the work of their appraisal services and mapping contractors? **TIER(S)** **1-3**

If the appraisal district does not have any appraisal services or mapping contracts, the answer to this question is NOT APPLICABLE

If any of the contracts are with a non-profit, notify management

Data needs

- Copies of all current appraisal services and mapping contracts
- Procedures for reviewing, verifying or evaluating contractors

Steps

- Determine if the appraisal district has a procedure for reviewing, verifying or evaluating contractors
 - If the appraisal district does not have a written procedure, a systematic verbal process is acceptable
- Interview the chief appraiser or designee and have them walk through the process or procedure used by the appraisal district for reviewing, verifying or evaluating the work of their appraisal services and mapping contractors and complete the first column of the checklist below
- Have the appraisal district walk through each contract and describe how the appraisal district is reviewing, verifying or evaluating the work of the contractors, with examples
- Complete the checklist below using the information and examples provided in the walkthrough

Elements of the appraisal district’s procedures or process for reviewing, verifying or evaluating the work of the appraisal services and mapping contractors:	Was the process described in the walkthrough (yes/no)?	Documentation observed?

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Establish a procedure or process for reviewing, verifying or evaluating the work of the appraisal services and mapping contractors.
- Follow the appraisal district’s procedure or process for reviewing, verifying or evaluating the work of the appraisal services and mapping contractors.

61. Does the appraisal district have appraisal related criteria and a process for determining whether the factors affecting market value of real property are unusually complex in certain areas of the county, as discussed in Tax Code Section 41.415(g)? **TIER(S)** **1-2**

If the appraisal district does not put limits on the online protest system, the answer to this question is NOT APPLICABLE

Data needs

- Description of limits to the appraisal district’s online protest system
- Procedures used to determine whether the factors affecting market value of real property are unusually complex in certain areas of the county (if applicable)

Steps

- If the appraisal district does not have an online protest system as described by Tax Code Section 41.415 (b), the answer to this question is NO
- Determine if the appraisal district has procedures used to determine whether the factors affecting market value of real property are unusually complex in certain areas of the county
- If the appraisal district does not have written procedures, interview the chief appraiser and determine if the appraisal district has a systematic process for determining whether the factors affecting market value of real property are unusually complex in certain areas of the county
- Determine if the limits to the appraisal district’s online protest system appropriately fit within the appraisal district’s definition of unusually complex property
 - Run anything in question by management

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Develop an online protest system that complies with Tax Code Section 41.415.
- When placing limits on the appraisal district’s online protest system, ensure that there is a procedure or process for determining whether the factors affecting market value of real property are unusually complex in certain areas of the county.

62. Does the appraisal district run ratio studies by market area and neighborhood, property class, or stratum? **TIER(S)** **1**

Data needs

- Copies of ratio studies for the previous year
- Copy of the most recent reappraisal plan

Steps

- Review the appraisal district’s written reappraisal plan and determine the market areas for the county
- Review the appraisal district’s ratio studies and determine if they are running them by market areas of the county and by at least one of the following: neighborhood, property class or stratum

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Run ratio studies by market areas and by neighborhood, property class or stratum.

63. Does the appraisal district use ratio studies effectively? **TIER(S)** **1-3**

If the property tax system shows a limited number of sales in an appraisal district, check with management to determine if this question should be NOT APPLICABLE

Data needs

- Copies of ratio studies for the previous year
- Copy of the most recent reappraisal plan

Steps

- Interview the chief appraiser or designee and have them walk through the ratio studies and how they are used in the appraisal process

- Determine if the appraisal district is using ratio studies for at least one of the following (and observe documentation):
 - Adjusting appraisal models
 - Adjusting cost schedules
 - Identifying areas for reappraisal
 - Checking reappraisal work

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district uses ratio study results effectively.

64. Are the appraisal district's cost schedules and appraisal models used in such a way that adjustments are made for neighborhood factors and property specific factors? **TIER(S)** **1-2**

If the appraisal district provides evidence that an analysis was performed and it was determined that no adjustments were needed to the cost schedules for the previous two years, the answer to this question is NOT APPLICABLE

Data Needs

- Cost schedules
- Access to appraisal models

Steps

- Interview the chief appraiser or designee and have them walk through the process of how the appraisal district updates and adjusts its cost schedules and appraisal models
- Review examples of cost schedule adjustments made based on neighborhood and property specific factors
- Review examples of appraisal model adjustments made based on neighborhood factors and property specific factors

NOTE: There are various neighborhood factors that an appraisal district may use as a basis for adjustments to cost schedules or appraisal models. These may be adjustments made to entire neighborhoods based on sales data, or adjustments made to portions of neighborhoods based on various factors such as improvement quality or class, lot size or location, water frontage, etc. This question will be answered as Yes if the appraisal district has adjusted cost schedules and appraisal models based on neighborhood factors.

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Adjust cost schedules using neighborhood and property specific factors.
- Adjust appraisal models using neighborhood and property specific factors.
- Adjust cost schedules and appraisal models using neighborhood and property specific factors.

65. Has the appraisal district adjusted its residential property cost schedules based on sales data, ratio studies, local conditions or market factors within the previous two years? **TIER(S)** **1-2**

If the appraisal district provides evidence that an analysis was performed and it was determined that no adjustments were needed to the cost schedules for the previous two years, the answer to this question is NOT APPLICABLE

Data Needs

- Residential cost schedules
- Access to ratio studies and other data used to adjust residential property cost schedules

Steps

- Interview the chief appraiser or designee and have them walk through the process used to update residential cost schedules
- Observe examples of ratio studies, sales data, local conditions or market factors, etc. used to make adjustments to residential cost schedules
- Determine if the residential cost schedules have been adjusted within the previous two years

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Regularly adjust residential cost schedules using sales data, ratio studies, local conditions and market factors.

- Perform an analysis on a regular basis to determine if adjustments need to be made to residential cost schedules.

66. Has the appraisal district adjusted its commercial property cost schedules based on sales data, ratio studies, local conditions or market factors within the previous two years? **TIER(S)** **1-2**

If the appraisal district provides evidence that an analysis was performed and it was determined that no adjustments were needed to the cost schedules for the previous two years, the answer to this question is NOT APPLICABLE

Data Needs

- Commercial cost schedules
- Access to ratio studies and other data used to adjust commercial property cost schedules

Steps

- Interview the chief appraiser or designee and have them walk through the process used to update commercial cost schedules
 - If Marshall and Swift cost schedules are used, have the designee show you how they have been adjusted
- Observe examples of ratio studies, sales data, local conditions or market factors, etc. used to make adjustments to commercial cost schedules
- Determine if the commercial cost schedules have been adjusted within the previous two years

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Regularly adjust commercial cost schedules using sales data, ratio studies, local conditions and market factors.
- Perform an analysis on a regular basis to determine if adjustments need to be made to commercial cost schedules.

67. Did the appraisal district use discovery techniques for personal property accounts in the current or previous year, as discussed in IAAO’s *Standard on Valuation of Personal Property*? **TIER(S)** **1-3**

For more information relating to this question, please see IAAO’s [Standard on Valuation of Personal Property](#)

Data needs

- Personal property appraisal manual and procedures
- List of new personal property accounts for the current and previous year

Steps

- Review and become familiar with the appraisal district’s personal property discovery procedures
- Interview the chief appraiser or designee and have them walk through the process used for the discovery of new personal property accounts, with examples
- Complete the checklist below and determine if the appraisal district has evidence that at least three of the listed sources are used in the personal property discovery process

Sources useful in the discovery of personal property:	Was the process described in the walkthrough (yes/no)?	Documentation observed?
Previous appraisal records and previous personal property statements or returns		
Physical inspection		
Personal property list form, return, rendition, declaration or statement		
Real property field appraiser reports and the property characteristic file		
Audits (desk, office, field or correspondence)		
State, provincial and local sales tax permits		
Federal, state, provincial, municipal and county business licenses and registrations		
Building permits		
Chambers of commerce membership lists		

Sources useful in the discovery of personal property:	Was the process described in the walkthrough (yes/no)?	Documentation observed?
New business lists from news media		
Public records (trade name records, Uniform Commercial Code forms, corporation charters, partnership articles and assumed name notices)		
Property transfer documents, included recorded bill of sale		
Classified advertisement		
Telephone directories		
City directories		
Accounting records, including financial statements		
Internet research on business operations and contacts		
Advertisement flyers		
Websites (leasing and sales)		
Governmental databases (Department of Motor Vehicles)		

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Use discovery techniques for personal property accounts as discussed in IAAO’s *Standard on Valuation of Personal Property*.

68. Does the appraisal district follow its written procedures for inspecting new personal property accounts in the 12 months after they are created, as discussed in IAAO’s *Standard on Valuation of Personal Property*?

TIER(S)

1

For more information relating to this question, please see IAAO’s [Standard on Valuation of Personal Property](#)

NOTE: This does not include commercial vehicles or leased equipment

Data needs

- Personal property appraisal manual and procedures
- Access to appraisal records

Steps

- Review the appraisal district’s written procedures for inspecting new personal property accounts and fill in the steps in the first column of the checklist below
 - If the appraisal district does not have written procedures that address inspecting new personal property accounts, the answer to this question is NO
- Select a sample of five new personal property accounts
- Interview the chief appraiser or designee and have them walk through the process the appraisal district uses to inspect new personal property accounts, using the five sample properties as examples and complete the checklist
 - If procedures set a value limitation for inspections, inspections do not have to be performed for any sample properties falling into those limitations

Steps in the appraisal district’s written procedures for inspecting new personal property accounts in the year they are created:	Step followed for sample 1 (yes/no)?	Step followed for sample 2 (yes/no)?	Step followed for sample 3 (yes/no)?	Step followed for sample 4 (yes/no)?	Step followed for sample 5 (yes/no)?

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Develop written personal property procedures that address inspecting new personal property accounts within 12 months after they are created.

- Ensure that new personal property accounts are inspected within 12 months after they are created.

69. Does the appraisal district have an up-to-date personal property manual or procedures as discussed in IAAO’s *Standard on Valuation of Personal Property*? **TIER(S)** **1-2**

For more information on this question, please see the IAAO’s [Standard on Valuation of Personal Property](#)

Data needs

- Personal property appraisal manual or procedures

Steps

- Determine if the appraisal district has a personal property appraisal manual that includes procedures and depreciation schedules
- Interview the chief appraiser or designee and have them walk through the process used to update the personal property appraisal manual
 - If the manual and depreciation schedules are not reviewed on a regular basis (annually, biennially, etc.), the answer to this question is NO

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Develop a personal property manual as discussed in IAAO’s *Standard on Valuation of Personal Property*.
- Develop a procedure or process for reviewing and updating the appraisal district’s personal property manual.

70. Does the appraisal district apply the rendition penalty for taxpayers who do not render timely according to Tax Code Section 22.28 and are penalties waived when necessary, as described in Tax Code Section 22.30? **TIER(S)** **1-3**

Data needs

- List of all personal property accounts that did not render or rendered late in the previous year
- Copies of notices of imposition of rendition penalties
- Copies of the certification to the assessor for each taxing unit participating in the appraisal district of the imposed penalty for failing to render timely
- Copies of documentation for waived rendition penalties

Steps

- Choose a sample of five properties from the list of personal property accounts that did not render or rendered late in the previous year
- Request copies of the notices of the imposition of penalties and a copy of the certification to the assessor for each taxing unit participating in the appraisal district of the imposed penalties for failing to render timely
- Determine if the appraisal district imposed penalties for persons who failed to file a timely rendition
- If the penalties were waived, determine if a written request, accompanied by supporting documentation, stating the grounds on which penalties should be waived were sent to the chief appraiser by June 1 or not later than the 30th day after the date the person received notification of the imposition of the penalty, whichever is later

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Apply a 10 percent penalty for taxpayers who do not render timely according to Tax Code Section 22.28.
- If rendition penalties are waived, ensure that the process outlined in Tax Code Section 22.30 is followed.

71. Does the appraisal district perform multiple quality control steps to ensure the accuracy and uniformity of property valuations? **TIER(S)** **1-3**

Data needs

- Quality control procedures

Steps

- Review and become familiar with the appraisal district’s quality control procedures and fill in the first column of the checklist below

- Interview the chief appraiser or designee and have them walk through the appraisal district’s quality control procedures, with examples
- Complete the rest of the checklist during the walkthrough to determine if the procedures are being followed
- The appraisal district must be performing at least three quality control steps to get a YES on this question

Quality control procedures/steps (may include: data collection, data entry, valuation, edit reports, etc.):	Was the process described in the walkthrough (yes/no)?	Documentation observed?

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Perform multiple quality control steps to ensure the accuracy and uniformity of property valuations.
- Follow the appraisal district’s procedures for quality control as written.
- Develop written quality control procedures.

72. Does the appraisal district gather income and expense data and calculate values using the income approach for multi-family properties? **TIER(S)** **1-2**

If there are not any apartments in the county, the answer to this question is NOT APPLICABLE

If the appraisal district does not gather income and expense data, but can provide documentation that proves at least two separate approaches to gather the data were used, the answer to this question is NOT APPLICABLE

Data Needs

- Access to income and expense data used in the income approach

Steps

- Interview the chief appraiser or designee and have them show you income and expense data used to value multi-family properties
- Determine if the appraisal district gathers income and expense data for multi-family properties
- Have them walk you through five examples where the income approach was calculated for multi-family properties
- Determine if the appraisal district calculates values for multi-family properties using the income approach

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Gather income and expense information for multi-family properties.
- Calculate values for multi-family properties using the income approach to value.

73. Does the appraisal district gather income and expense data and calculate values using the income approach for office properties? **TIER(S)** **1**

If there are only owner-occupied offices in the county, the answer to this question is NOT APPLICABLE

Data Needs

- Access to income and expense data used in the income approach

Steps

- Interview the chief appraiser or designee and have them show you income and expense data used to value office properties
- Determine if the appraisal district gathers income and expense data for office properties
- Have them walk you through five examples where the income approach was used to value office properties

- Determine if the appraisal district calculates values for office properties using the income approach

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Gather income and expense information for office properties.
- Calculate values for office properties using the income approach to value.

74. Does the appraisal district gather income and expense data and calculate values using the income approach for retail properties? TIER(S) 1

If there are only owner-occupied retail properties in the county, the answer to this question is NOT APPLICABLE

Data Needs

- Access to income and expense data used in the income approach

Steps

- Interview the chief appraiser or designee and have them show you income and expense data used to value retail properties
- Determine if the appraisal district gathers income and expense data for retail properties
- Have them walk you through five examples where the income approach was used to value retail properties
- Determine if the appraisal district calculates values for retail properties using the income approach

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Gather income and expense information for retail properties.
- Calculate values for retail properties using the income approach to value.

75. Does the appraisal district gather income and expense data and calculate values using the income approach for warehouse properties? TIER(S) 1-3

If there are only owner-occupied warehouse properties in the county, the answer to this question is NOT APPLICABLE

Data Needs

- Access to income and expense data used in the income approach

Steps

- Interview the chief appraiser or designee and have them show you income and expense data used to value warehouse properties
- Determine if the appraisal district gathers income and expense data for warehouse properties
- Have them walk you through five examples where the income approach was used to value warehouse properties
- Determine if the appraisal district calculates values for warehouse properties using the income approach

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Gather income and expense information for warehouse properties.
- Calculate values for warehouse properties using the income approach to value.

76. Does the appraisal district collect land sales and maintain a verified land sales file? TIER(S) 1-3

If the property tax system shows a limited number of sales in an appraisal district, check with management to determine if this question should be NOT APPLICABLE

Data Needs

- Access to land sales file and sales verification information

Steps

- Have the chief appraiser or designee show you the appraisal district's land sales file
- Have them show you evidence that the sales have been verified

- Ensure that the most recent addition to the land sales file was within the previous year, unless there were no land sales in the county in the previous year

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Collect land sales and maintain a verified sales file.
- Ensure that land sales undergo a verification process.

77. Does the appraisal district collect residential property sales and maintain a verified residential sales file? **TIER(S)** **1-3**

If the property tax system shows a limited number of sales in an appraisal district, check with management to determine if this question should be NOT APPLICABLE

Data Needs

- Access to residential sales file and sales verification information

Steps

- Have the chief appraiser or designee show you the appraisal district's residential sales file
- Have them show you evidence that the sales have been verified
- Ensure that the most recent addition to the residential sales file was within the previous year, unless there were no residential sales in the county in the previous year

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Collect residential sales and maintain a verified sales file.
- Ensure that residential sales undergo a verification process.

78. Does the appraisal district collect commercial property sales and maintain a verified commercial sales file? **TIER(S)** **1**

Data Needs

- Access to commercial property sales file and sales verification information

Steps

- Have the chief appraiser or designee show you the appraisal district's commercial property sales file
- Have them show you evidence that the sales have been verified
- Ensure that the most recent addition to the commercial property sales file was within the previous year, unless there were no commercial sales in the county in the previous year

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Collect commercial property sales and maintain a verified sales file.
- Ensure that commercial property sales undergo a verification process.

79. Does the appraisal district collect multi-family property sales and maintain a verified multi-family sales file? **TIER(S)** **1**

Data Needs

- Access to multi-family property sales file and sales verification information

Steps

- Have the chief appraiser or designee show you the appraisal district's multi-family property sales file
- Have them show you evidence that the sales have been verified
- Ensure that the most recent addition to the multi-family property sales file was within the previous year, unless there were no multi-family sales in the county in the previous year

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Collect multi-family property sales and maintain a verified sales file.
- Ensure that multi-family property sales undergo a verification process.

80. Does the appraisal district adjust land sales?

TIER(S)

1-3

If the property tax system shows a limited number of sales in an appraisal district, check with management to determine if this question should be NOT APPLICABLE

Data Needs

- Access to land sales file and sales verification information

Steps

- Choose a sample of five land sales from the prior year
 - If none of the sales in the sample required adjustments, have the appraisal district pull a sample of five sales that did require adjustments
 - If one of the sales in the sample was adjusted, the answer is YES
 - If no sales were adjusted, the district must provide evidence that it was determined no adjustments were needed to any of the sales
- Interview the chief appraiser or designee and have them walk you through the adjustments that were made to the sales and complete the checklist below

Sales Adjustments	Property 1: adjustments made	Property 2: adjustments made	Property 3: adjustments made	Property 4: adjustments made	Property 5: adjustments made
• Lease Terms					
• Closing Costs Paid					
• Delinquent Taxes Paid					
• Financing Terms					
• Personal Property Included					
• Time					
• No Adjustment Needed					

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Adjust land sales as necessary.

81. Does the appraisal district adjust residential property sales?

TIER(S)

1-3

If the property tax system shows a limited number of sales in an appraisal district, check with management to determine if this question should be NOT APPLICABLE

Data Needs

- Access to residential sales file and sales verification information

Steps

- Choose a sample of five residential sales from the prior year
 - If none of the sales in the sample required adjustments, have the appraisal district pull a sample of five sales that did require adjustments
 - If one of the sales in the sample was adjusted, the answer is YES
 - If no sales were adjusted, the district must provide evidence that it was determined no adjustments were needed to any of the sales
- Interview the chief appraiser or designee and have them walk you through the adjustments that were made to the sales and complete the checklist below

Sales Adjustments	Property 1: adjustments made	Property 2: adjustments made	Property 3: adjustments made	Property 4: adjustments made	Property 5: adjustments made
• Lease Terms					
• Closing Costs Paid					

Sales Adjustments	Property 1: adjustments made	Property 2: adjustments made	Property 3: adjustments made	Property 4: adjustments made	Property 5: adjustments made
• Delinquent Taxes Paid					
• Financing Terms					
• Personal Property Included					
• Time					
• No Adjustment Needed					
•					

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Adjust residential sales as necessary.

82. Does the appraisal district adjust commercial property sales? TIER(S) 1

Data Needs

- Access to commercial sales file and sales verification information

Steps

- Choose a sample of five commercial sales from the prior year
 - If none of the sales in the sample required adjustments, have the appraisal district pull a sample of five sales that did require adjustments
 - If one of the sales in the sample was adjusted, the answer is YES
 - If no sales were adjusted, the district must provide evidence that it was determined no adjustments were needed to any of the sales
- Interview the chief appraiser or designee and have them walk you through the adjustments that were made to the sales and complete the checklist below

Sales Adjustments	Property 1: adjustments made	Property 2: adjustments made	Property 3: adjustments made	Property 4: adjustments made	Property 5: adjustments made
• Lease Terms					
• Closing Costs Paid					
• Delinquent Taxes Paid					
• Financing Terms					
• Personal Property Included					
• Time					
• No Adjustment Needed					
•					

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Adjust commercial sales as necessary.

83. Does the appraisal district adjust multi-family sales? TIER(S) 1

Data Needs

- Access to multi-family sales file and sales verification information

Steps

- Choose a sample of five multi-family sales from the prior year

- If none of the sales in the sample required adjustments, have the appraisal district pull a sample of five sales that did require adjustments
- If one of the sales in the sample was adjusted, the answer is YES
- If no sales were adjusted, the district must provide evidence that it was determined no adjustments were needed to any of the sales
- Interview the chief appraiser or designee and have them walk you through the adjustments that were made to the sales and complete the checklist below

Sales Adjustments	Property 1: adjustments made	Property 2: adjustments made	Property 3: adjustments made	Property 4: adjustments made	Property 5: adjustments made
• Lease Terms					
• Closing Costs Paid					
• Delinquent Taxes Paid					
• Financing Terms					
• Personal Property Included					
• Time					
• No Adjustment Needed					
•					

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Adjust multi-family sales as necessary.

84. Does the appraisal district perform inspections of properties as a result of receiving wildlife management use appraisal applications? TIER(S) 1-3

If there are not any properties with Wildlife Management Use Appraisal, the answer to this question is NOT APPLICABLE

Data needs

- List of all wildlife management use appraisal applications received within the previous two years

Steps

- Choose a sample of five wildlife management use applications received within the previous two years
- Interview the chief appraiser or designee and have them provide documentation that inspections were performed as a result of receiving wildlife management use appraisal applications
 - Pictometry and/or aerials can be used instead of a physical inspection if the wildlife management activities listed on the application can be verified using Pictometry and/or aerials

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Perform inspections of properties as a result of receiving wildlife management use appraisal applications.

85. Does the appraisal district perform inspections of properties as a result of receiving agricultural use appraisal applications? TIER(S) 1-3

Data needs

- List of all agricultural use appraisal applications received within the previous two years

Steps

- Choose a sample of five agricultural use applications received within the previous two years
- Interview the chief appraiser or designee and have them provide documentation that inspections were performed as a result of receiving agricultural use appraisal applications
 - Pictometry and/or aerials can be used instead of a physical inspection if the agricultural use activities listed on the application can be verified using Pictometry and/or aerials

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Perform inspections of properties as a result of receiving agricultural use appraisal applications.

86. For properties that have been granted agricultural use appraisal, are completed applications and required documentation on file? **TIER(S)** **1-3**

Data needs

- List of all properties that have been granted agricultural use appraisal
- Access to applications and documentation for all properties that have been granted agricultural use appraisal

Steps

- Choose a sample of 10 properties from the list of all properties that have been granted agricultural use appraisal
- Request to see the applications and required documentation for the properties in the sample
- Determine if there are complete applications and required documentation for all of the properties in the sample
 - If any of the applications are not complete or any required documentation is not included, the answer to this question is NO

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Ensure that the appraisal district maintains completed applications and required documentation for all properties that have been granted agricultural use appraisal.

87. Have agricultural appraisal intensity-of-use standards been evaluated or updated within the previous five years? **TIER(S)** **1-3**

For more information on this question, please see the [Texas Property Tax Manual for the Appraisal of Agricultural Land](#)

If the appraisal district has not set intensity-of-use standards, the answer to this question is NO

Data needs

- Documentation for intensity-of-use standards

Steps

- Interview the chief appraiser or designee and have them walk through the process used to determine the intensity-of-use standard for the county, including reviewing the requested documentation
- Determine if the appraisal district has evaluated or updated the intensity-of-use standards within the previous five years
 - Documentation must be observed to get a YES on this question
 - A written statement listing the date of the discussion is acceptable documentation

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Evaluate or update the appraisal district's intensity-of-use standards on a regular basis.

88. Did the appraisal district use information obtained from the sources listed in Tax Code Section 23.51(3) to establish subcategories for agricultural use appraisal, as described in that section? **TIER(S)** **1-3**

Data needs

- Copy of the schedule of per-acre productivity values
- Documentation used to establish agricultural use appraisal subcategories

Steps

- Interview the chief appraiser or designee and have them walk through the process used to calculate subcategory values
- Determine if the appraisal district groups land by soil type, soil capability, irrigation, general topography, geographical factors or other factors that influence the productivity capacity of the category
- Determine if the appraisal district has developed a system of indexing productivity values based on more productive lands having a higher index than less productive lands
- Determine if each subcategory's value is correctly listed in the appraisal district's schedule of productivity values

- Determine if the appraisal district obtained information from the Texas Agricultural Extension Service, the Natural Resources Conservation Service of the USDA and other recognized agricultural sources

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Obtain information from the sources listed in Tax Code Section 23.51(3) to establish subcategories for agricultural use appraisal.

89. Are net-to-land calculations for agricultural use land designated as native pasture reproducible from the appraisal district’s appraisal records? TIER(S) 1-3

If the appraisal district does not have any open-space land properties designated as native pasture, the answer to this question is NOT APPLICABLE

Data Needs

- Resource materials used in determining productivity values for native pastureland (survey data/third-party data)
- Spreadsheets or other documents used to compile survey results for native pastureland
- Most current calculations of net-to-land for native pastureland

Steps

- Determine which income and expense items the appraisal district uses in its calculations of net-to-land
- Using resource materials, determine if you can reproduce the expense items and the income items
- Sum the income items, sum the expense items, and subtract expense items from income items
 - This is net-to-land
- Determine if the appraisal district calculated net-to-land for each of the five years in the appropriate period and determined a five-year average net-to-land
 - The appropriate period for 2014 is 2008-2012; for 2015 is 2009-2013; for 2016 is 2010-2014
- Determine if the appraisal district determined the values by applying the appropriate cap rate to the five-year average net-to-land
 - The appropriate cap rate for 2015 and 2016 is 10 percent

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Use the correct five-year averages when calculating net-to-land values for native pasture.
- Use the correct cap rate when calculating net-to-land values for native pasture.
- Ensure that net-to-land calculations are reproducible from the appraisal district’s appraisal records.

90. Are net-to-land calculations for agricultural use land designated as dry and irrigated cropland reproducible from the appraisal district’s appraisal records? TIER(S) 1-3

If the appraisal district does not have any open-space land properties designated as dry or irrigated cropland, the answer to this question is NOT APPLICABLE

Data Needs

- Resource materials used in determining productivity values for dry and irrigated cropland (survey data/third-party data)
- Spreadsheets or other documents used to compile survey results for dry and irrigated cropland
- Most current calculations of net-to-land for dry and irrigated cropland

Steps

- Determine which income and expense items the appraisal district uses in its calculations of net-to-land
- Using resource materials, determine if you can reproduce the expense items and the income items
- Sum the income items, sum the expense items, and subtract expense items from income items
 - This is net-to-land
- Determine if the appraisal district calculated net-to-land for each of the five years in the appropriate period and determined a five-year average net-to-land
 - The appropriate period for 2014 is 2008-2012; for 2015 is 2009-2013; for 2016 is 2010-2014

- Determine if the appraisal district determined the values by applying the appropriate cap rate to the five-year average net-to-land
 - The appropriate cap rate for 2015 and 2016 is 10 percent

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Use the correct five-year averages when calculating net-to-land values for dry and irrigated cropland.
- Use the correct cap rate when calculating net-to-land values for dry and irrigated cropland.
- Ensure that net-to-land calculations are reproducible from the appraisal district's appraisal records.

91. Does the appraisal district notify the tax assessor-collector that an agricultural use appraisal change of use has occurred according to the Comptroller's *Manual for the Appraisal of Agricultural Land* and, if the appraisal district also performs collection functions, are rollback taxes calculated according to the requirements of Tax Code Section 23.55?

TIER(S)

1-3

For more information on this question, please see the [Texas Property Tax Manual for the Appraisal of Agricultural Land](#)

If there have not been any properties with a change of use within the previous two years, the answer to this question is NOT APPLICABLE

NOTE: The following appraisal districts have self-identified as collecting taxes in the most recent operations survey: Armstrong, Austin, Bailey, Baylor, Bell, Blanco, Borden, Bowie, Briscoe, Burnet, Caldwell, Calhoun, Camp, Carson, Castro, Cherokee, Childress, Clay, Coleman, Collingsworth, Colorado, Concho, Cooke, Crosby, Culberson, Dallam, Dawson, Deaf Smith, Donley, Eastland, Ector, Fannin, Fayette, Fisher, Floyd, Foard, Frio, Gaines, Garza, Goliad, Grimes, Hale, Hall, Hamilton, Hansford, Hardeman, Harrison, Hartley, Hill, Hood, Houston, Hudspeth, Jack, Jim Wells, Jones, Kendall, Kent, Kimble, Kinney, Knox, Lamar, Lamb, Lampasas, Lavaca, Live Oak, Loving, Lubbock, Lynn, Martin, Mason, McCulloch, Menard, Midland, Mills, Montague, Morris, Nacogdoches, Nolan, Ochiltrie, Oldham, Parker, Parmer, Rains, Real, Red River, Reeves, Rockwall, San Saba, Schleicher, Shackelford, Sherman, Somervell, Stonewall, Sutton, Swisher, Taylor, Terrell, Terry, Throckmorton, Titus, Tom Green, Trinity, Upton, Uvalde, Van Zandt, Walker, Wilson, Wise, Young and Zavala

Data needs

- List of agricultural use appraisal properties that have had a change of use
- Documentation used to calculate rollback taxes (if the appraisal district is responsible for performing calculations)
- Copies of notifications of change of use sent to the tax assessor-collector

Steps

- Choose a sample of five properties from the list of agricultural use appraisal properties that have had a change of use
- If the appraisal district does not perform assessment and collections functions, have the appraisal district provide documentation showing that the tax assessor-collector was notified of the change of use for the properties in the sample
- If the appraisal district does perform assessment and collections functions, have the appraisal district provide documentation showing that rollback taxes were calculated and imposed on the sample properties
 - Rollback taxes do not have to be imposed on properties meeting the exceptions listed in Tax Code Section 23.55

Recommendation Options (Edit the recommendation to address the specific issue in the appraisal district)

- Notify the tax assessor-collector when an agricultural use appraisal change of use occurs.
- If the appraisal district is responsible for calculating rollback taxes on properties that have had an agricultural use appraisal change of use, ensure the rollbacks are calculated according to Tax Code Section 23.55 and the Comptroller's *Manual for the Appraisal of Agricultural Land*.