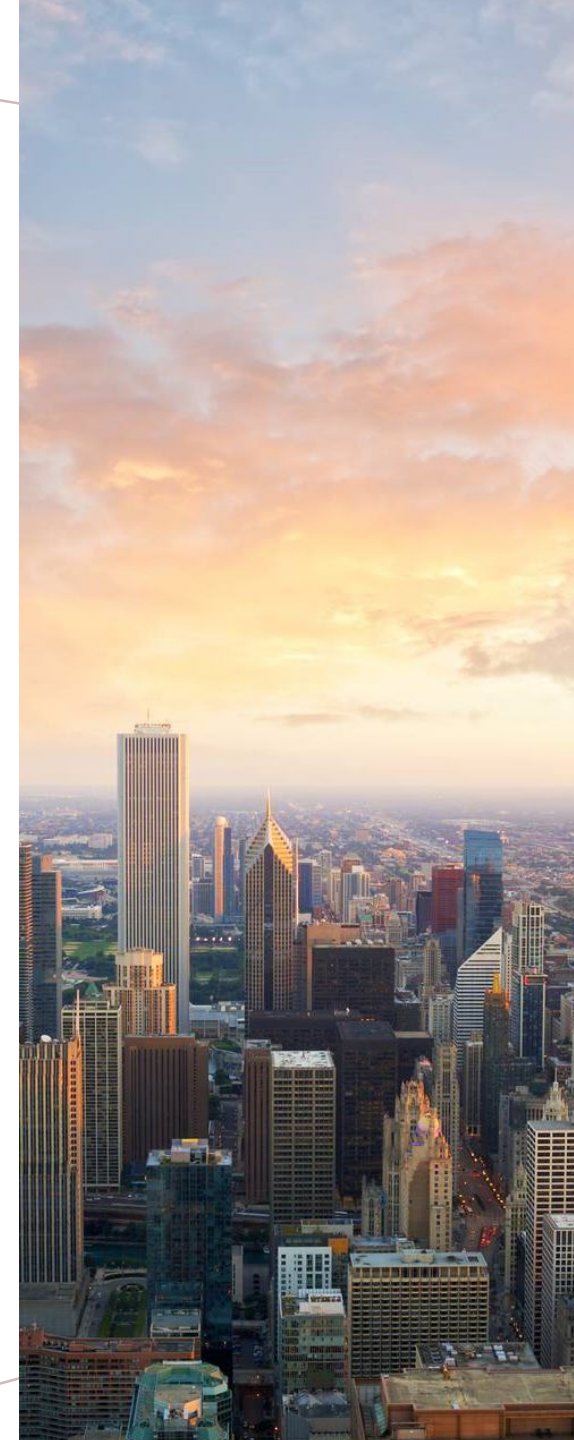


*2025  
REVALUATION  
NOTICES HAVE  
BEEN  
MAILED....WHAT  
HAPPENS NOW?*



Our typical staffing consists of 3 full-time individuals that are located in-house.

We have doubled staffing for the Open Book process.





A low-angle, upward-looking photograph of several modern skyscrapers with glass facades. The sun is visible in the upper left corner, creating a bright lens flare. The sky is blue with some white clouds. The image is positioned on the left side of the slide.

# *WHAT IS OUR AVAILABILITY FOR QUESTIONS?*

- During normal business hours on weekdays
- Between 04/23 & 05/11 we are available via phone, email and by special appointment only.
- 05/12 through 05/16 in-person Open Book meetings take place on the 1<sup>st</sup> floor at the City-County building.
- 05/16 through 08/12 we are available via phone, email and by special appointment only.

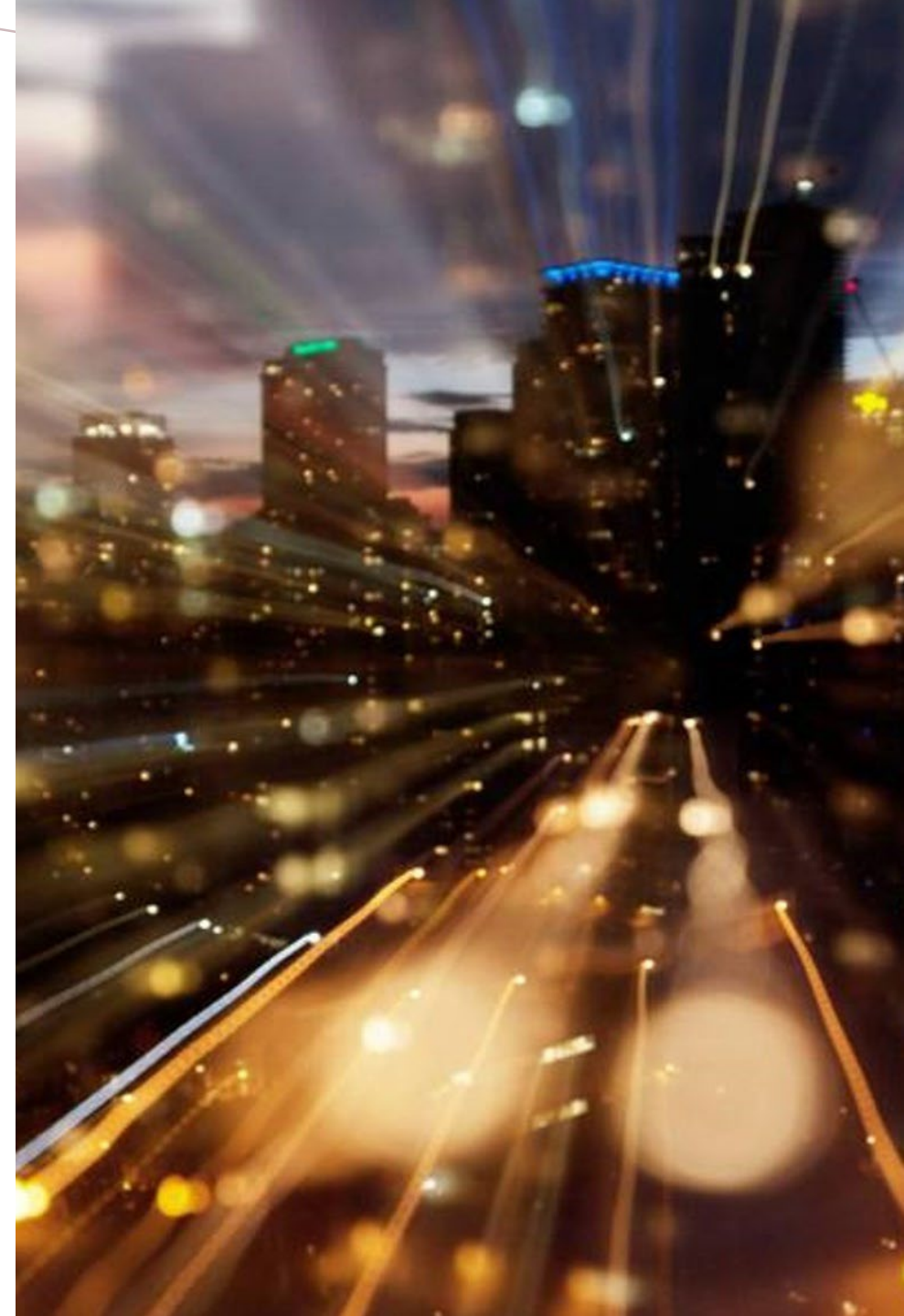
# *THE POWER OF COMMUNICATION*

Our ability to communicate effectively  
will leave a lasting impact on our residents

Effective communicating involves not  
only delivering a message but also  
active listening

We want to make sure residents are better informed  
about the process and understand their new assessed  
value

At the end of the day, we may agree to disagree or  
have a different opinion, but we want to make sure the  
resident had a positive experience with our department



# *WHAT SHOULD I EXPECT OUT OF THE OPEN BOOK PROCESS?*

- Informal process
- We will relay information about the general revaluation process
- We will be active listeners
- Sharing of information (PRC's, Sales)
- Consider documentation that residents provide and review for potential impact to assessed value.
- Mail follow up letters to residents informing them of the outcome of our Open Book reviews no later than 07/13
- Respond to any questions after the 07/13 mailing



# *WHAT IF I WANT TO APPEAL MY NEW ASSESSED VALUE TO THE BOARD OF REVIEW?*

## Filing deadline

- File a Board of Review Objection Form with the City Clerk at least 48 hours before the 08/13 Board of Review meeting.
- Give notice of intent to appear before the Board of Review with the City Clerk at least 48 hours before the 08/13 Board of Review meeting and fill out the Board of Review Objections Form during the first 2 hours of the 08/13 Board of Review meeting.

## Clerk will reach out and schedule a time for you to appear

- Formal process
- Burden of proof falls on the property owner to demonstrate that their assessment is incorrect

## Resident and Assessor swore in

- Both provide oral testimony with supporting documentation as to their opinions of value.

BOR members act as Judge and Jury

BOR makes decision based on testimony they heard

Resident then provided with BOR's notice of decision

Resident can further the appeal to the DOR or Circuit Court