

INFORMAL APPRAISAL REVIEW PROCESS

Important Taxpayer Information



YOUR PROPERTY VALUE IS IMPORTANT TO US - We welcome the opportunity to informally discuss any questions or concerns you have about your appraisal. Additional information on how to schedule an in-person informal review meeting with an appraiser can be found below. *NOTE – For all owner protests filed, appraisers will review your supporting information & opinion of value submitted as they prepare the case for an ARB hearing. Any actions taken by the appraiser will be communicated to you via the eFile system if filed online, or by USPS mail if you filed a paper protest.*

About the Appraisal - The appraiser is required to appraise property at market value as of January 1st. They have applied generally accepted mass appraisal methods and techniques based upon individual characteristics that affect the market value of your property.

Informal Review (meeting with appraiser) – If you want an in-person informal appraisal review with a member of the District's staff, those must be scheduled using the QR code located on your Appraisal Notice. For the most availability, please schedule your meeting as soon as possible. In person informal reviews are typically finalized at the initial meeting, unless additional information or documents are pending delivery. If you have more than 10 properties that you wish to discuss in-person, please contact our office by phone at the number(s) listed below. Telephone inquiries are responded to typically within 15 business days. The following is provided to assist you in reviewing your appraisal informally with a District appraiser prior to the protest deadline.

Providing Information - Please provide the following items with your protest, based on the property type:

Real Property: closing disclosure, contracts, comparable sales, appraisals, loan documents, repair estimates, & photographs. In addition, for commercial property: rent rolls, leases, income & expense statements, and/or construction documents.

Business Personal Property: depreciation schedules, balance sheets, IRS returns, and letters from your CPA certifying the correct values of inventory, furniture, and/or equipment.

After Informally Reviewing – Whether in-person, by phone, or eFile, the appraiser will choose one of two actions:

1. Change the appraised value based on a review of the appraisal (including info & documents you provided); or
2. Make no change to the original appraised value.

After Receiving the Appraiser's Action - You may choose one of two options:

1. Agree with the change the appraiser made to the appraised value; or
2. Disagree with the appraiser's decision and decide whether to file a formal protest (before the deadline) for a formal hearing with the Appraisal Review Board (ARB), if not already filed, and proceed with the ARB hearing once scheduled.



Hours: Monday to Friday, 8am to 4pm;

Thursdays through May 15, open till 7pm

Informal Meetings: By appointment only

Scan QR code on Appraisal Notice to schedule appointment

Address: 250 Eldorado Pkwy, McKinney 75069

Drop-Box available 24/7 next to the main entrance doors

Phone: 469.742.9200 (metro) / 866.467.1110 (toll-free)

Filing Your Protest Online (eFile) – We strongly encourage you to submit your protest using the Online Appeals eFile website. If eligible, you will see the Owner ID and PIN printed on your appraisal notice. If this is your first time using eFile, you will need the Owner ID and PIN to register. If you have used our eFile system before, use the same username & password you previously created. Filing through the eFile system is the fastest way to initiate & receive confirmation your protest has been filed. Additionally, you have the opportunity to manage your protest, upload, review and receive documentation, receive, accept, or reject settlement offers, if made, by the appraiser. **Please note, you will receive the Hearing Notification letter through the eFile system within 15 days of the scheduled hearing. You will not receive an additional hearing notice via USPS. If you file your protest through the eFile site, please do not file a paper, or duplicate protest on the property account.** (eFile.CollinCAD.org)

Protest Deadline - THERE IS A PROTEST DEADLINE. THIS DEADLINE IS PRINTED ON YOUR APPRAISAL NOTICE. You must file your protest prior to the protest deadline to reserve your rights to a formal Appraisal Review Board (ARB) hearing. Please do not wait until after 5pm on the deadline day to eFile in case of technical issues that may prevent you from filing. If you cannot file online due to technical issues or simply chose not to use eFile, the ARB will also accept protests postmarked or hand-delivered to our office on or before the protest deadline. There is also a drop-box located just outside our main entrance doors. The ARB will notify you of the date and time of your scheduled hearing at least 15 days prior to the hearing via the eFile website, or by USPS mail for those who filed a paper protest. The ARB will NOT accept protests filed via fax, email, or helpdesk. **An informal review/meeting does not reserve your rights to a formal ARB hearing; you must file a protest.**

PLEASE READ - IMPORTANT INFORMATION REGARDING FORMAL ARB HEARINGS

Appraisal Review Board (ARB) Hearings - A property owner may participate in their ARB protest hearing by appearing in-person, or by sworn affidavit or written declaration, accompanied by telephone or video conference if requested. If you intend to appear by telephone or video conference, you must notify the ARB of your request in writing no later than the 10th day before the date of the hearing and must include the Owner's Name, Address, and Property Account Number(s). Requests should be made using the comments section of your protest, or via email to CollinARB@CollinARB.org. An owner who appears by telephone or video conference must offer any evidence by affidavit or written declaration. To facilitate input into their records, the ARB requests these forms and evidence at least 3 days prior to the hearing. An owner who timely requests a telephone or video conference hearing will receive detailed information about the process. During a video conference, in addition to audio, the ARB panel hearing the protest will use screen sharing to allow all parties a live view of the evidence being reviewed by members of the ARB panel.

For forms and more information about the Collin Appraisal Review Board, visit: www.CollinARB.org

THE FOLLOWING INFORMATION IS PROVIDED TO ASSIST YOU IN REVIEWING YOUR NOTICE OF APPRAISED VALUE

Why did I receive this Notice of Appraised Value?

This appraisal notice was sent to inform you of the appraised value your School District, Collin County, Collin County Community College, City, and/or Special District (*if you live in a city or special district that levies taxes*) will use in calculating your property taxes this year in October.

Why does the notice not include the tax amounts?

The Appraisal District does not impose a tax or set tax rates. Beginning August 7th, you may visit CollinTaxes.org to access your property tax information, including information regarding the amount of taxes that each entity will impose on your property along with their tax rates. That website is updated regularly during August and September as local elected officials propose and adopt the property tax rates that will determine how much you pay in property taxes.

What are the Appraisal District's duties?

The Appraisal District's primary duties include placing all taxable property on the appraisal roll, appraising all property at market value, approval or denial of exemption applications, approval, or denial of agricultural use appraisal applications, and processing agricultural use rollbacks for change of use.

Who sets the property tax rates?

The governing body of each taxing unit (city, school, county, etc. elected officials) determines their tax rate each year. The Appraisal District does not recommend, determine, or adopt tax rates. Please contact the appropriate taxing unit for questions or concerns related to their tax rate.

What is the appraised value based on?

Section 1.04 of the Texas Property Tax Code requires the Appraisal District to appraise all property at 100% MARKET VALUE. The tax code defines "market value" as the price at which a property would transfer under prevailing market conditions on January 1st, considering the seller has a reasonable time to find a purchaser, and both are knowledgeable of the possible uses of the property, and neither are in a position to take advantage of the other.

What is a Homestead Cap?

This applies to residential homesteads only and goes into effect the second year after a homestead exemption has been granted in your name on your residence. Please see our website for a detailed explanation and illustration of the calculation.

(Example: for homestead exemptions qualified between Jan 2nd and Dec 31st 2022, the homestead cap is effective Jan 1st 2024)

When appealing the value, you are disputing the MARKET VALUE. The assessed or taxable value can only be lowered if you are successful in lowering the market value below the assessed value or obtain approval of an exemption and/or ag use appraisal.

What must I do to qualify for a General Residential Homestead Exemption?

You may qualify if you:

- ✓ Own & occupy the home as your principal residence;
- ✓ Do not claim a residential exemption on any other property; and
- ✓ File an Homestead Exemption Application with the Appraisal District

NOTE: School districts must allow the general homestead exemption. All other entities are optional.

Visit our website or contact our office for more information regarding other exemptions that are available.

Exemption applications are available on our website, or you can call our office to request one by mail.