



## **Town of Rhinebeck, NY**



### ***Media Information***

June 13, 2018

As you know, the town of Rhinebeck has contracted with Tyler Technologies, Inc., CLT Appraisal Services to conduct reassessment projects to correct unfair property assessments.

Property owners will be receiving tentative assessment disclosure notices in February 2020 and we will be conducting public meetings throughout the project to answer any questions property owners may have.

The enclosed materials may help as you prepare to write about this project. Reassessment can be a complex subject for property owners, and we are committed to helping them understand the process. We appreciate your help and interest in this important effort. Assessment equity will have positive effects on the community for years to come.

Don't hesitate to call if you have questions or need additional information.

Salim Serdah  
Tyler Project Supervisor  
salim.serdah@tylertech.com

#### **Enclosures:**

Project Schedule Overview

Project Contact Information

Fact Sheet

Information Piece: "What Happens Next?"

Information Piece: "What Are the Steps in Assessment Equity?"

Frequently Asked Questions

Samples of Project Forms



## Rhinebeck, NY

### *Project Schedule Overview*

The town of Rhinebeck has a Tentative Roll Date for this project of May 1, 2020. In most cases where a range is given in the chart below it indicates the start and end dates for an activity. During the project commencement phase a more detailed plan will be prepared with input from all the Town and ORPTS.

<b>Activity</b>	<b>From</b>	<b>To</b>
Project Timetable	6/4/2018	7/1/2020
Public Information	7/18/2018	5/1/2020
Data Collection Residential	7/16/2018	1/25/2019
Residential Appointments	7/23/2018	1/25/2019
Photograph/Image Gathering	7/16/2018	1/25/2019
Data Collection Commercial	7/23/2018	1/25/2019
Data Entry & Edits	10/1/2018	1/25/2019
Data Mailer Processing	3/4/2019	4/26/2019
Neighborhood Delineation	8/5/2019	8/12/2019
Income & Expense Analysis	8/15/2019	9/6/2019
Market Analysis Res Improved	8/5/2019	9/6/2019
Final Review Residential & Commercial	9/16/2019	11/15/2019
Assessment Disclosure Processing	2/13/2020	2/14/2020
Informal Review Meetings	2/24/2020	3/27/2020
Project Completion (Tentative Roll)		5/1/2020



## *Project Contact Information*

Salim Serdah  
Tyler Project Supervisor  
[salim.serdah@tylertech.com](mailto:salim.serdah@tylertech.com)

Steve Beccio  
Tyler Project Supervisor  
[steve.beccio@tylertech.com](mailto:steve.beccio@tylertech.com)



## **Rhinebeck, NY**

### *Fact Sheet*

Approximate number of properties in Rhinebeck	3,780
Most recent reassessment in Rhinebeck	2005
Date new assessment takes effect	2020, for 2021 tax bills
Cost of reassessment	\$300,000
Cost per parcel	\$80
Length of project	24 months
Contractor	Tyler Technologies, Inc., CLT Appraisal Services
Number of projects completed in New York by Tyler/CLT	10+
Number of projects completed nationwide by Tyler/CLT	2,900+

June 2018

## **Rhinebeck Reassessment: What Happens Next?**

Data collectors will be measuring buildings and gathering digital images while data entry clerks key the new or corrected data into the municipality's computer-assisted mass appraisal system. As this data file is built, Tyler will begin mailing "data mailers" to all residential properties in the winter of 2019. These mailers will contain data on file for the property including a building sketch. Owners will be asked to review the information and if correct, retain the mailer for their records. If incorrect, they will be asked to make corrections and return the mailer to Tyler. The purpose of the data mailers is to ensure the most accurate data prior to beginning the valuation process.

After the completion of the data collection process and the issuance of data mailers, the valuation process begins. During data collection valuation neighborhoods for residential and commercial property are established throughout the municipality. Sales and economic data which is parcel or neighborhood-specific is then analyzed to create valuation tables for the appraisal of all types of property found in the municipality. Tyler then reviews the estimated value along with supporting documentation parcel by parcel to arrive at a final value estimate.

By the end of February 2020, property owners will have received notices of tentative property value from Tyler, the company conducting the Town's first mass appraisal in over 10 years. Rhinebeck is expecting to change from an out-of-date, unequal assessment system to a system based on current, accurate property values.

In many cases, property owners will be satisfied that the assessed value listed on the notice is reasonably close to the amount their properties are worth. If property owners have questions or concerns, they may call to schedule an informal meeting with Tyler to review their property information. During these meetings, they will have an opportunity to explain why they feel the property is valued incorrectly, or they will learn how Tyler determined the value.

Some residents may feel that receiving a notice marks an end to the revaluation project; however, there are still several steps remaining to complete the transformation to a more accurate and fair property assessment. Here are the steps that will be completed before the new assessed values take effect:

- 1. Reviewers follow up on informal meetings:** The reviewer that talks to the property owners during informal meetings will give records, notes, and copies of information to senior managers. These managers will determine what kinds of changes are needed. In some cases, they simply need to correct some of the information originally collected. In other cases, the reviewers decide whether or not a change in value is appropriate.



There may be situations where the reviewers see a pattern of change or new information and will need to review values for a whole neighborhood. In these cases, a property owner may have his or her value adjusted, even though they didn't request an informal meeting.

- 2. TYLER will turn values over to the Town:** By May 2020, Tyler will have made all corrections and changes resulting from the informal meetings and will turn over the new values to the Assessor's Office. If a change was made to a property as a result of the informal meeting, that property owner will receive a notice of the change.
- 3. Property owners may request a hearing:** Even if property owners choose not to schedule an informal meeting with Tyler, they may still file a formal complaint with the Board of Assessment Review on the third Tuesday of May 2020. Grievance day applications and instructions can be found online at [www.tax.ny.gov](http://www.tax.ny.gov). A publication entitled "Contesting Your Assessment in New York State" is available at this web address as well.
- 4. The tax bills will use the new assessments:** On the county and town bills issued in January, 2021 and the school district bills in September 2020.

## What are the Steps in Reassessment?

### ***Step 1: Verify and Collect Information for Your Property***

Data collectors visit each neighborhood in Rhinebeck and verify or collect information on each property's characteristics and condition. The data collector will also measure the outside of structures on the property.



If the property owner is not home to provide interior and other information, the data collector estimates the inside features based on similar properties in the neighborhood and existing assessment records.

In addition, Tyler employees will use digital cameras to take pictures of houses and commercial buildings in the Town. Photos will be used to verify data accuracy and to assist in reviewing value estimates. In addition, when a property is valued, the appraiser will review pictures of comparable properties with recent sales.

### ***Step 2: Check the Information***

After the data collector visits, property owners receive a data mailer in the mail showing the information that was recorded on his or her property. Property owners will be asked to review this information for accuracy and to report any errors to Tyler.

Rhinebeck is working to keep the revaluation process as open as possible. There are no secrets in the method of placing a value on property. The data mailer is one positive way of including property owners in the process.

### ***Step 3: Research Market & Costs***

The goal of the reassessment project is to estimate "fair market value" for all of the residential, exempt, and commercial properties in the municipality. Tyler analyzes local property sales, rental income information, building costs, and other valuation factors to estimate values for each property.

Property valuation analysts conducted a number of studies to understand what affects the real estate market in the area.

The process begins with collecting and verifying dates and sales prices for all property sales within an approximate two to three-year period.

Sales that are not "arm's length" or are non-representative of the area are noted and set aside.



Valid sales will be analyzed and mathematical models of market activity will be

created. These models will then be tested to establish how effective they would be in estimating the value of similar unsold properties.

For each residence that is valued, three to five recent sales of similar properties will be considered as part of the valuation process.

The second method used for estimating market value is called the "income approach." With this method the income and expense stream of a property is examined from an investor's point of view. The goal is to achieve a market value

estimate by estimating what an informed investor would pay for the income stream associated with a particular piece of real estate. The income approach will be applied to commercial properties such as apartments, restaurants, shopping plazas and the like.

The third method for estimating probable selling price is to consider how much it would cost to provide a replacement building of similar condition and utility. Local construction costs are analyzed along with land sales to develop what is called the "replacement cost" method. The idea is that if land value is added to what it would cost to replace the building, less a loss in value due to condition, a rational estimate of market value can be obtained. Again, a mathematical model of this process is developed and calibrated to market activity in Rhinebeck. The so-called "cost approach" is usually a backup or reference computed for all taxable classes of property and is the default value for exempts. It is used when neither the direct market comparison nor the income approaches are considered reliable for a given property.

#### ***Step 4: Determine Values***

Qualified appraisers will review each value calculation along with a photo of the property. In the case of residential properties, the appraiser will see photos of the selected comparable sale properties used to help establish the value estimate. The appraiser considers the information calculated from the market models and computer analyses and determines a final value estimate.

After all of the computer-assisted research is done, the reviewers go back to the neighborhoods to compare the values and

property information and to make sure the correct values are assigned to each property. Any necessary corrections are entered into the computer system to be sure all of the records were accurate. In summary, the computer is a tool, but appraisers set value.



#### ***Step 5: Mail Notices and Schedule Informal Review Meetings***

In February 2020, property owners will receive a notice of the new tentative appraised value. The property owners are encouraged to evaluate whether the assessment appears to be reasonable. If it is, no further action is required. If it is believed that the proposed value is not an accurate appraisal of market value, instructions will be provided with the notice on how to arrange an informal review of the value with Tyler. These reviews give the property owner a simple and efficient means for resolving any discrepancies.

#### ***Step 6: If Necessary, File a Formal Appeal***

If property owners are not satisfied with the results of the informal review or if they do not schedule an informal review, they will be able to appeal to the Board of Assessment Review on Grievance Day in the summer of 2020 by filing a formal written complaint.



## ***Frequently Asked Questions***

### **Why did Rhinebeck reassess?**

Because property values have changed so much over the years, many inequities have emerged. As a result of these inequities, some property owners may be paying more than their share of the property tax and others may be paying much less. The reassessment is conducted to address these inequities and ensure that each property owner pays only his or her fair share of the tax burden—no more, no less.

### **How is my property's value determined?**

The market value of your property is determined by using the property data that was collected earlier in the project. Digital photos will be taken of all improved properties (parcels with structures), and then data mailers will be sent to ask you to verify that the collected data is correct. Tyler will analyze recent sales of similar properties, and consider construction costs and income and expense information, when appropriate.

### **What is market value?**

There are several long explanations of market value, but simply put, it is the most probable price a willing buyer would pay a willing seller for a property on the open market if neither party is under pressure to buy or sell.

### **Will the County, schools, and municipalities collect more taxes as a result of reassessment?**

No. A reassessment does not increase or decrease tax revenue; it only redistributes the total tax burden more fairly.

### **How can I tell if my new value is correct?**

You should ask yourself, could I or would I sell my property for the amount listed as my new assessment. You can check this against sales of similar properties in your neighborhood. Properties currently for sale can be found on the internet at sites like Realtor.com, Trulia, and Zillow.

### **Should the preliminary assessed value be the same as the purchase price for my property?**

The goal of the assessment equity project is to determine the fair market value of every property in the municipality. If you purchased your house within the past year and if the purchase was on the open market and had no unusual conditions, the appraised value on your notice should be reasonably close to the sale price, but probably will not be the exact amount. Just because one person is willing to pay a certain amount for a property doesn't mean that the majority of buyers would be willing to pay the same price. During the valuation process, each property is compared

to up to five similar properties to determine the most probable selling price. While sale prices may vary slightly, even for identical properties, the assessor must be equitable in his valuations. Therefore, similar properties will have the same appraised value, even if they might sell for a little more or less than the appraised value.

Along the same lines, even if you appealed your value (assessment) in a prior year to the Assessor's Office, or to the Board of Assessment Review, and the value was adjusted, the revaluation appraises each property as if it had not been valued before. Any prior changes are not considered since those changes were based on the old, outdated system. The new value you receive should be a reasonable estimate of market value and equitable with surrounding properties of a similar type.

### **Are exemptions included in this preliminary value?**

Any existing exemptions are not included in your preliminary value, but will be in the taxable value you receive from the County after the reassessment in July 2020. (Taxable value equals the assessed value less any exemptions that may be applicable). **Questions concerning exemptions must be directed to the Assessor's Office.**

### **What if I feel the preliminary value is not close to my property's value?**

If you feel that the value is not reasonably close, make an appointment for an informal review to go over the data and value. Data compiled during the revaluation will be available for inspection at the informal review.

### **When will I learn the results of the informal review?**

No value changes will be made at the informal review, but all information you supply will be reviewed. You will be notified of the results of the review by mail, in April 2020.

### **What if I am still not satisfied with my assessment?**

If you disagree with the results of the informal review, your next step would be to file a formal complaint with the Board of Assessment Review on the third Tuesday of May 2020. Grievance day applications and instructions can be found online at [www.tax.ny.gov](http://www.tax.ny.gov). A publication entitled "Contesting Your Assessment in New York State" is available at this web address as well.

### **If I don't schedule an informal review, do I lose my right to file a formal appeal?**

**No.** You are not required to attend an informal review in order to file a formal appeal with the Board of Assessment Review.