

Department of Revenue Informal Review Processes

**Revenue and Transportation Interim Committee
October 1, 2013**

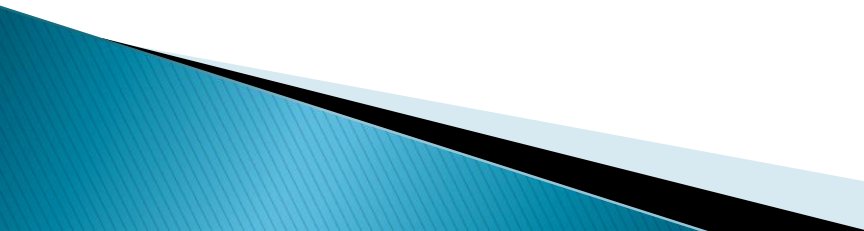
Informal Review for Property Appraisal

- ▶ Notice of Classification of Appraisal of Property to All Property Owners
 - Notice of all taxpayer assistance programs
 - Total amount of mills levied
 - A statement that the notice is not a tax bill

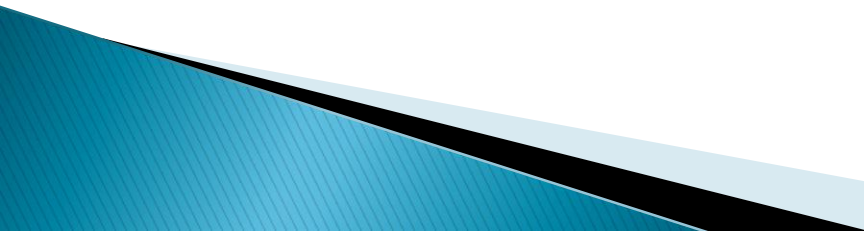
Informal Review Request

- ▶ **Six-Year Reappraisal Cycle**
 - Class 3 (Agricultural), class 4 (Residential), and class 10 (Timber)
 - Appeal once during the six-year cycle
 - Right to review with the employee who appraised the property
 - Department may consider the actual selling price of the property, independent appraisals of the property, and other relevant information provided by the owner
 - If a confidentiality agreement is signed, the owner is entitled to comparable sales data
 - Review is informal and not subject to MAPA
 - Right to appeal to STAB

Informal Review Request

- ▶ Industrial properties – not operating in more than one county in more than one state
 - Includes class 4 (land and improvements), class 5 (pollution control, et al.) and class 8 (business equipment, livestock, etc.)
 - Assessed annually, review request annually
 - ▶ Department review
 - Agrees with the property owners objections
 - Upholds the Department's appraisal
 - Compromises
 - ▶ Appeal to the CTAB and STAB
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Informal and Formal Review of Other Tax Types


- Unit Valuation (centrally assessed)
 - Income taxes
 - Metalliferous mines tax
 - Withholding
 - Collections
 - Corporate income and license taxes
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Initial Review

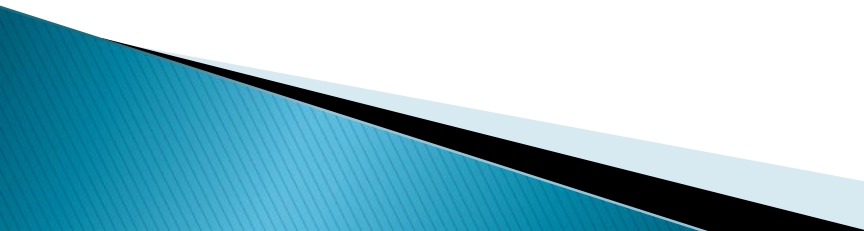
▶ Informal

- With the employee who made the initial decision
- Right to review by a supervisor
- Process must be easy to understand and navigate

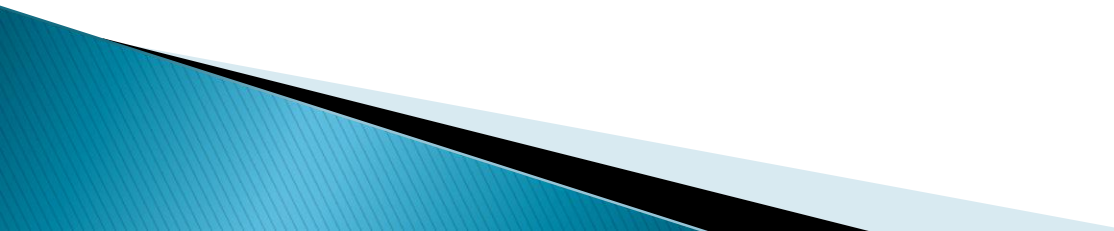
▶ Written notice

- Summary of Department's position
 - Explanation of the right to resolve the dispute
 - Right to obtain a final Department decision within 180 days
 - Right to appeal
 - Right to alternative dispute resolution
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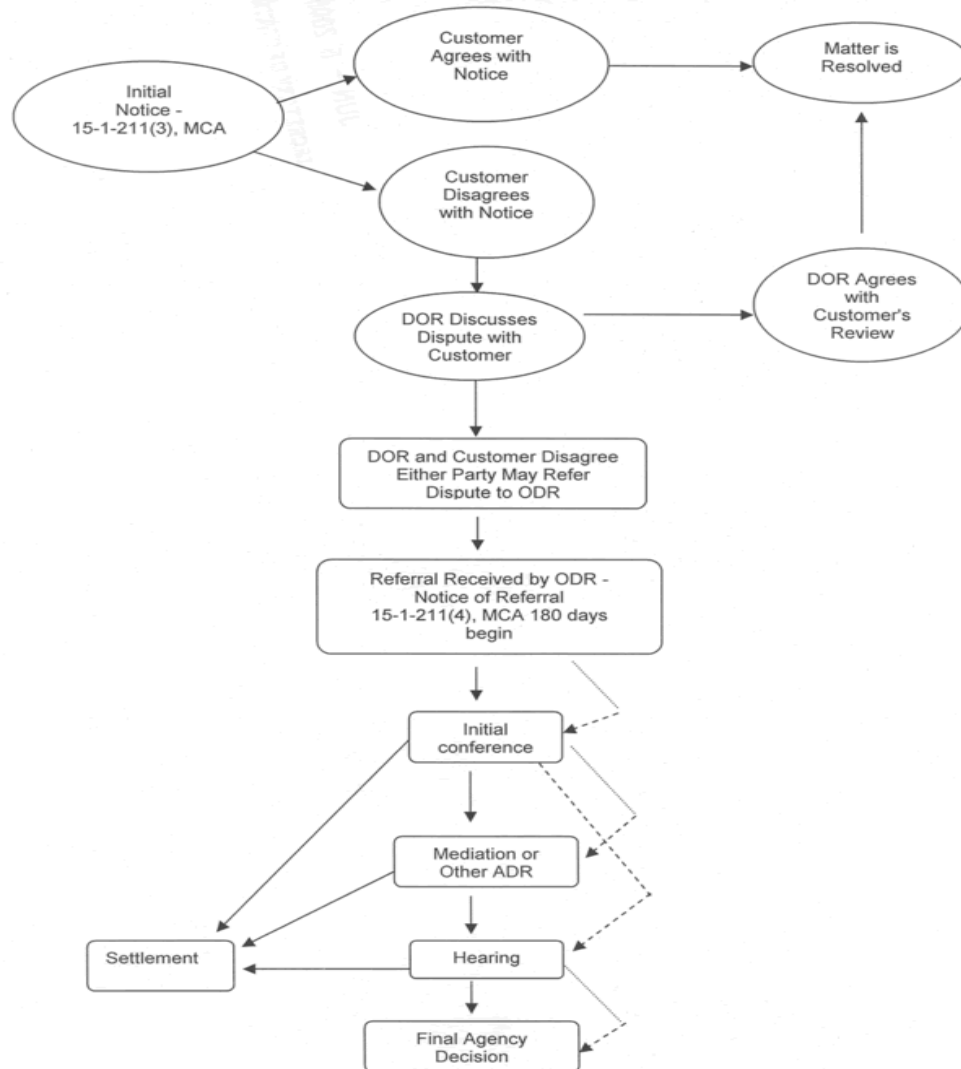
Unit Valuation (Centrally Assessed)

- ▶ Objections to the appraisal report within 15 days
 - ▶ Department response within 15 days of the objections
 - ▶ Department review:
 - Agrees to the objections and issues a final assessment notice
 - Disagrees with the objections issuing a revised appraisal report
 - ▶ Department notifies the taxpayer of the dispute resolution procedures available through the Office of Dispute Resolution (ODR)
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Office of Dispute Resolution

- ▶ Hearing examiner assigned
 - ▶ Initial conference
 - Review all matters related to the dispute
 - Best course of action
 - Settlement
 - Alternative dispute resolution
 - Hearing
 - ▶ Parties may agree to forgo ODR and appeal to STAB
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Dispute Resolution Flowchart



Office of Taxpayer Assistance

- ▶ Provide for easily understandable information
 - ▶ Provide for easily understandable appeal procedures
 - ▶ Answer questions related to returns and reports
 - ▶ Locate documents or payments
 - ▶ Monitor the Department for compliance with taxpayer bill of rights
 - ▶ Monitor Department's collections activities
 - ▶ Intercede when normal communications break down
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