

# **2021 BCAD Informal Hearings Procedures**

## **Commercial Department**

Dear agent community,

We would like to inform you that due to the Covid-19 pandemic and the current social distancing restrictions as recommended by the CDC and the scientific community, our 2021 tax year informal hearings procedures will be a repeat of 2020. No in-person/face to face informals will be allowed. All communication between the taxpayers and property tax agents and the district appraiser will be conducted via phone, Zoom, email and/or online Portal.

We encourage our agent community to make every effort to utilize our Online Portal system to file your protest, update your AoA forms, and to upload your evidence prior to having your informal.

### **Key Dates**

The first notice run will be in the mail by April 1<sup>st</sup>. and will have a protest deadline of May 17th.

The new values will be available on our website shortly thereafter, possibly sooner.

Data Disks will be available to be mailed/downloaded on April 1<sup>st</sup>.

### **Submitting your Protest**

As it's been the case the last couple of years, you may continue to file your protest in mass, by using the Excel Spreadsheet format attached to this email and by emailing it to

[baprotests@bcad.org](mailto:baprotests@bcad.org).

### **Scheduling Commercial Informal Appointments**

Informal hearings for property tax agents will be handled by appointment only. When making your appointment, please provide us with a property list ([in excel format](#)) of the accounts you want to discuss. Commercial property appointments for any particular Use Code may be scheduled simply by emailing the teams directly or by calling Michelle or Ellie at:

Michelle 210-242-2496 [Mpate@bcad.org](mailto:Mpate@bcad.org)

Ellie 210-242-2490 [eshunkwieler@bcad.org](mailto:eshunkwieler@bcad.org)

[Retailteam@bcad.org](mailto:Retailteam@bcad.org)

[Industrialteam@bcad.org](mailto:Industrialteam@bcad.org)

[Officeteam@bcad.org](mailto:Officeteam@bcad.org)

[Landteam@bcad.org](mailto:Landteam@bcad.org)

[Multifamilyteam@bcad.org](mailto:Multifamilyteam@bcad.org)

[Specialtyteam@bcad.org](mailto:Specialtyteam@bcad.org)

## **Online Services ([Portal](#))**

In order to be able to use the Portal you must first register, create a profile and password.

Through the Online Portal you'll be able to:

- Have access to all of your account's information
- File your protest (on multiple properties)
- Verify & upload your Appointment of Agent Forms
- Upload your evidence

## **Prior to having your Phone Informal**

Prior to having your phone informal with your assigned appraiser, we ask that you either have uploaded your evidence to the online portal or emailed it to the assigned appraiser, that way both of you can be looking at the same information at the same time and the discussion/hearing time on any particular property will be shorter.

Informal hearings may begin as soon as there's an active protest and the evidence has been uploaded to the Portal or emailed to us. In order to expedite the informal hearing process, we recommend filing your protests early and to send us your evidence as soon as you're able to.

## **TopLine/Bulk Affidavits**

We will continue to make the Topline/Joint Motion process available to you this year as well.

## **Informal Agreements**

This year accounts that are settled informally will be closed out using a multiple account informal agreement form similar to the one used by our Residential Department. We will accumulate

multiple agreements from multiple accounts and at the end of the informal meeting sign for them once.

The Esign Genie platform will be used in the signing of all individual and multiple informal agreements.

These are unprecedented times and we will do our best to accommodate each and every one of you.

Any question, please do not hesitate to call myself or Mr. Patrick Harvey at:

Mario Mancha 210-242-2492 [mmancha@bcad.org](mailto:mmancha@bcad.org)

Patrick Harvey 210-242-2489 [pharvey@bcad.org](mailto:pharvey@bcad.org)

Sincerely,

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