



# Dallas Central Appraisal District

## Excerpt from Protest Process

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### C. Informal Review with Appraisal District Staff

#### 1. Do I have to go to an ARB hearing to settle my issue(s)?

No. We encourage all taxpayers to try to resolve their issues with an appraiser prior to their formal ARB hearing.

Many times your protest can be resolved with a staff member of the Appraisal District in an informal manner without going to the ARB for a formal hearing. You should be prepared to present whatever documented evidence you have to convince the appraiser of your point of view. The Appraisal District has adopted a set of Standards of Documentation that details the type of data and information that you should present.

You may talk to an appraiser up until the day before your hearing, if you have filed a protest. If you have not filed a protest, you may discuss the value until thirty (30) days after you received your Notice of Appraised Value. The protest deadline is printed on the Notice of Appraised Value. If we are able to resolve your issue prior to the ARB hearing, then there is no need for an ARB hearing. However, if we are unable to resolve your issue(s), then an ARB hearing is needed.

Some residential properties may qualify for the uFile Online Settlement Offer Program. This program is only available when using the uFile Online Protest Program. If your property qualifies for the uFile Online Settlement Offer Program you will be alerted via the Internet when you file your protest on the uFile Online Protest Program. Residential property owners may be eligible to settle their property value by submitting documentation and evidence to substantiate their claim. Some neighborhoods are eligible, but many neighborhoods are not because of the complexity of the market in those neighborhoods. Also, you would not be eligible for a settlement offer if your property is represented by an authorized tax consultant; if your property is classified as a Land only account; if the property account has an existing protest filed; or if the protest reason is not value related. Only certain Residential properties are available for Online Settlement Offers. If you are not eligible for the program, the settlement offer will not be extended to your property. The Settlement Offer feature has been targeted for those neighborhoods that have extremely homogeneous properties. However, property owners may still file a Residential protest online even if the property does not qualify for a Settlement Offer.

For Commercial and Business Personal Properties, DCAD does not provide guaranteed uFile settlement offers like Residential properties who meet the requirements for a uFile settlement offer. However, for Commercial and Business Personal Property owners who use the uFile protest system, there may be times a DCAD appraiser will respond with a uFile settlement offer if the property owner has provided sufficient documentation and an appraiser has had time to review the information prior to an ARB hearing. If this occurs then DCAD will send you a uFile e-mail settlement offer.



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### 2. When should I come in to talk with an appraiser?

You should try to talk with an appraiser any time prior to your formal ARB hearing and/or at least one day prior to your formal ARB hearing. Also during the month of May, you can talk with an appraiser without a protest on file. The earlier in the month of May is the best time as it is not as crowded. Toward the end of the month due to the protest deadline being on May 31st, it is often more crowded and the wait time is increased. During the last week of the protest deadline, property owners may be limited to discuss only one property per visit due to the high volume of walk in activity. After the protest deadline has passed, an appraiser cannot make an adjustment to your property unless you have a timely filed protest and the ARB has not yet ruled on your account for the current tax year. During the month of May, the Appraisal District will be open on Saturdays from 8:00 a.m. to Noon for residential informal hearings only, except the Saturday during the Memorial Day weekend.

### 3. Do I need to make an appointment to see an appraiser informally?

No. To see an appraiser, all you need to do is come to our office and sign in and you will be seen in the order in which you signed in.

### 4. How long of a wait is there to see an appraiser?

The average wait time is typically less than 30 minutes; however, during the protest deadline week wait times may exceed 30 minutes to one hour. That is why it is recommended that you visit an appraiser in the **early weeks of May**. There is little wait time during these weeks. During lunch time (11:00 AM – 2:00 PM) hours, wait times may exceed 30 minutes to one hour due to the number of taxpayers who visit our office during this time and the staff lunch rotations. Early morning and late afternoon wait times are typically less than 30 minutes. During the last week of the protest deadline, due to the high volume of walk in activity, property owners/agents may be limited to discuss only one account per visit. If a property owner has more than one account to discuss during the protest deadline week then DCAD would encourage them to file a written protest for all accounts on or before the protest deadline week and then return to DCAD for an informal review by an appraiser at least one day prior to their formal ARB hearing to try to resolve their issues.

### 5. Can I negotiate a value over the phone?

No, not typically. In order for an appraiser to make an adjustment, he/she needs to follow the ARB's Standards of Documentation (which is the same as adopted by the Appraisal District), which means he/she needs to support a value adjustment with documentation provided by the taxpayer.

This file is an excerpt of information contained in PROTEST PROCESS in the Navigation Links of the Dallas CAD Website.