

FAQ

Every time I call the phone number on my notice the line is busy or I have to leave a message. What should I do?

Palo Pinto Appraisal strives to return calls in the order they are received. Your call is logged into an Inquiry Screen. Reports are pulled and calls are returned in the order that they are received. If the protest deadline date is near and you still have not been able to contact an appraiser, and you still desire to do so, you must file a written notice of protest to protect your right to discuss your situation with an appraiser (and our right to discuss it with you).

Can I just come to your office and speak to an appraiser in person?

Yes. Appraisers are available to talk to you on a first-come-first-served basis. Upon your arrival, you will be asked to sign in. Wait time varies, but averages about 15 minutes, depending on the number of people waiting at the time. Your value will not be changed unless you provide documentation supporting a different value.

I applied for an exemption, but the notice doesn't show that it has been applied to my account. I looked my account up on your Web site and the exemption isn't there. What's going on?

Most applications are entered on the appraisal record within 30 days of filing. If you submitted your application six or more weeks ago, you may want to telephone (940) 659-1281. Our Web site will be updated weekly so check your account periodically - the exemption will show there soon after it is applied in our system.

I applied for "ag use" or 1-d-1, but the notice doesn't show that it has been applied to my account. I looked my account up on your Web site and the exemption isn't there. What's going on?

Most applications for "ag use" are finalized within 60 days. Please check our website weekly to see if your ag use value has been added to your account. If the protest deadline date is near and you still have not been able to contact an appraiser, and you still desire to do so, you must file a written notice of protest to protect your right to discuss your situation with an appraiser (and our right to discuss it with you).

I purchased my home months ago and the previous owner is still shown on my account. What's the deal?

It takes at least 60 days from the date a deed is filed until it can be reflected on the appraisal record. If a conveyance splits a record, the change will likely take longer. You may also check the data for your account on our Web site. It will be updated to reflect changes in ownership soon after they are made in our system. You will be delivered a notice of appraised value once the deed has been processed if title was transferred May 1 or earlier. Otherwise the notice of appraised value will be delivered to the owner as of April 30, 2010.

I applied for an exemption but it is not reflected on my notice. Will I get a new notice once the exemption is entered on my account?

No, but the correct information will be reported to the taxing jurisdictions this fall. Again, you may check the data for your account on our Web site. It will be updated to reflect changes in exemption status soon after they are made in our system.

Can I review the information that was used to determine my appraised value to help me decide if I want to file a formal Protest?

Yes, The information is on our website in the form of Excel Spreadsheets of different areas. This information will be updated weekly during the months of May, June and July. We will also have copies available for you out the district office. You are also encouraged to visit with an appraiser at the Palo Pinto Appraisal District office at 200 Church Ave, Palo Pinto, TX 76484. Your value will not change unless you provide documentation and or pictures to the appraiser.

I have filed a Protest with the ARB. I would like to get access to the information the district will be using against me at my ARB hearing. How do I get this information?

- ***If you have filed a Protest.*** Before the date of your hearing, you may inspect all of the data, schedules, formulas, and other information that the District plans to introduce at the hearing to establish any matter at issue. You may get inspect and get copies of this information by visiting with an appraiser at the Palo Pinto Appraisal District. The charges for such copies will not exceed \$15 for each residence and \$25 for each property of another type.