

FREQUENTLY ASKED QUESTIONS

Q1: What is a revaluation and why do it?

Portland is rapidly approaching the minimum assessment standards contained in State law. The City last conducted a revaluation in 2004 (Maine requires this occur every 10 years). Because property values have changed considerably since that time, inequities in value have emerged. A periodic revaluation addresses these inequities so that, in the end, property owners pay their fair share of the tax burden. When the revaluation is complete, your new assessment will reflect a fair market value of your property.

Q2: How will revaluation affect my taxes?

By itself, a revaluation does not increase or decrease total tax revenue collected by the City. Revaluation itself is a revenue-neutral process. It merely redistributes the total tax burden more fairly. Some owners will see increases, others will see decreases and some will see no change in their taxes owed.

Q3: What is the first step in the process?

One of the most *important* aspects of reassessing is collecting the most accurate data possible. This is achieved by reviewing property data using multiple data sources and performing property inspections. Tyler will do this by sending data mailers to all residences. These data mailers allow homeowners to verify the data on file for their property. Data collectors will then be used to visit those properties where verification and reconciliation of data is required.

Q4: Will I be afforded the opportunity to review the data for my property?

Absolutely, yes! You will receive a data mailer that details the information regarding your property. Look for the data mailers this summer. You will be encouraged to correct any data prior to a value being placed on your property. This is the best way you can help in the data process.

Q5: What will a data collector do if he/she comes to my property?

Here are a few examples of what the data collector will check: current use, measurements of the exterior, number of stories, construction materials, total number of rooms, bedroom/bathroom count, out buildings (such as garages, pools, decks, etc.), type of heating, finished basement area, attic use, etc. The data collector will also be verifying recent sales, if any.

Q6: How long will the inspection take?

If your property is visited by a data collector, typical properties will take 15 to 20 minutes to inspect. Complex and large properties require more time.

Q7: Are updated property photos taken in this process?

Yes. Every property record includes a street-level image of the property. You can see the current photos when using the Property Search feature of the Assessor's website. Many of these photos are over 10 years old. Tyler personnel will be taking new images using a street-level imaging vehicle (similar to a Google Street View car).

Q8: Do I have to cooperate with data collectors?

We encourage all taxpayers to participate in all aspects of the reassessment project. It is crucial that everyone is a partner with us to ensure accurate data collection for all. If you choose not to allow access to your property, staff will make estimates of your property's data characteristics to the best of their ability.

Q9: How can my assessment or value change when I haven't done anything to my property?

While a property may not have been updated and characteristics remain the same, the property value is based on what it would sell for as of the revaluation date. Real estate values are influenced by numerous external economic, social, governmental and physical factors.

Q10: What if my property is under renovation or construction at the time of the revaluation?

All property in Maine is valued as it exists each April 1st. If construction or renovation is not complete as of that date, a partial value reflecting the percentage of completion is used.

Q11: Do I have to let the data collector inside?

While owners and occupants are not obligated to allow data collectors to enter their property, interior information ensures a more accurate value. If interior characteristics cannot be verified, staff will have to estimate condition, finished areas, room counts, etc. This is why we ask you to please [send back your data mailers with complete and accurate information.](#)

Q12: How will the value of my property be determined?

Based upon the data collected, Tyler appraisers will utilize a computer-assisted mass-appraisal system and current economic information (recent sales of similar properties, current building material costs, and rental income and expense data) to estimate your property's current market value.

Q13: When and how will I find out my new value?

Notice of new tentative values will be mailed to all property owners around next March (2020). The notice will show both your prior and new assessed values. The notice will also give instructions on how to contact Tyler to schedule an informal meeting with an appraiser to discuss the new value.

Q14: What if I disagree with the new value?

Informal value review meetings will be conducted by Tyler. During the informal review, you may submit information supporting a different value. Your information will be reviewed and a decision will be made as to whether a change to the assessed value is warranted. You will be notified of the determination made following the completion of the informal taxpayer reviews. If you are not satisfied with the results of the informal review, a formal appeal can be filed.

Q15: How does a revaluation NOT increase taxes?! Values for many properties will surely increase!

An increase in the total taxable valuation of the City will result in a decrease of the millage or tax rate. Because of this, an increase seen in the assessed value of your property does not always mean that taxes will increase for the property. The determining factor is how much your property increases in value in relation to the City's total valuation increase.

PLEASE NOTE

Data collectors have been trained to identify and record necessary property characteristics quickly and accurately, however, they are not appraisers and will not be able to answer questions regarding property values or taxes.



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**THE CITY OF PORTLAND
 REVALUATION PROJECT
 2019-2020**

PUBLIC MEETING NOTICE

During this project, a series of public information meetings will be held by Tyler Technologies and the City of Portland. Residents and property owners are encouraged to attend. Please check the project website and/or the City's website for specific details once these dates are finalized.

Additional Resources:

Consult these websites for more information about the revaluation and details about how property tax works:

www.portlandmaine.gov/Assessor
www.revalueportland.me (coming soon!)

REASSESSMENT TIMELINE

Data Collection	Mar 2019 – August 2019
Data Mailers Sent	June 2019 – July 2019
Valuation Analysis	June 2019 - Sept 2019
Final Field Review	Sept 2019 - Dec 2019
Mail Notices of New Values	March 2020 – April 2020
Informal Appeal Review Meetings Conducted	May 2020 – July 2020
Tentative Assessment Roll Posted	July 2020
FY21 Tax Bills Mailed	August 2020

Important Note: Property taxes will not be levied on the new assessments until Fiscal Year 2021. FY21 bills are scheduled to be mailed in August 2020.

Tyler Technologies
 City of Portland
 c/o Assessor's Office
 389 Congress St., Room 115
 Portland, ME 04101

Residential Postal Customer

Important Revaluation Information

THE REVALUATION PROCESS

In 2018, the City Council voted to conduct a revaluation of all real property located in the City of Portland. This project will provide the highest level of assessment equity and fairness.

Tyler Technologies, the firm awarded this project, is currently the oldest and largest provider of this service in the U.S. Tyler Technologies has performed reassessment projects nationally since 1938.

The most critical aspect of this project is the collection of accurate data. In the upcoming weeks, you will receive a data mailer to confirm your property's characteristics we have on file. We ask that you correct and confirm this data and mail the form back to us. If we do not receive this, a data collector from Tyler **might** visit your property to perform an outside physical inspection in an attempt to confirm the data. Your cooperation is appreciated and **essential** to establishing a fair and equitable assessment.

Should you have any questions or concerns with regard to the revaluation, please contact:

City of Portland Revaluation Hotline
 Phone: 207-874-8763



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