The background of the cover features a large, faint, circular seal of the State Comptroller of Public Accounts of Texas. The seal contains the text "THE COMPTROLLER OF PUBLIC ACCOUNTS" and "STATE OF TEXAS" around its perimeter, with a central emblem depicting a figure holding a scale and a sword.

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Texas Comptroller of Public Accounts

Property Tax Administration in Texas



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Property taxes – also called ad valorem taxes – are locally assessed. The county appraisal district (CAD) appraises property located in the county, while local taxing units set tax rates and collect property taxes based on those values. Texas law allows the Comptroller of Public Accounts (Comptroller) to advise local governments and taxpayers on property tax issues, but does not grant jurisdiction to intervene in local tax matters. This pamphlet is a brief summation of the duties and activities of the Comptroller’s Property Tax Assistance Division (PTAD).

I. Local Appraisal System

Appraisal districts are responsible for appraising all property subject to property taxes in Texas, according to Tax Code Chapter 6. Unless otherwise provided by law, appraised values are required to represent market value, which is defined as the value for which the property would likely sell on Jan. 1.

There are three standard approaches used to determine market value:

- The *market approach* uses sales of properties to estimate the value of similar properties that have not sold. For instance, sales in a residential neighborhood can be used to estimate the value of all properties in the neighborhood, assuming the sales are adjusted for differences in property characteristics such as size, age, location, etc.
- The *income approach* uses the net income from a property used for business purposes to estimate the price a potential buyer would pay for commercial property.
- The *cost approach* first determines the cost necessary to replace the property and then depreciates that value based on the age and condition of the property to arrive at an estimate of the current market value.

All three approaches must be considered in valuing property. One approach may be used or all three may be calculated and reconciled to arrive at a single value.

Appraisal districts are required to reappraise all property at least once every three years, but may have to reappraise more often to ensure that values represent market value as of Jan. 1 each year.

Taxpayers receive notices of appraised value from their appraisal districts if values or ownership change. They have the

right to protest the property value if they believe it overstates the market value or if they believe the value is higher than a sample of similar properties. Protests may be resolved informally with the appraisal district staff or by appraisal review boards (ARB).

Administrative reviews of appraisal district values are done by ARBs. At formal hearings before ARBs, taxpayers and appraisal districts present evidence on which the ARB bases its determination. ARB determinations are binding only for the tax year in question. Taxpayers may appeal ARB decisions to district court in the county where the property is located. As an alternative to filing appeals to district court, taxpayers may appeal ARB determinations through binding arbitration.

Appraisal districts must certify appraisal rolls to the taxing authorities (school districts, cities, counties, etc.) no later than July 25. Once a certified appraisal roll is received by the taxing units, the tax assessors then set the tax rates for the entities, and tax collectors send out tax bills on or after October 1. County tax assessor-collectors are elected officials while city and school districts tax assessor-collectors are employees. Many county tax assessor-collectors are responsible for partial or full consolidated collection for taxing units in their counties.

II. Property Value Study (PVS)

The primary purpose of the PVS is to help ensure equitable distribution of state funding for public education. The secondary purpose of the PVS is to collect data to provide taxpayers, school districts, appraisal districts and the Legislature with measures of appraisal district performance.

Texas funds public education through state and local funds. Local funding comes from property taxes. The chief appraiser of each CAD determines local property values and school districts and other taxing units set tax rates that determine the amount of local tax revenue. State funding is based on the taxable property value within each school district, as determined by the PVS.

The results of the PVS can affect a school district’s state funding. The Commissioner of Education uses the PVS to ensure equitable distribution of education funds. Generally, school districts with less taxable property value per student receive more state dollars for each pupil than school districts with more value per student.

To estimate a school district's taxable value, the Government Code requires the Comptroller's office to do the following:

- use generally accepted sampling, standard valuation, statistical compilation, and analysis techniques;
- ensure that different levels of appraisal on sold and unsold property do not adversely affect the accuracy of the study and that different levels of appraisal resulting from protests determined by the appraisal review board on the grounds of market or appraised value or unequal appraisal are appropriately adjusted in the study; and
- test the validity of taxable values and presume that local value represents taxable value when local value is determined to be valid.

The Comptroller tests the taxable values the appraisal district assigns to each tested property category by constructing a statistical margin of error around the estimate of value for selected property categories in each school district. PTAD uses the actual margin of error if it is greater than 5 percent. In all other instances, PTAD has an allowable error of 5 percent, even if the actual margin of error is much smaller. PTAD considers values valid, or acceptable, when they are within the margin of error. Values outside this margin of error are considered to be invalid.

The Comptroller's office, in some cases, may use the local appraisal roll values as the estimates of the total taxable values in eligible school districts, even when the local appraisal roll values are invalid. This is known as a grace period. A school

district is only eligible for a grace period if: (1) in the current PVS year, the local value is invalid and does not exceed the state value; (2) in the two preceding PVSs, the local value was valid; (3) in the current PVS year, the aggregate local value of all studied categories is not less than 90 percent of the lower limit of the margin of error; and (4) the appraisal district that appraises property for the school district was in compliance with the scoring requirements of Tax Code Section 5.102.

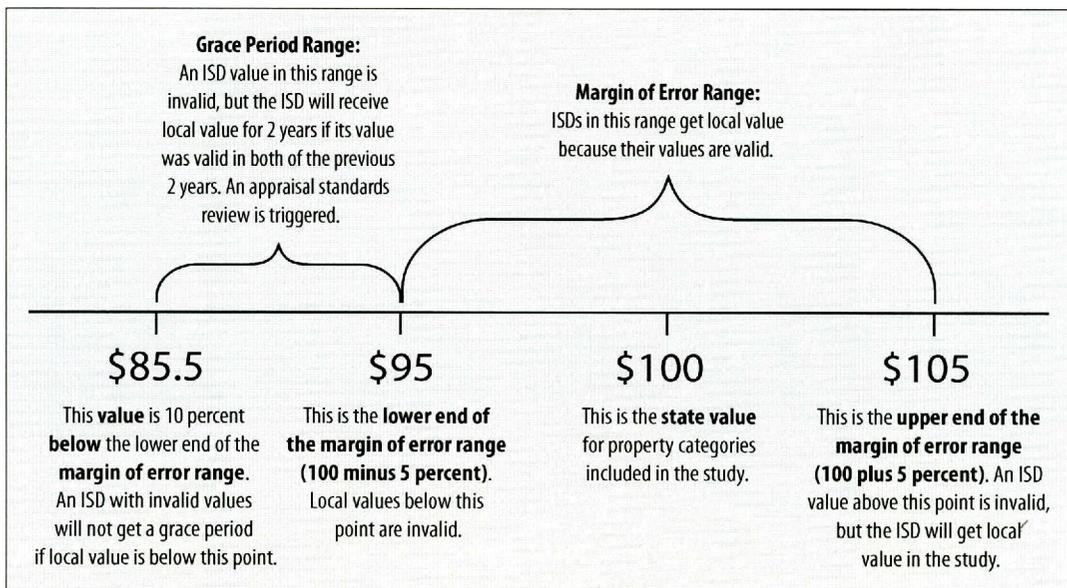
The steps involved in conducting the PVS are:

- Step 1. Gather and prepare market data (sales, costs, income/expenses and other information).
- Step 2. Select a sample using a statistical model designed to achieve a uniform margin of error in each school district to the extent practicable.
- Step 3. Appraise property when necessary (instead of using sales data).
- Step 4. Match PTAD values with local values.
- Step 5. Compute property ratios (comparing PTAD values with local values).
- Step 6. Stratify by common features, usually value.
- Step 7. Analyze data and report results.

Results of the most recent PVS can be found on PTAD's website at: <http://www.window.state.tx.us/taxinfo/proptax/pvs.html>.

Example of School District Grace Period

Assuming a Margin of Error of Plus or Minus 5 Percent
Values are in Millions of Dollars



Source: Texas Comptroller of Public Accounts

III. Methods and Assistance Program (MAP)

PTAD performs Methods and Assistance Program (MAP) reviews implementing Tax Code Section 5.102, which requires the Comptroller to conduct a review of all appraisal districts every two years. The review must address four issues: governance, taxpayer assistance, operating standards and appraisal standards, procedures and methodologies. PTAD reviews approximately half of all appraisal districts each year. School districts located in counties that do not receive a MAP review in a year will be subject to a PVS in that year.

PTAD sends preliminary findings to chief appraisers by email by Sept. 1 or as soon thereafter as practicable. The review shall be completed no later than Dec. 31. The final results are published on PTAD's website.

For the 2010 and 2011 MAP reviews, all appraisal districts were rated on five mandatory questions and 196 regular questions, regardless of size. Of the 196 questions, 183 were regular questions and 13 were bonus questions. The 183 regular questions had potential recommendations, but the five mandatory and 13 bonus questions did not result in recommendations. The 2010 final MAP reviews produced 2,263 recommendations. The 2011 final MAP reviews produced 1,398 recommendations. Here is a summary of how the appraisal districts performed on the mandatory requirements in 2010 and 2011:

Year	No Fails	One Fail	Two Fails	More than Two Fails
2010	77%	8%	6%	9%
2011	81%	9%	5%	5%

During the 2010-11 review cycle, the category that received the lowest number of fails was taxpayer assistance, followed closely by governance. The category that received the highest number of fails was appraisal standards, procedures and methodology, as MAP reviewers had difficulty reproducing property values established by the appraisal districts.

After the final results are issued, the appraisal districts and their boards of directors have one year to take remedial action on the recommendations contained in the reports. If substantial compliance in implementing the recommendations has not been achieved within that year, the appraisal district is referred to the Texas Department of Licensing and Regulation. In 2010, eight appraisal districts were referred. The 2011 results are still within the year implementation period.

For the 2010 and 2011 MAP reviews, all appraisal districts were reviewed using the same set of questions. For the 2012

and 2013 MAP reviews, appraisal districts are broken into tiers based on taxable value. Tier 1 appraisal districts have more than \$5 billion in value and are being reviewed using 94 questions. Tier 2 appraisal districts have \$1 billion to \$5 billion in value and are being reviewed using 78 questions. Tier 3 appraisal districts have less than \$1 billion in value and are being reviewed using 55 questions. All three tiers are being reviewed using four mandatory questions and no bonus questions.

The 2012 and 2013 MAP reviews were based on different review criteria and involve more on-site review of information, documentation and processes, requiring 75 to 90 percent less preliminary documentation. The 2012 and 2013 MAP reviews asked 55 basic questions of all three tiers, compared to the 183 regular questions asked in the 2010 and 2011 MAP reviews. The 2012 and 2013 MAP reviews focus on verification of processes and practices with fewer property inspections. This change in review criteria resulted in improved results. The 2012 final MAP results indicate 76 percent of the appraisal districts reviewed received no fails; 12.5 percent received one fail; 10 percent received two fails; and 1.5 percent received more than two fails. The 2012 MAP reviews produced 475 recommendations compared to 2,263 recommendations produced by the 2010 MAP reviews. The 2013 MAP reviews will begin in January 2013.

More information on the MAP program can be found on PTAD's website at: <http://www.window.state.tx.us/taxinfo/proptax/map/index.html>.

IV. Other PTAD Programs

PTAD offers assistance and implements statutory requirements in many innovative ways. This means providing information to customers who need property tax assistance in the most accessible manner possible, including use of the latest technologies offered by the Internet.

PTAD is committed to its mission of assisting local property taxpayers, appraisal districts, appraisal review boards, tax assessor-collectors and elected officials to ensure property tax administration is uniform and fair statewide. This assistance is designed to ensure local government and taxpayers retain control of this form of taxation.

Biennial Tax Report

Tax Code Section 5.09 directs the Comptroller's office to publish a biennial report on tax rates and property values. This report provides the governor, the lieutenant governor, the speaker of the House of Representatives and each member of the Legislature information on appraised values, taxable values and tax levies and rates of counties, cities and school districts. The report is published electronically in December of every even-numbered year and can be found on PTAD's website.

Appraisal Review Board (ARB) Training

In compliance with Tax Code Section 5.041, each year PTAD conducts two types of ARB seminars. The first is a comprehensive, introductory class aimed at new ARB members, and the second is an advanced ARB training class aimed at returning ARB members. Both seminars are telecast to regional education service centers around the state. PTAD is responsible for training all ARB members and provides this training annually from March through May. To assist in this training, PTAD produces two publications: *Appraisal Review Board Manual* and *Continuing Education Course for Appraisal Review Board Members*.

PTAD assists property owners in the ARB protest process by offering two videos on how to present your case at an appraisal district hearing – one for homeowners and one for small businesses.

Binding Arbitration

Tax Code Chapter 41A gives property owners meeting certain criteria the option of requesting binding arbitration as an alternative to filing an appeal of an ARB's decision to state district court. The property owner must file a *Request for Binding Arbitration* with the appraisal district within 45 days of receiving the ARB order determining the protest, along with the required deposit payment by check or money order payable to the Comptroller of Public Accounts. The appraisal district must certify the application and forward the request, deposit and a copy of the protest order to the Comptroller's office within 10 calendar days.

Taxpayers have the option of binding arbitration or expedited arbitration. Binding arbitration costs \$500 and has no restrictions concerning the amount of time spent on argument and testimony in an arbitration hearing. Expedited arbitration costs \$250 and is limited to up to one hour of argument and testimony by each party. Decisions by the arbitrator are binding on the parties.

The Comptroller's office must maintain a registry of qualified arbitrators meeting the requirements of law. Roughly 1,300 taxpayers use this service each year.

PTAD offers two online videos, *Binding Arbitration for Beginners* and *Taking Your Case to Binding Arbitration* and the publication, *Property Tax Binding Arbitration for Property Owners*, to assist taxpayers with the arbitration process.

More information about arbitration services can be found on PTAD's website at: <http://www.window.state.tx.us/taxinfo/proptax/arbitration05/>.

Call Center and Website

In compliance with Tax Code Section 5.08, PTAD's information services call center provides professional and technical assistance on property tax matters as requested without charge.

During fiscal year 2012, PTAD's website received **2,093,817** visits; PTAD provided telephone assistance to 21,913 callers; 14,247 taxpayers and officials received assistance via email or fax; and 10,917 letters were sent providing information.

The information services group can be contacted Monday through Friday, 8 a.m. until 5 p.m., at 1-800-252-9121 ext. 4-6586 or by email at ptad.cpa@cpa.state.tx.us.

Education Approval

Occupations Code Section 1151.1015 requires the Comptroller's office to approve continuing education programs and educational courses for property tax appraisers and tax assessor-collectors. PTAD approves content and assigns continuing education credits to continuing education programs and educational courses; approves instructors for educational courses; and approves the content of property tax professional certification exams.

Approvals	FY 2010	FY 2011	FY 2012
Educational Courses	1	13	7 (updates)
Instructors	0	68	25
Instructor Course Certificates Issued	0	290	84
Continuing Education Programs	114	168	243
Continuing Education Hours	661.5	638	903.5

More information and about education approval for property tax professionals can be found on PTAD's website at: <http://www.window.state.tx.us/taxinfo/proptax/education.html>.

Forms

PTAD creates, publishes and regularly maintains forms, applications and other information important to the administration of local property taxation. About 194 forms are accessible through PTAD's website. Various categories of forms include forms for the ARB, arbitration, collections, education, exemptions, property value study, rendition, railroad rolling stock, special appraisal, special inventory, proper value reports, truth-in-taxation, surveys and notices.

Property tax forms can be found on PTAD's website at: <http://www.window.state.tx.us/taxinfo/taxforms/02-forms.html>.

Laws, Rules and Opinions

After each legislative session, PTAD publishes *Texas Property Tax Law Changes* that includes highlights or general

summaries of recent legislation relating to property tax. It is intended to be an informational resource to guide readers to legislation that impacts a particular issue. It does not include all legislation or exact or complete text of the legislation highlighted and is not a substitution for legal advice.

PTAD, with West's and Westlaw, updates and publishes the *Texas Property Tax Code* after each legislative session to provide access to the statutes that guide the administration of property taxes in Texas. The annotated version of this publication includes summaries of court cases, Attorney General Opinions and other references. This publication can be easily accessed on PTAD's website for free or ordered in paperback or on compact disc for a fee.

PTAD makes changes to agency rules on topics including rendition forms, conduct of the property value study, appraisal district reviews, posting tax rates on county's Internet website and the manual for discounting oil and gas income. PTAD rules can be found online in the *Handbook of Texas Property Tax Rules*, together with courtesy copies of the text of proposed and adopted rule amendments as repeals.

PTAD posts online summaries of court decisions and recent Attorney General Opinions concerning various property tax issues.

Penalty and Interest Charts

PTAD maintains *Penalty and Interest Charts* that provide the principal and interest rates on delinquent property taxes required by Tax Code Section 33.01. The schedules include rates for taxes delinquent on Feb. 1 of the tax year. These rates do not apply to delinquent taxes based on a different delinquency date.

The penalty and interest charts can be found on PTAD's website at: <http://www.window.state.tx.us/taxinfo/proptax/pichart.html>.

Presentations

In compliance with Tax Code Section 5.08, PTAD's information and outreach effort includes regularly participating in conferences sponsored by property tax professionals, local government officials and taxpayer groups. Some of these include:

- Property Tax Institute
- Property Tax Consultants Annual Conference
- County Judges and Commissioners Annual Conference
- Texas Rural Chief appraisers Conference
- Texas Taxpayers and Research Association Conference
- Texas Association of Counties
- Texas Municipal League
- Texas School Assessors Association Conference

- Texas Assessor-Collector Association Conference
- Texas Association of Appraisal Districts Conference
- Texas Association of Assessing Officers Conference

Publications

Tax Code Section 5.05 authorizes the Comptroller to issue publications concerning the administration of local property tax. Under this authorization, PTAD prepares and issues several publications, including:

- Property Tax Basics
- Appraisal District Director's Manual
- Appraisal Review Board Members Manual
- Continuing Education for Appraisal Review Board Members
- Truth-in-Taxation: A Guide for Setting School District Tax Rates
- Truth-in-Taxation: A Guide for Setting Tax Rates for Taxing Units Other Than School Districts
- Manual Discounting Oil and Gas Income
- Manual for Appraisal of Agricultural Land
- Guidelines for Qualification of Agricultural Land in Wildlife Management Use
- Manual for the Appraisal of Timber Land
- Guidelines for Appraisal of Recreational, Park and Scenic Land
- Guidelines for Appraisal of Public Access Airport Property
- Solar and Wind-Powered Energy Device Exemption Guidelines
- Motor Vehicle Dealer's Special Inventory Manual
- Vessel, Trailer and Outboard Motor Dealer's Special Inventory Manual
- Heavy Equipment Dealer's Special Inventory Manual
- Manufactured Housing Retailer's Special Inventory Manual

PTAD prepares a sample media packet annually to help appraisal districts inform taxpayers of their rights and remedies. The packet includes sample radio announcements that can be printed and given to local announcers or downloaded for local radio stations. As most of the information is required by law to be published in newspapers, the packet includes samples of many different required notices that appraisal districts may take to their local newspapers.

In compliance with Tax Code Sections 5.06 and 41.461(a), PTAD publishes *Property Taxpayers Remedies* that informs taxpayers about how to protest their property value. Appraisal districts may include it with notices of appraised value to comply with Tax Code Section 41.70, requiring the chief appraiser to publish notice of how to protest.

For more information, visit our website:
www.window.state.tx.us/taxinfo/proptax

For additional copies write:
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