

Ochiltree Appraisal District

Procedures for Public Access and Filing a Complaint

Board of Directors

Ochiltree Appraisal District is governed by a Board of Directors. The Board is composed of a chairperson and six members. Board members select the Chief Appraiser, adopt the annual district budget, appoint Appraisal Review Board members, and ensure that the District follows the policies and procedures required by law. The Board does not have authority over appraisal matters. The Board does not appraise property, make decisions affecting the appraisal roll, or review values on individual properties. The property Tax Code assigns these tasks to the Chief Appraiser and the Appraisal Review Board.

Public Access to the Board of Directors

The Board provides the public with reasonable opportunity to appear and to speak on any issue under the Board's jurisdiction. At every meeting of the Board, an agenda line item allots time for public comment on appraisal district and appraisal review board policies and procedures.

Board Meetings

The Board of Directors meets in regular session at least four times per year. An agenda of each meeting and the date and time of the meeting is made public in compliance with the Texas Open Meetings Act and posted at the County Courthouse and at the Ochiltree Appraisal District office.

Translation & Access by Disabled Persons

In the event that a person who does not speak English should present themselves and desire to address the Board, provision will be made to allow them to secure translation and bring someone with them who can translate for them. If the person who desires to address the Board is handicapped either physically or mentally, every effort will be made to make accommodations so that person may with dignity and comfort, address the board.

Appraisal Review Board

An Appraisal Review Board (ARB) is a group of citizens authorized to resolve disputes between taxpayers and the appraisal district. The ARB hears taxpayer protests. The ARB also hears issues that a taxing unit may challenge about the appraisal district's actions. In taxpayer protests, it listens to both the taxpayer and the chief appraiser. The ARB meets in open session in accordance with the Texas Open Meetings Act and review each protest, rendering a decision for each hearing.

One of the responsibilities of the Ochiltree County Appraisal District Board of Directors is to consider written complaints filed by the public addressing the ARB. One of the items covered by

this policy is how to file a complaint regarding the ARB. The Board of Directors will consider written complaints related only to matters under its jurisdiction.

Policy for Resolving Complaints

If an individual files a written complaint with the Board of Directors that the Board has the authority to resolve, the complaint must state explicitly the issues involved with appropriate documentation. The Board of Directors will consider complaints about itself, the Appraisal District, the Appraisal Review Board, the Agricultural Advisory Board, the Chief Appraiser, any employee of the Appraisal District, and any private person or firm who by contract performs governmental functions for the Appraisal District. A complaint may be filed with the Board by any of the following persons or entities: an owner of taxable property in the Appraisal District, a taxing unit for which the Appraisal District appraises property, the Appraisal Review Board, or any member thereof, the Chief Appraiser, or any employee of the Appraisal District.

The following items cannot be resolved by the Board of Directors:

1. Determination of appraised value,
2. Unequal appraisal,
3. Inclusion of property on appraisal records,
4. Denial of an exemption,
5. Disqualification for special appraisal,
6. Identification of taxing units wherein taxable,
7. Determination of ownership, and
8. Any other action that applies to the property owner's property value.

In response to each complaint referred by the Board or the Chairman to the Chief Appraiser, the Chief Appraiser shall investigate the validity of the complaint, and make his recommendations to the Board. The Chief Appraiser shall report to the Board at its meetings on the result of his investigations and his recommendations with respect to complaints. All parties shall cooperate fully with an investigation being conducted by the Chief Appraiser. The Board of Directors will accept written complaints that are filed directly to them at the next board meeting.

Complaints should be filed with:

Chairman, Board of Directors
Ochiltree Appraisal District
825 S. Main Ste. 100
Perryton, TX 79070

When a complaint is pending, the Board of Directors will try to resolve all complaints filed within thirty (30) days but at least quarterly. If a resolution is not possible, the Board of Directors at the following meeting will notify in writing both parties stating the status of the complaint unless

such notice would jeopardize an undercover investigation. The Board of Directors will not respond to the complaint filed until the undercover investigation has been concluded and dismissed. The Board of Directors shall notify the parties when a complaint is finally resolved.

If a complaint is addressed to some action or omission specifically on the part of the Chief Appraiser, or if it otherwise appears that the Chief Appraiser could not objectively investigate the complaint and make impartial recommendations to the Board of Directors, then the Chairman of the Board of Directors may refer the complaint to some other party to perform the functions of the Chief Appraiser with regard to investigating the complaint and making recommendations to the Board of Directors. The Board of Directors will accept written complaints. Complaints will be discussed and reviewed at least quarterly by the Board of Directors until the final disposition of the complaint.

Community Outreach

It is the aim of the Ochiltree Appraisal District to be of assistance and openly address any issues on property owner rights, exemptions, changes to property tax law or other appraisal related issues you may have. Please call the OCAD office (806-435-9623) and you will be directed to someone who can assist you with any questions.