WEST VIRGINIA
SECRETARY OF STATE
KEN HECHLER
ADMINISTRATIVE LAW DIVISION

Form #5

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1990 SEP 27

NOTICE OF AGENCY ADOPTION OF A PROCEDURAL OR INTERPRETIVE RULE OR A LEGISLATIVE RULE EXEMPT FROM LEGISLATIVE REVIEW

AGENCY: Property Valuation Training and Procedures Comm. TITLE NUMBER: 189

CITE AUTHORITY: W. Va. Code § 11-1C-4(d)

RULE TYPE: PROCEDURAL X INTERPRETIVE ____

EXEMPT LEGISLATIVE RULE X
CITE STATUTE(s) GRANTING EXEMPTION FROM LEGISLATIVE REVIEW
W. Va. Code § 11-1C-4(d)

AMENDMENT TO AN EXISTING RULE: YES ____, NO X

IF YES, SERIES NUMBER OF RULE BEING AMENDED: ____

TITLE OF RULE BEING AMENDED: ____

IF NO, SERIES NUMBER OF NEW RULE BEING ADOPTED: 2

TITLE OF RULE BEING ADOPTED: Statewide Procedures For the Visitation and Recommended Data Collection Procedures for the Different Species of Property.

THE ABOVE RULE IS HEREBY ADOPTED AND FILED WITH THE SECRETARY OF STATE. THE EFFECTIVE DATE OF THIS RULE IS September 27, 1990

Robert A. Hoffman
Robert Hoffman
Acting Chairman

FILED

WEST VIRGINIA PROCEDURAL REGULATIONS
PROPERTY VALUATION TRAINING AND PROCEDURES COMMISSION
TITLE 189
SERIES 2
1990

STATEWIDE PROCEDURES FOR THE VISITATION AND RECOMMENDED DATA COLLECTION PROCEDURES FOR THE DIFFERENT SPECIES OF PROPERTY

Filed: September 27, 1990

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§ 189-2-1. General.

1.1 Type of Regulation. - These regulations are procedural regulations as defined in W. Va. Code § 29A-3-1 et seq.

1.2 Scope. - These procedural regulations, as approved by the Property Valuation Training and Procedures Commission on August 21, 1990, provide for data collection necessary direction to assure consistent statewide procedures for the visitation and collection of data for different species of property.

1.3 Authority. - These procedural regulations are authorized by W. Va. Code § 11-1C-4(d).

1.4 Filing Date. - September 27, 1990

1.5 Effective Date. - These procedural regulations are effective immediately upon filing in the State Register.

1.6 Citation. - These procedural regulations may be cited as 189 C.S.R. 2, § _____ (1990).

§ 189-2-2 Introduction.

2.1 The listing phase of a mass appraisal program consists of the collection and recording of the specific property data needed to process each parcel of property into an indication of value.

2.1.1 "Basic to the appraisal process is the collecting and recording of pertinent data. The data will consist of general supporting data referring to the data required to develop the elements essential to the valuation process, neighborhood data referring to information regarding predelineated neighborhood units, and specific property data referring to the data compiled for each parcel of property to process into an indication of value by the cost, market and/or income approach."

2.1.2 "Specific property data must be comprehensive enough to provide the data base needed to process each parcel of property to an indication of value, to generate the tax roll and related tax accounting output, to generate other specified output, and to provide assessing officials with a permanent record to facilitate maintenance functions and to administer taxpayer assistance and grievance proceedings."

2.2 The Appraisal Process, referred to above, is a systematic procedure which is followed by the appraiser in order to arrive at a sound estimate of value. The steps are as follows:

2.2.1 Defining the problem

2.2.2 Planning the appraisal

2.2.3 Collecting and recording of pertinent data

2.2.3.1 General supporting data

2.2.3.2 Specific property data

2.2.4 Analysis and processing of the data into an indication of value through the three traditional approaches:

2.2.4.1 Cost approach

2.2.4.2 Comparable sales approach

2.2.4.3 Income approach

2.2.5 Correlation of the value estimates to a final estimate of value.

2.3 The role which the data collector plays in the appraisal process is clear. His importance is equally clear. . .he is a vital key to the success of the Program. A job listed poorly will more than likely end poorly. . .we cannot reasonably expect the output to be better than the input.

2.4 During the mass appraisal program, the specific property data is recorded on a specially designed property record card. Each card is designed and formatted in such a way as to accommodate the listing of information and to facilitate data processing. In keeping with the economy and efficiency of a mass appraisal program, the card is formatted to minimize writing by including a sufficient amount of site and structural descriptive data which can be checked and/or circled.

2.5 The property record card is to be a permanent part of the assessing system, used not only in conjunction with the revaluation, but also to update property records for subsequent assessments. The information recorded on the property record card is important to assessing officials and the taxpayer himself. For this reason, aside from the fact that the data collector has a job to do, he must exercise extreme care in recording construction specifications both accurately and completely.

2.6 It goes without saying that to meet the objective of a mass appraisal program, the data collector must move on a mass production basis. Nevertheless, he should approach each property as an individual problem giving it his FULL ATTENTION while remaining completely impersonal at all times. The impression which he makes upon the taxpayer will be a lasting one. It is his opportunity

to make that impression one which will bring credit to himself and the office of the assessor.

2.7 The following procedures and specifications have been developed to promote both individual proficiency and standardization by providing the data collector with certain basic guidelines to follow in performing his duties.

§ 189-2-3 Standard Visitation Procedures.

3.1 The data collector should make optimum use of existing appraisal and assessment records available within each county. This information should include the current property record cards and any other applicable information.

3.2 The data collector shall visit each owner-occupied residential parcel for the purpose of verifying, collecting, and recording data. The data collector may make an exterior and interior inspection of the principal structures on the parcel, except that if:

3.2.1 A structure is vacant or permission to inspect the exterior or interior of a structure is denied, then the data collector shall estimate the data based on previous appraisal and assessment information and comparable properties and shall record the fact of, and reason for, the estimation; or, if after one (1) visit to the parcel, the data collector fails to make contact with the owner/occupant, the data collector shall estimate the interior data and shall record the date and time of the visit, and leave a notice with the assessor's local telephone number informing the owner/occupant that an appointment can be made for the data collector to inspect the property. The assessor shall grant an inspection to any resident who requests an inspection within 10 days of the request.

3.3 If the Occupant is Not Home. - You are required to leave a notice. List the dwelling to its completion. Make your best estimate of the interior features, and complete the property record card in the prescribed manner.
NOTE: Do not enter a home, or obtain information, if an adult (responsible) member of the family is not present. Call back or estimate.

3.4 If you are Refused Entry. - In the rare cases where the occupant refuses entry, don't argue with the occupant. Having identified yourself and explained properly the purpose of your visit, request the occupant to give you the required information at the door. If this is refused, ask the occupant whether or not you can measure the dwelling. Whatever information that cannot be obtained by the permission and cooperation of the occupant must be estimated. Complete the property record card as prescribed, and enter any note of explanation in the memorandum section.
NOTE: If the occupant's reason for refusing entry is reasonable and you feel he is cooperative and truthful in giving you the information you request, you need not consider the listing to be estimated.

3.5 If the property is posted with "No Trespassing" signs or if the perimeter of the property is fenced in with the access gate locked, the data collector is not to enter the grounds. The conditions will be noted on the property record card in fields 471-472 and entrance code number 3 will be circled. A notice is to be prepared for each such property and is to be left in

a conspicuous location. The data collector is to complete the property record card estimating the information which is required.

3.6 The visitation of non-owner occupied residential real property and non-residential real property may be accomplished by the visual observation of the real property to be appraised.

§ 189-2-4. Recommended Residential Data Collection Procedures.

4.1 General Approach.

4.1.1 To achieve maximum production in the data collection of residential properties and at the same time maintain a high level of quality, the data collector must establish and follow a firm routine. Thoroughness and accuracy are direct products of a logical and systematic approach.

4.1.2 Following is the step-by-step procedure with corresponding instructions for completing the data collector's responsibilities. Specific requirements are contained in the Residential Data Inventory section of the West Virginia Real Property Appraisal manual and are to be followed in the collection of data for residential real property. It should be noted that some of the data required in the data collection phase, such as property class, card number, property address, building sketches, etc., may be transferred from existing records and recorded on the new property record card. In these cases, the data requires verification and correction only, instead of totally new entries.

4.1.3 The data collector should complete the front (or land) side of the property record card first, doing so immediately upon finishing the previous card and before approaching the door of the next property. Contact is then made and after proper identification and statement of purpose, he enters the house for the interior inspection of first floor and basement while requesting pertinent data from his contact. Upon leaving the house, the data collector completes the required building data on the back (or building) side of the card, measures the exterior, sketches the building, checks the card for completeness and proceeds to the next property.

4.2 Recommended Procedure.

4.2.1 Verify Routing Number or Parcel Number. - The routing number is a unique sequential number assigned by geographic location for sorting the cards into effective order for field operation. This number corresponds to the number circled in red on the field map (property ownership map). Once the cards are routed by parcel number or assigned a routing number all parcels should be referred to by the number(s), for clarity and simplicity.

4.2.2 Record or Verify Property Owner's Name, Mailing Address and Legal Description of the property. This information is generally entered on the data collection form by the clerical staff.

4.2.3 Record Property Class.

4.2.3.1 This refers to the one or two letter code denoting the general property class of the subject parcel. The basis for classification is

the most predominant present-day use. If the parcel is unused, the basis for classification would depend upon the anticipated use or the use for which it is zoned.

Enter R Residential

To indicate one thru four family residential use.

Enter A Apartment

To indicate multi-family use . . . five or more families.

Enter F Farm

To indicate rural properties, generally defined by a minimum acreage requirement and usually, but not necessarily, devoted to agriculture.

Enter C Commercial

To indicate properties devoted to trade, services, and recreational uses.

Enter I Industrial

To indicate properties devoted to the manufacturing and/or processing of products.

Enter X Exempt

To indicate non-taxable properties, such as schools, churches, etc.

Enter U Utility

To indicate properties devoted to the production of public utility commodities or services under the control of governmental agencies such as the Public Utility Commission.

4.2.3.2 A property class must be entered for each parcel. Note that for parcels requiring multiple card listing, the same property classification must be entered on each card.

4.2.4 Record the Tax Class. - Enter the appropriate numeric or alpha tax class.

Enter 2

To indicate all property owned, used and occupied by the owner exclusively for residential purposes; all farms, including land used for horticulture and grazing, occupied and cultivated by their own or bona fide tenants.

Enter 3

To indicate all real and personal property situated outside of municipalities, exclusive of Class 2.

Enter 4

To indicate all real and personal property situated inside of municipalities, exclusive of Class 2.

Enter N

To indicate exempt or non-taxable property.

Enter A

To indicate operating public utility property.

Enter S

To indicate property sold to the State.

4.2.5 Record the Land Use. - Character positions are provided to enter the three-digit numeric code denoting the present use of the particular parcel of land. A land-use code must be entered on all data collections forms. In the case of multiple land uses on the same parcel, enter the land-use code which is most representative of the improvements listed on that particular data collection form. Note: Appropriate land-use codes may be found in the West Virginia Real Property Appraisal manual.

4.2.6 Record the Neighborhood Code. - Character positions are provided to enter three numeric characters ranging from 001 to 999 to the left of the vertical hash mark to denote a specific neighborhood identification number. A character position is provided to the right of the vertical hash mark to enter an additional digit, 1 to 9, to denote the creation of a subneighborhood within a neighborhood subsequent to the initial neighborhood delineation. For example, neighborhood 200 is being redefined as neighborhood 100/1 and 200/2.

4.2.7 Record Card Number. - A card number must be entered on every card. Space is provided to enter two sets of two numeric characters. The last two positions are reserved to enter the total number of cards required to list the parcel, and the first two positions are reserved to enter the sequential number assigned to each particular card . . . i.e. for parcels requiring one card, enter 01 of 01; for parcels requiring two cards, enter 01 of 02 on the first card and 02 of 02 on the second card; three cards, 01 of 03, 02 of 03 and 03 of 03; etc., up to 99 of 99.

4.2.7.1 To qualify for listing on a separate card, the additional buildings must be dwellings or other significant buildings with interior finish; e.g. an apartment over a garage would qualify for a separate card, but a garage with an unfinished area above would not.

4.2.7.2 When listing a parcel requiring multiple cards, it is generally necessary for the data collector to insert the additional card(s) in

the land-use code which is most representative of the improvements listed on that particular data collection form. Note: Appropriate land-use codes may be found in the West Virginia Real Property Appraisal manual.

4.2.6. Record the neighborhood code. Character positions are provided to enter three (3) numeric characters ranging from 0,01 to 999 to the left of the vertical hash mark to denote a specific neighborhood identification number. A character position is provided to the right of the vertical hash mark to enter an additional digit, 1 to 9, to denote the creation of a subneighborhood within a neighborhood subsequent to the initial neighborhood delineation. For example, neighborhood 200 is being redefined as neighborhood 100/1 and 200/2.

4.2.7. Record card number. -- A card number must be entered on every card. Space is provided to enter two (2) sets of two (2) numeric characters. The last two (2) positions are reserved to enter the total number of cards required to list the parcel, and the first two (2) positions are reserved to enter the sequential number assigned to each particular card. . .i.e. for parcels requiring one (1) card, enter 01 of 01; for parcels requiring two (2) cards, enter 01 of 02 on the first card and 02 of 02 on the second card; three (3) cards, 01 of 03, 02 of 03 and 03 of 03; etc. up to 99 of 99.

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4.2.7.2. When listing a parcel requiring multiple cards, it is generally necessary for the data collector to insert the additional card(s) in the field. The owner's name and permanent parcel identification data, along with any other information specified by the supervisor, must be entered on each of the make-up cards.

4.2.8. Record property address. -- Space is provided to enter the property address of the parcel. Enter the house number and street name for the subject parcel. If the parcel is vacant or has no house number, enter only the street name. Note that the property address is not necessarily the same as the mailing address.

4.2.9. Record the property factors. -- Place a check mark in the box or boxes that most accurately defines each property factor.

4.2.9.1. Topography -- refers to physical condition of lot.

4.2.9.2. Utilities. -- refers to utilities which are available to the property. If all utilities are available then check "ALL" or if not, check the proper combination as needed.

4.2.9.3. Street or road -- simply check the proper square. If the property has a sidewalk and/or alley access check these also.

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4.2.10 Observe the Dwelling. - Mentally determine the story height as you approach.

4.2.11 Contact the Occupant. - Greet him, and at the same time, show him your identification card and explain your purpose for calling. Be courteous, but do not get involved in unnecessary conversation; proceed as quickly as possible to complete your interior inspection. Do not forget your identification card.

4.2.12 Inspect the Interior.

4.2.12.1 First Floor - Good opening remarks, once you have entered the house you are to inquire: "How long have you occupied the house?" "Are you the owner?" Inquire about the number of baths, the number of bedrooms per floor and presence of a basement and an upper floor or attic. Ask if the finish and condition of the upper floors are similar to that of the first floor.

4.2.12.2 Next, ask to see the basement. In route to the basement, mentally note the first floor features that indicate the quality of construction. Specifically you are to observe the interior finish, the kind of floors, type of kitchen, paneled rooms, fireplaces and all other features which affect and determine grade.

4.2.12.3 Observe the general condition of the house for future determination of depreciation (evidence of recent remodeling, presence of cracked plaster, sagging floors etc.). If the interior condition and/or quality is markedly different from the exterior, note this in the memo area, and make the appropriate entry in the section provided on the back of the card.

4.2.13 Basement.

4.2.13.1 Determine the type of basement (none, crawl, part or full) and the floor construction. Mentally note the type of furnace and hot water heater. At the same time observe any improvements in the basement, such as extra plumbing, a recreation room or asphalt tile floors. If a finished basement is found, estimate the measurement so you can size and grade it after you have left the house.

4.2.13.2 Unless the house being inspected is a clear cut case of full one and one half or two-story construction, you are to inspect the upper floor in order to determine accurately the portion finished. In any case, if invited to do so, you are to inspect the entire house in order to satisfy the property owner with the thoroughness of your inspection.

4.2.14 Conclusion.

4.2.14.1 You now return to the first floor, and if you have no further questions to ask the occupant, thank him for his cooperation and leave the house, explaining that you are going to inspect the exterior of the property and take a few measurements. Do not get involved in any unnecessary conversation or discussion. While leaving, mentally record the observations you made during your interior inspection.

4.2.14.2 If a recent (as specified by your supervisor) sale has occurred, you should have obtained (or verified) the data specified on the property record card. Enter the data in the space provided. Make certain that you ascertain exactly what was included in the selling price, and that you are knowledgeable of the conditions constituting a valid or invalid sale.

4.2.15 Measure and Sketch the Dwelling.

4.2.15.1 Immediately upon leaving, measure the dwelling and make a proportional sketch . . . identifying (labeling) each component and inserting the dimensions of each to the nearest six inches.

4.2.15.2 A component refers to any portion of the dwelling or exterior feature thereof which must be priced separately. The "base ground floor area" to which the base price is to be applied is considered the main component of the dwelling. Other components would be considered as exterior features and would include all the items specified on the "exterior feature pricing schedule". Make certain that your measurements are complete and accurate. Walk completely around the house, so that no offsets or exterior features escape your notice.

4.2.15.3 Areas will be computed and checked in the office. Make certain that sufficient dimensions to compute the area of each component are shown, and that the dimensions "square-up"...that is opposite sides must total the same length.

NOTE: The symbols to be used to label a house and illustrations are found in Section 4.2.22 of these regulations.

4.2.16 Record the Dwelling Data. - Immediately upon completing the sketch, mentally collect all of your observations, and beginning with the first

item (field 500 on the reverse side of the card), systematically record each item specified on the property record card. Make certain you are knowledgeable as to which items are to be completed by the data collector and which items are to be left open for completion by clerical and review personnel.

4.2.17 Record Data for Detached Buildings and Structures. - Detached garages, swimming pools, and other auxiliary buildings are to be recorded in the Other Building & Yard Improvements section of the card. Note: If, in your opinion, the item unquestionably has a value of less than $100, describe its use and construction only and enter NV, denoting "no value" in the true value column (last column in the summary); if, in your opinion, the value is more than $100, but less than $300, describe its use and construction in the construction column i.e., (1s FR shed), enter SV denoting "sound value" in the space provided in the column for "rate" and the dollar value in the "true value" column.

4.2.18 Scan the Card for Completeness and Accuracy. - Double check. Your job was to obtain certain specified data . . . have you done so? Is the data accurate? Is the data recorded neatly and legibly? If you're satisfied, place your initial or ID number and the date in the space provided. You are ready to move on the next house . . . and repeat the entire procedure.

4.2.19 Think. - While moving on, reflect a moment . . . did you list that last dwelling a little more proficiently and efficiently than you did the one before? If not, what was the hang-up? Remember that there is a time-table to meet. Your success is going to be a measure of your contribution in meeting production goals, as well as the accuracy of the data you collect. If you can isolate your problem . . . correct it. If you need help from your supervisor . . . get it.

4.2.20 If the Correct Age of Building Cannot be Ascertained. - The space designated to enter the "Year Built" is provided to enter the original year in which the building was erected. This section must always be filled in. When this information cannot be obtained, the data collector is required to estimate the year built and enter that year on the property record card. Your supervisor will work with you to help you obtain this skill.

4.2.20 In classifying Story Heights. - Always follow the prescribed procedures. If the story height is not readily determinable, select the classification which is most representative of the subject dwelling. Verify your decision with your immediate supervisor the next time you see him.

4.2.21 On Completing All the Properties in a Map. - Complete the Production Control Form in the prescribed manner. If there is a parcel that requires checking or correcting in the office, you are to follow it through with your field supervisor before turning in the map as completed. Do not simply make a note on the Production Control Form and let it go at that. Note: All cards within the map are to be in sequence by parcel or routing number and card number before the map is considered ready to turn in.

4.2.22 Symbols Used to Label the Components of a Sketch.

BASE GROUND FLOOR AREA AND ADDITIONS ADDITIONS

1^S FR	- One Story Frame
1^S BR	- One Story Brick
1^S STN	- One Story Stone
1^S CB	- One Story Concrete
1^S Stucco	- One Story Stucco
$1\frac{1}{2}^S$ FR	- One and One Half Story Frame
2^S BR	- Two Story Brick
$2\frac{1}{2}^S$ BR	- Two and One Half Story Brick
3^S FR	- Three Story Frame

Notes: Symbols used to label multi-level additions are to be stacked, i.e. ...

$\frac{1^S \text{ FR}}{2^C \text{ BG}}$ - A Frame Addition over 2 Car Brick Garage

$\frac{\text{OFP}}{\text{OFP}}$ - A Two Story Open Frame with a Basement
B

Be sure that if the areas of various levels are different, make certain that the proper corresponding areas are discernible.

FOH	- Frame Overhang
MP	- Masonry (Concrete Patio
CNPY	- Canopy
WD DK	- Wood (Sun) Deck
F Bay	- Frame Bay
B Bay	- Brick Bay
S Bay	- Stone Bay
Stucco Bay	- Stucco Bay
MS	- Masonry Stoop
MT	- Masonry Terrace
OFP	- Open Frame Porch
OBP	- Open Brick Porch
OMP	- Open Masonry Porch
EFP	- Enclosed Frame Porch
EBP	- Enclosed Brick Porch
EMP	- Enclosed Masonry Porch
FG	- Frame Garage
BG	- Brick Garage
STNG	- Stone Garage
CBG	- Concrete Block Garage
STUCCO G	- Stucco Garage
CP	- Carport
B	- Basement
A	- Attic

All garages are to be prefixed by the car capacity, i.e., 1^CBG....2^CFG, etc...

§ 189-2-5 Data Collector Checklist. - The best way to maximize your data collection procedure is to develop a set routine and follow it through on each card.

5.1 First Step - Front of Card:

5.1.1 Check parcel or routing number to the field map.

5.1.2 Enter class of property.

5.1.3 Check card number.

5.2 Second Step - Interior Inspection:

5.2.1 First Floor:

5.2.1.1 Ownership at the door.

5.2.1.2 Inquire as to the date structure was erected and/or remodeled.

5.2.1.3 Number of rooms and baths.

5.2.1.4 General interior construction information.

5.2.2 Basement:

5.2.2.1 Type of basement.

5.2.2.2 Type of heating.

5.2.2.3 Area of finished basement.

5.2.3 Upper Floors:

5.2.3.1 If the dwelling has an attic, check the degree of finish (part or full).

5.2.3.2 Other story heights - always inspect if invited or if inspection is necessary to verify your listing.

5.2.4 Conclusion. - Check for sales, rental, remodeling or construction information.

5.3 Third Step - Exterior Inspection.

5.3.1 Measure accurately.

5.3.2 Balance the sides of the sketch.

5.3.3 List all out-buildings accurately.

5.3.4 Check entire card for completeness.

5.4 Inspection and Entry Policy.

5.4.1 General: It is a responsibility of our work that all property owners be given the opportunity to allow inspection of their property. Certainly it is their right to permit this inspection or not permit it. As a representative of the assessor's office, you should be aware of your professional responsibility to:

5.4.1.1 Properly identify yourself.

5.4.1.2 Tactfully explain your purpose.

5.4.1.3 Ask permission to inspect and ensure that the property owner's record is complete and accurate.

5.4.1.4 Conduct your work in a polite, businesslike, efficient and professional manner.

5.4.2 Specific Instructions:

5.4.2.1 Approach

5.4.2.1.a Make sure you have the correct card ready for the property.

5.4.2.1.b While approaching the house, mentally note the nature of the property to remind yourself of pertinent questions about the property.

5.4.2.1.c Complete land side of card prior to entering the house.

5.4.2.1.d Have your I.D. card ready. Do not attempt to contact or enter the property without it! If you lose your card, see your supervisor immediately.

5.4.2.1.e People respond positively to being called by name. It distinguishes you from a door-to-door salesman. So, be ready to greet the occupant by name.

5.4.2.1.f Go directly to the front door or the entrance apparently used by the occupants.

5.4.2.2 Contact

5.4.2.2.a Ring doorbell or knock firmly.

5.4.2.2.b Take a step back, away from the door. People are unlikely to open the door to a stranger if he is close enough to pounce on them.

5.4.2.2.c When the occupant answers, verify ownership at the door. Example, "Good Morning! Are you Mrs. Cooper?" Answer could be "No, I am not." (Renter) Respond, "Oh, I see. Is this the Cooper property?" Answer will be, "Yes, it is". Respond. "Good!"

5.4.2.3 Introduction

5.4.2.3.a Give a short, factual statement identifying yourself, your purpose in calling, and closing with a request to inspect.

5.4.2.3.b Example: Identify yourself: "My name is Mary Jones."

Who do you represent: "I work for the county assessor and we are conducting a revaluation of the county."

Verify your credentials: Show your I.D. card and say, "I am required to show my I.D. card to you."

State your purpose: "I have been requested to ask your permission to briefly see the inside of the property to be sure we have the correct information about the property, so no error is made in your property valuation."

Ask permission tactfully: "May I come in for a few moments and ask you some questions about the property? Would that be alright?"

Important: Do not enter the house unless the occupant clearly indicates their approval. Make them say yes or no!

Typical Objections: "Do I have to let you in?" Answer: "No. Mrs. Cooper, but it would be to your advantage by making sure that no error is made." "I'm very busy now." Answer "I should only take a few minutes, Mrs. Cooper." "How can I be sure you are who you say you are?" Answer: "My name is registered with the police and the assessor's office. I would be happy to give you the phone number so you could call while I wait outside." "My husband is not home." Answer: "Yes, I understand, Mrs. Cooper, but I am sure the owner would prefer the inspection be made to be certain the valuation is correct. In any case, I will wait outside while you call the owner for permission, if you wish."

5.4.2.3.c Summary - Introduction:

5.4.2.3.c.1 Remain polite at all times.

5.4.2.3.c.2 Remind yourself to communicate in a friendly, clear, brief manner.

5.4.2.3.c.3 Don't joke with or tease people.

5.4.2.3.c.4 Don't be defensive -- you have no reason to be ashamed of your work.

5.4.2.3.c.5 Don't be aggressive -- you are not a policeman with a search warrant. You are there to ask permission to inspect.

5.4.2.4 If entrance is refused.

5.4.2.4.a For many reasons, many of them perfectly legitimate, the owner may decline to permit entry. The owner may simply say, "No, I would rather not let you in the house," or may have difficulty in saying no, and simply pose numerous objections. The rule of thumb is that when the owner makes more than three objections or rebuttals which you answer, recognize that they don't want to let you enter (their prerogative) and are having trouble saying no. Whichever occurs (it will be a small percentage) go to the next best course in securing accurate data about the property.

5.4.2.4.b Ask the property owner if they would help you out by answering some questions at the door. Example: "I see, Mrs. Cooper. Well, if you would prefer I not come in, I could ask you a few questions about the property here. Would that be alright?" Most persons will agree with little objection.

5.4.2.4.c Ask the most pertinent questions about the interior features and sales data, thank them, and ask if it would be alright to measure the outside (almost never refused).

5.4.2.4.d Be certain to mark the card with the proper entry code.

5.4.2.5 If the owner refuses entry or information at the door:

5.4.2.5.a Thank them for their trouble -- Example: "I see, well would it be alright to just measure outside of the house?"

5.4.2.5.b Generally, the permission is always granted -- thank them and measure the exterior quickly. Example: "Thank you, Mrs. Cooper, sorry to have troubled you, have a nice day."

5.4.2.6 If the owner refuses permission to measure or list (much less rarer than you may think).

5.4.2.6.a Excuse yourself immediately.

5.4.2.6.b Leave the property.

5.4.2.6.c From the sidewalk -- estimate the interior and exterior based on outside observation, similar houses in the area and common sense.

5.4.2.6.d Mark your card with the proper entry code.

5.4.2.6.e Report all refusals to your supervisor.

5.4.2.7 Summary -- "Do's and Don'ts of Entry Procedure:

5.4.2.7.a Don't -- Discuss taxes, property values or rentals; Argue with anyone you contact about any issue; Joke with or tease the people you contact; Badger people;

5.4.2.7.b Do -- Be courteous and respectful at all times; Always show your I.D. card; Conduct yourself as a professional;

5.4.2.8 Special Circumstances --

5.4.2.8.a Minors only present -- Do not under any circumstances enter the house. Proper action is simply to:

5.4.2.8.a.1 Ask if their parents are home.

5.4.2.8.a.2 Ask the child to tell their parents someone is at the door.

5.4.2.8.a.3 Do not enter until an adult gives permission.

5.4.2.8.a.4 If no adult is present, excuse yourself and re-schedule for a callback -- Do not measure the house.

5.4.2.8.b Illness or death in the family:

5.4.2.8.b.1 Excuse yourself and ask if it would be alright to recall at another time.

5.4.2.8.b.2 Establish a definite recall time in accordance with your callback policy.

5.4.2.8.b.3 In most cases, it will be alright with the owner to permit exterior measurements. Ask first!

5.4.2.8.b.4 Temporarily estimate interior.

5.4.2.8.b.5 Don't forget to recall.

5.5 Interior Inspection.

5.5.1 All of the foregoing has been directed toward gaining entry. Following is a standard guideline on how to inspect, quickly, efficiently, courteously, and thoroughly.

5.5.2 Situation Example - The data collector has entered the house and is standing inside the front door.

5.5.2.1 Have a definite question - place to go, immediately after entrance. If the data collector does not direct the process, the owner may start a one-sided conversation, complicating the process and wasting time. Examples: "Is there a basement, Mrs. Cooper?" "May we see it briefly?" or "Is the kitchen at the rear of the house? May we start there?"

5.5.2.2 Turn the property record card over to the building side and use it as a guide or checklist during your inspection.

5.5.2.3 Do not write on the card while in the house. This simply creates a defensive attitude in the mind of the owner and complicates your task.

5.5.2.4 Don't go anywhere inside the house unless accompanied by the occupant.

5.5.2.5 Don't open any doors or enter any rooms without asking permission.

5.5.2.6 While going through the house, mentally note pertinent interior features, such as:

5.5.2.6.a Total rooms.

5.5.2.6.b Number of bedrooms.

5.5.2.6.c Number of full baths.

5.5.2.6.d Number of half baths.

5.5.2.6.e Additional plumbing fixtures.

5.5.2.6.f Recent kitchen, bathroom, or general remodeling.

5.5.2.6.g Size and finish type of basement.

5.5.2.6.h Heating - system type.

5.5.2.6.i Attic finish.

5.5.2.6.j Relative condition.

5.5.2.6.k Recreation room - finished basement area.

5.5.2.6.l Woodburning or other fireplace.

5.5.2.6.m Unfinished areas.

5.5.2.7 At some point during the inspection, tactfully inquire about:

5.5.2.7.a The approximate age of the house.

5.5.2.7.b How long owned?

5.5.2.7.c If owned 5 years or less, establish purchase price, what included, time of sale, conditions and terms of sale. Examples: Data Collector - "May I ask what the purchase price was?" Owner - "What do you want to know that for?" Data Collector - "The information is used as a guide in noting values within this area." Owner - "I think we paid $85,000." Data Collector - "I see, do you recall when you purchased the property?" Owner - "June of last year." Data Collector - "Were there any items included with the sale other than the house and lot, as perhaps other lots, furniture, other personal property?" Owner - "No, just the house and lot." Data Collector - "Did you purchase the property on the open market, or through the family?" Owner - Typical answers could be "We bought my mother's estate" (not valid) or "We bought it from my father" (not valid) or "We bought it through a realtor." (Valid)

5.5.2.7.d Recent remodeling or changes since the purchase. Example: "Were there any significant changes since you bought the property?"

5.5.2.7.e In cases of obvious remodeling, ask: "When was the house last remodeled?" "What was done?" "Do you recall the approximate amount it cost?"

5.5.2.7.f If rented - ask the amount of rent, utilities furnished by the owner, lease term (1 year, month-to-month, etc.)

5.5.2.8 The age of the house is a question best reserved for the end of the inspection as it usually generates a fair amount of discussion. A good approach is "Well, I believe I am about done now. By the way, Mrs. Cooper, do you recall the approximate year the house was built?"

5.5.2.9 Close the inspection quickly and tactfully.

5.5.2.9.a Say something like "I believe that about does it, Mrs. Cooper."

5.5.2.9.b Thank the owner for their cooperation.

5.5.2.9.c Move toward the door and leave.

5.5.2.9.d As you are leaving, thank the owner again and mention you will be outside the house for a few minutes taking some measurements.

5.5.2.10 In all cases --

5.5.2.10.a Be sure to inspect all portions of the structure if invited or asked to do so by the owner.

5.5.2.10.b Make note in the memoranda area of any unusual circumstances:

5.5.2.10.b.1 You feel are significant and cannot be effectively noted elsewhere on the card; or

5.5.2.10.b.2 The property owner brings to your attention and wishes noted.

5.5.2.11 Once outside the house --

5.5.2.11.a Systematically enter the correct data.

5.5.2.11.b Measure the structure and complete the sketch.

5.5.2.11.c Re-check the complete card before leaving the property.

5.5.2.11.d If an omission is detected, don't guess, re-knock on the door and ask! That is the way professionals work!

§ 189-4-6 Recommended Commercial/Industrial Data Collection Procedures

6.1 General Approach

6.1.1 The data collector should make optimum use of existing appraisal and assessment records available within each county. This information should include the current property record cards and any other applicable information. The appraisal of commercial/industrial properties is a very

important phase of every revaluation program. Commercial/industrial properties require special consideration because:

6.1.1.1 Many varied uses are possible;

6.1.1.2 Many varied materials are used in construction;

6.1.1.3 Many varied construction methods are used;

6.1.1.4 Their income-producing nature requires an additional appraisal approach to be used -- the Income Approach; and

6.1.1.5 Special forms are used to accommodate all of this complex commercial data.

6.1.2 A solid background in residential data collection is a prerequisite for commercial data collection training. The same systematic approach is required for both residential and commercial data collection. The principles are the same:

6.1.2.1 Keep your efforts in proportion to the value;

6.1.2.2 Collect all necessary data without errors or omissions;

6.1.2.3 Present yourself at all times in a professional business-like manner;

6.1.2.4 Work in a generally efficient manner;

6.1.2.5 Take pride in your work -- it's important; first, to you; second, to the county government; and last to the taxpayer;

6.1.2.6 Be discrete -- do not discuss privileged information to anyone who does not need to know.

6.1.3 The income approach to value requires an added dimension in commercial data collection, compared to residential appraisal. Information concerning income and expenses is available only under conditions of the strictest confidence. If we break that trust, we will be cut off by the business community from future information, and justly so.

6.1.4 We are now dealing with a more sophisticated group of people, who want good answers to their hard-probing questions. How we handle ourselves with these community leaders will greatly affect the satisfactory completion of this project. It will establish, in their eyes, our competence, impartiality, and professional character. We will not get a second chance to make a good first impression.

6.2 Card Use Guide. - The commercial property record card is a special use card. This card is used on most commercial and industrial properties. The following guide will be helpful, in order to determine when to use this commercial card.

6.3 Use Commercial Card for Listing.

6.3.1 All parcels with buildings having non-residential/agricultural type construction; specifically all commercial, industrial, apartment, and other special purpose buildings;

6.3.2 All apartment buildings having five or more family units in the same building;

6.3.3 All apartment complexes having several buildings, even though some may be two or three-family buildings;

6.3.4 All special purpose buildings and uses;

6.3.4.1 country club, clubhouse and support buildings, golf courses;

6.3.4.2 fraternal buildings (if not former residence);

6.3.4.3 mobile home parks; and

6.3.4.4 other recreational uses.

6.3.5 All commercial type lease "Exempt Use" buildings (private ownership for profit);

6.3.6 Vacant land within commercial and industrial areas (relative to zoning);

6.3.7 Residential dwelling on Multiple Sequence Commercial structures. Note: It is not permitted to use both residential and commercial cards to list one parcel.

6.4 Commercial Approach Procedures.

General

6.4.1 Act and look like a professional appraiser.

6.4.2 Always identify yourself. Show your ID and introduce yourself by name.

6.4.3 Explain why you are here and what you want.

6.4.4 Ask to see owner or manager. Ask him for permission to view the interior.

6.4.5 After viewing the interior, ask the manager for rental, construction cost, and sale information.

6.4.6 Obtain complete income and expense data wherever possible and useful.

6.4.7 Thank the manager for his co-operation before you leave the building.

6.4.8 A physical check of all building measurements is required. Never assume correctness of dimensions.

6.5 Approach Procedures by Commercial Use.

6.5.1 Chain stores and franchises: Usually the managers of these type businesses will not be able to give you any economic information. They normally do not know the rent or construction cost.

6.5.2 Shopping centers: Large shopping centers and malls will have a rental office on the premises. Contact manager there, first, to get economic information, including vacancies. They should have a set of plans that you can use to check measurements of buildings, paved parking areas, size of site, etc. If center management does not co-operate and furnish economic data, ask each tenant their rental information as you inspect their stores.

6.5.3 Motels: Economic data is most important here. Gross income plus vacancy information is ideal.

6.5.4 Apartment complexes: Contact apartment manager for economic information. Check for unit count by size of apartment, site size, pavement area, utilities, furnishings, other items included in rent, vacancy, etc.

6.5.5 Banks and Savings and Loans: These commercials have a security problem that we must first effectively deal with. If there are several branches in the area, contact the main branch to explain what you are going to do. Sit down with the bank representative and discuss general subjects:

6.5.5.1 how many branches;

6.5.5.2 their locations;

6.5.5.3 bank-owned or leased;

6.5.5.4 construction cost if five years old or less; and

6.5.5.5 amount of rental if leased.

6.5.5.6 Explain to the banker that we must include the value of the vault structure in our appraisal. Ask him the size and type of construction of the vault. If he does not know, suggest that you could help him measure. We are putting the burden to furnish us this information on the bank manager by this approach. If he declines to assist in gathering this information, estimate the vault size. DO NOT measure without his help or permission.

6.5.6 Taverns, Pool Halls, Night Clubs: This type of business is best approached in the morning or early afternoon. By late afternoon, several of the patrons may be intoxicated and resent your presence. ALWAYS, when in doubt concerning your physical safety, use your discretion.

6.5.7 Golf Courses and Private Country Clubs: See the pro to discuss the relative ranking of the course in question to the others in the county. Get all recent construction cost, land cost, acreage, etc. Clubhouse and support buildings are listed on as many commercial cards as required.

6.5.8 New Construction: Measure and list, if far enough along to determine necessary information. Make percentage estimate of degree of completion. Talk to owner or contractor to get construction cost, land cost, site improvements, and also rental information, if applicable.

6.5.9 Leased "Exempt Use" Buildings: (Private ownership for profit) Examples: Post Offices, ABC stores, Churches. List as normal commercials, get economic information, etc.

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TO: John Montgomery

AGENCY: Property Training & Procedures commission

FROM: JUDY COOPER, DIRECTOR ADMINISTRATIVE LAW DIVISION

DATE: November 15, 1990

THE ATTACHED RULE RECENTLY FILED BY YOUR AGENCY HAS BEEN ENTERED INTO OUR COMPUTER SYSTEM. PLEASE REVIEW, PROOF AND RETURN IT WITH ANY CORRECTIONS. IF THERE ARE NO CORRECTIONS, PLEASE SIGN THIS MEMO AND RETURN IT TO THIS OFFICE. YOU WILL BE SENT A FINAL VERSION OF YOUR RULE FOR YOUR RECORDS.

PLEASE RETURN EITHER THE CORRECTED RULE OR THIS FORM WITHIN TEN (10) WORKING DAYS OF THE DATE YOU RECEIVED THIS REQUEST. CALL IF YOU HAVE ANY QUESTIONS.

SERIES: 2 TITLE Statewide Procedures for the Visitation & Recommended Data Collection Procedures for Different Species. . .

* THE ATTACHED RULE HAS BEEN REVIEWED AND IS CORRECT.

SIGNED:

TITLE OF PERSON SIGNING:

DATE:

****

* THE ATTACHED RULE HAS BEEN REVIEWED AND NEEDS CORRECTING. THE CORRECTIONS HAVE BEEN MARKED.

SIGNED: John Montgomery

TITLE OF PERSON SIGNING:

DATE: 7-30-91