

REQUEST FOR BOARD ACTION

HENDERSON COUNTY BOARD OF COMMISSIONERS

MEETING DATE: February 18, 2026

SUBJECT: 2027 Real Property Reappraisal Process

PRESENTER: Kevin Hensley, Assessor

ATTACHMENTS: Yes - Presentation

SUMMARY OF REQUEST:

Henderson County's Assessor, Kevin Hensley, will provide the Board with an overview of the 2027 Real Property Reappraisal Process

BOARD ACTION REQUESTED:

No Board action is requested. For informational purposes only.

Suggested Motion:

None.

HENDERSON COUNTY 2027 REAPPRAISAL

February 2026

Presented by:
Kevin Hensley
Henderson County Assessor

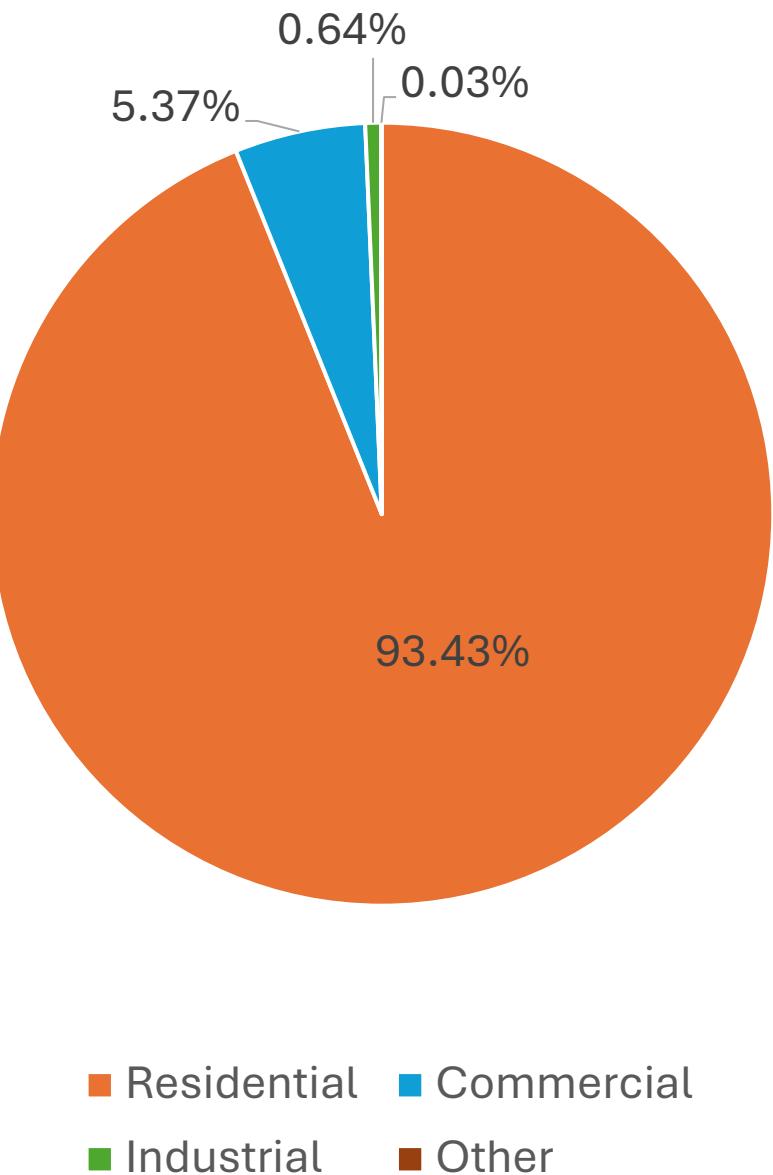
Why Conduct a General Reappraisal of Real Property?

- North Carolina General Statute directs the County to perform a reappraisal of all real property at least once every 8 years (GS 105-286(a)(1)). Since 1995, Henderson County has conducted reappraisals every 4 years (GS 105-286(a)(3)).
 - Henderson County conducts “in-house” reappraisals.
 - Our appraisal staff consists of 9 Residential Appraisers, 1 Commercial Appraiser, an Administrator, and one clerical assistant.
 - All appraisers are certified as Real Property Appraisers by the NC Department of Revenue (“DOR”).
- Reappraisals promote equity amongst the different classes of property subject to property tax.
 - Personal property, motor vehicles and public service properties are assessed on an annual basis.
 - Subject to certain conditions, Real Property is appraised and assessed only in the year of Reappraisal.
- Reappraisals help to ensure that property owners pay only their fair share of services provided by local government.
- **The goal of the 2027 Reappraisal is to appraise all real property at 100% of its fair market value as of January 1, 2027.**

Henderson County's Parcel Class

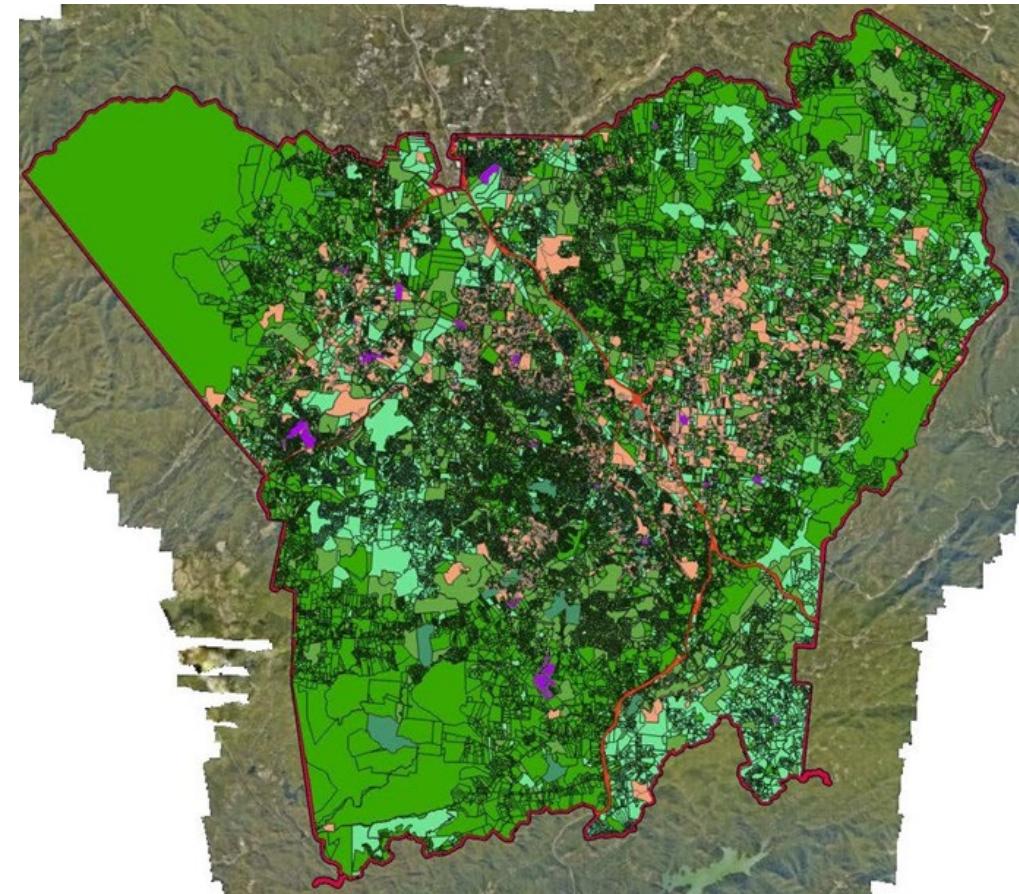
- Henderson County has approximately 71,150 parcels
- Approximately 53,400 (75%) of these parcels are improved, meaning a structure is located on the parcel

ALL PARCELS BY PROPERTY CLASS



Field Visits Conducted for the 2027 Reappraisal

Year of Visit	# of Parcels	% of Parcels
2023	21,892	30.77%
2024	17,596	24.73%
2025	22,352	31.42%
2026	247	0.35%
Remaining	9,063	12.74%
Total	71,150	100%



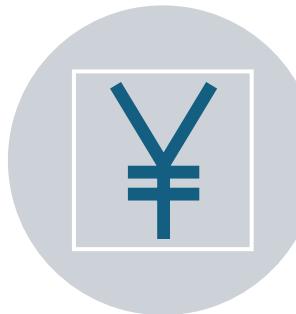
Field visits for New and Existing Construction

- Building permits are on a small decline.
- New Construction
 - Minimum of two site visits
 - 12,957 Work Items processed this cycle
 - 16,000 + Items at completion

New and Incomplete Construction

Year	Processed	Active
2023	3,139	
2024	5,262	
2025	4,315	
2026	241	1,477

Market Value Based on Sales



FOR THE UPCOMING 2027 REAPPRAISAL, HENDERSON COUNTY HAS 6,621 QUALIFIED SALES THAT, IN ADDITION TO OTHER FACTORS, WILL BE USED TO DETERMINE THE FAIR MARKET VALUE.

THESE SALES ARE ARMS-LENGTH (“QUALIFIED”) TRANSACTIONS THAT OCCURRED AFTER JANUARY 1, 2023.

THE TABLE BELOW PROVIDES A BREAKDOWN OF THE ANNUAL NUMBER OF QUALIFIED SALES SINCE JANUARY 1, 2023.

SALES ARE REVIEWED MULTIPLE TIMES THROUGHOUT THE CYCLE FOR QUALIFICATION AND DATA ACCURACY.

Henderson County Qualified Sales: 2023 – 2026 YTD (2/2/2026)

Year	2023	2024	2025	2026	Total
Qualified Sales	2,282	2,111	2,119	109	6,621

How Sales are Used to Determine Market Value

- The median home price is an important market indicator and is derived from Henderson County qualified sales that have occurred.
 - When deriving Market Value, mass appraisal uses the median sale price of similar properties to establish the most probable price a home will sell for.
 - The *median* sale price means that $\frac{1}{2}$ of the homes sold below the median and $\frac{1}{2}$ the homes sold above the median. It is different from the average because it excludes outliers.
- **The median home price is an *indicator* of the market and is derived from homes that have sold. It cannot be used solely to estimate the value of all the County's properties.**

What a Market Area Contains

Geographic Scope:

- A market area is a geographical space, which is a physical space, including both natural and human-made features.

Competitive Forces:

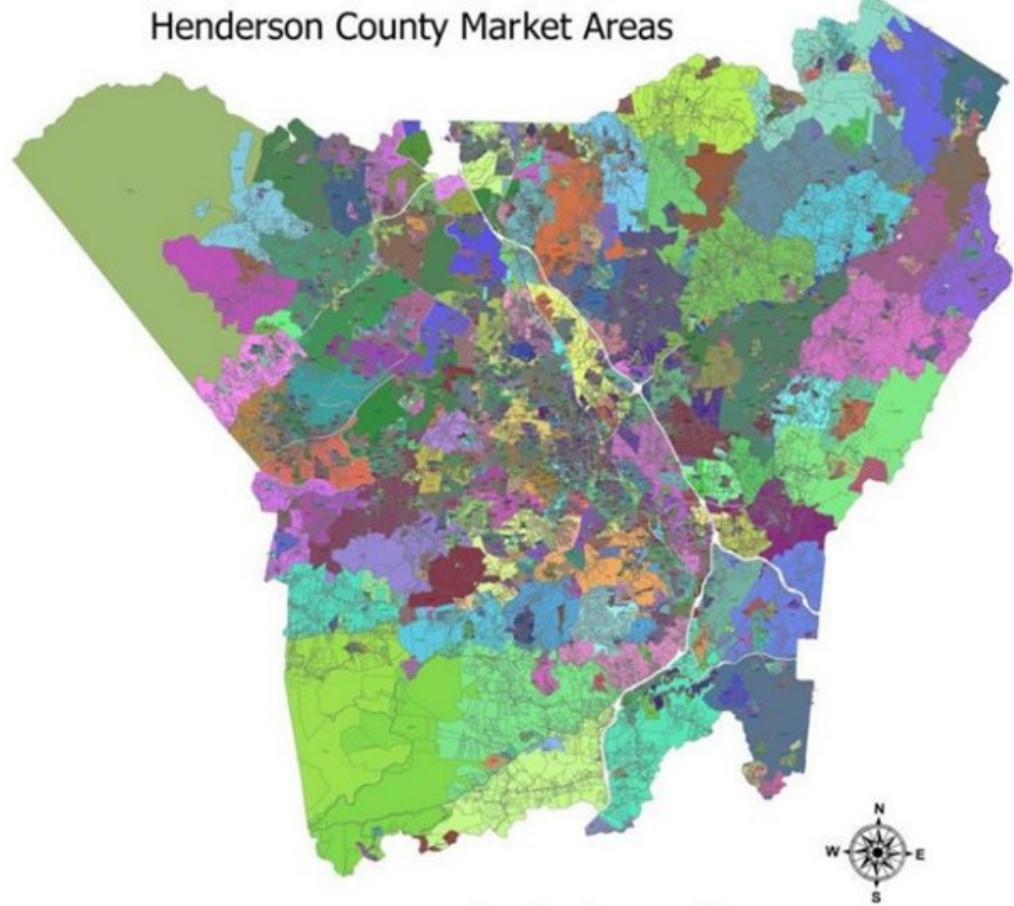
- It's defined by the area in which similar properties compete for tenants or buyers, meaning properties share similar value drivers.

Consistent Factors:

- The area is characterized by similar factors that influence property values, even if the properties themselves aren't identical.

Data for Valuation:

- It's the pool of comparable sales and other market data used to calibrate and test the mass appraisal models.



Sales Ratio

- The Sales Assessment Ratio (SAR) measures the level of assessment against the actual qualified sales that occur in the local market.
- The NC Department of Revenue (“DOR”) acts as the oversight agency for Assessors around the state. One of DOR’s responsibilities is to monitor the sales ratio.
- State Law provides that if the ratio drops below 85% or rises above 115%, then the County must conduct a Reappraisal by January 1 of the third year following notification from the Department of Revenue. (NCGS §105-286). Henderson County avoids this issue by conducting a Reappraisal every four years.
- In the year of Reappraisal, the Sales Ratio should be 100%.
- As of January 1, 2026, Henderson County’s current Sales Ratio is 86.995%.

How are property values determined?

- **(NCGS 105-283) provides that real property be valued at its “true value in money”.**
 - **“True value in money” means market value –** “... the price estimated in terms of money at which the property would change hands between a willing and financially able buyer and a willing seller, neither being under any compulsion to buy or to sell and both having reasonable knowledge of all the uses to which the property is adapted and for which it is capable of being used.”
- **The Assessor uses a “Mass Appraisal” approach to value property.**
 - Uniform or similar properties are grouped together into “Market Areas” and valued to ensure fair and equitable values. Henderson County currently has 1,179 Market Areas.
 - Mass Appraisal costs much less than the typical fee appraisal and allows the Assessor to value the County’s many parcels in a relatively short period of time.
- **Market value is determined by the most recent sales activity in the local real estate market.**
 - Only arms-length transactions are used to measure market value. Short sales, related party transactions, foreclosures, multi-parcel sales or other types of sales that are not arms-length transactions are not used to measure market value.
 - Properties under construction will be appraised at the percentage of completion as of January 1, 2027.
 - The assessed value of a property may be different from the market value in instances where the property is enrolled in Tax Relief Programs or Present-Use Value Program such as agriculture, horticulture, forestry or wildlife conservation.
 - Property values can change during a **non-reappraisal** year due to physical changes that are made to the property. (NCGS §105-286-287)

When are New Values Available?

- Reappraisal Notices will be mailed mid-February. If the taxpayer agrees with the value listed, no response to our office is necessary
- If the taxpayer has questions, there are several ways to seek answers
 - Visit our website at www.hendersoncountync.gov/tax and select the link titled “2027 Reappraisal”. Information on specific parcels may be found by selecting the link titled “Online Tools”.
 - Email our office at taxdept@hendersoncountync.gov
 - Contact our office by telephone at 828-697-4667
 - Visit our office in the 1995 Courthouse located at 200 North Grove Street, Hendersonville, NC.

 <p>HENDERSON COUNTY ASSESSOR 200 N. Grove Street, Ste. 102 Hendersonville, NC 28792-5027 http://hendersoncountync.gov</p>	<p>2027 NOTICE OF ASSESSED VALUE</p> <p>Pursuant to NCGS §105-286, all real property within the County has been reappraised. The Market Value indicated below represents 100% fair market value as of January 1, 2027. Market Value is based on studies of market conditions and is determined in accordance with NCGS §105-283. Please take notice that:</p> <ul style="list-style-type: none">➤ The Assessed Value does not include reductions in value due to Tax Relief programs.➤ The Assessed Value, less any value attributable to Tax Relief, will be the basis of your tax bill for FY2028, which will become due on September 1, 2027.➤ Should you disagree with the value indicated below, your appeal rights are outlined below. <table border="1"><thead><tr><th>DATE OF NOTICE</th><th>MARKET AREA</th><th>ACREAGE</th><th>PARCEL NUMBER</th><th>PROPERTY DESCRIPTION</th></tr><tr><th>MARKET VALUE</th><th>EXEMPT VALUE</th><th>DEFERRED VALUE</th><th>ASSESSED VALUE</th><th>PHYSICAL ADDRESS OF PROPERTY</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> <p>IF YOU AGREE WITH YOUR VALUE, YOU DO NOT NEED TO DO ANYTHING. If you wish to appeal your appraised value, please do so within 30 days of the date of this Notice using the enclosed Informal Appeal Form. Your appeal must be in writing.</p> <ul style="list-style-type: none">• You may appeal using one of three methods: (1) complete the informal appeal form enclosed with this Notice and return it by mail; (2) download and complete an informal appeal form from our website at www.hendersoncountync.gov/tax, then clicking on “Forms and Applications”; or (3) telephone the Assessor’s office at 828-697-4667 to request an appeal form.• A review of your property value will result in the assessed value being unchanged, increased or decreased. You may appeal the appraised value if (1) the property is appraised for substantially more than its market value; or (2) the property is not equitably assessed compared to similar properties. The assessment cannot be adjusted based on the amount of increase in assessed value or your ability to pay taxes.• If the subject property is income-producing property (apartments, retail, shipping centers, offices, etc.), please attach income and expense statements for the prior three years. All income and expense information submitted will be kept confidential.• This Notice is the result of a Countywide Reappraisal and you have the right to request an on-site review of your property. Your right to appeal to the Board of Equalization & Review is protected during the time we are considering the information you have provided concerning your informal appeal.• Appellants who do not hold an ownership interest in the subject property must attach a completed Power of Attorney form signed by the property owner. A Power of Attorney form may be downloaded by visiting www.hendersoncountync.gov/tax, then clicking on “Forms and Applications”. You may also contact the Assessor’s Office to have a Power of Attorney form mailed to you.• Documentation to support your opinion of value is essential. Please attach complete copies of any recent sales, appraisals, market analyses, closing statements, real estate listings, photographs and/or income and expense statements, that occurred prior to January 1, 2027.• When complete, please return the completed appeal form along with all documentation supporting your opinion of value to the County Assessor’s office at 200 N. Grove Street, Suite 102, Hendersonville, NC 28792. It is not necessary for you to make a personal visit to our office. The written information you provide will be considered by our appraisers, and you will be notified by mail of their decision. Please be sure to include your daytime and evening telephone numbers and an email address in the event an appraiser needs to contact you.• If you disagree with the results of your Informal Appeal, you have the right to file a Formal Appeal with the Board of Equalization and Review. You may request a Formal Appeal any time prior to the adjournment date of the Board of Equalization and Review or within thirty (30) days of your last notice of Assessed Value. All requests for Formal Appeal must be in writing and on the proper form. Formal Appeal forms are available at the Assessor’s Office. The first meeting of the Board of Equalization and Review must be held no earlier than the first Monday in April and no later than the first Monday in May. Actual times and dates will be advertised in the local newspaper. <p>TAX RELIEF FOR ELDERLY OR PERMANENTLY DISABLED PERSONS OR DISABLED VETERANS NCGS §105-277.1 provides three programs that relieve from taxation a portion of the appraised value of a permanent residence owned and occupied by North Carolina residents aged 65 or older or totally and permanently disabled whose income does not exceed \$xx,xxx. The greater of \$25,000 or 50% of the appraised value of the residence may be excluded. A deferred lien program is also available. Income means the owner’s gross income from all sources other than gifts, inheritances received from a spouse, lineal ancestor, or lineal descendant. In addition, a Disabled Veteran Exclusion Program is available upon certification by the Veterans Administration. If you feel you may qualify for any of the Tax Relief Programs, please contact the Assessor’s Office at 828-697-4870 to request an application. All completed applications must be received by the Assessor’s Office no later than June 1, 2027. Applications received after June 1, 2027 are considered untimely.</p>					DATE OF NOTICE	MARKET AREA	ACREAGE	PARCEL NUMBER	PROPERTY DESCRIPTION	MARKET VALUE	EXEMPT VALUE	DEFERRED VALUE	ASSESSED VALUE	PHYSICAL ADDRESS OF PROPERTY					
DATE OF NOTICE	MARKET AREA	ACREAGE	PARCEL NUMBER	PROPERTY DESCRIPTION																
MARKET VALUE	EXEMPT VALUE	DEFERRED VALUE	ASSESSED VALUE	PHYSICAL ADDRESS OF PROPERTY																

What if I disagree with my value?

- Each Notice will include an Appeal form
- If the taxpayer disagrees with the value listed on the Notice, an Informal Appeal may be filed.
- When an Informal Appeal is filed, an Appraiser will visit the property and review the Appeal. The Assessor will notify the taxpayer in writing of the decision.
- Informal Appeals can be filed until April 14, 2027, when the Board of Equalization & Review (BOER) convenes.
- Once the BOER convenes, the Informal Appeal process ceases.
- The BOER will adjourn on May 14, 2027. **Once the BOER adjourns, no new appeals may be filed.** Timely-filed appeals will continue to be heard by the BOER.

 <p>HENDERSON COUNTY ASSESSOR 200 N. Grove Street, Ste. 102 Hendersonville, NC 28792-5027 http://hendersoncountync.gov</p>				
2027 INFORMAL APPEAL FORM				
[BAR CODE]				
DATE OF NOTICE	MARKET AREA	ACREAGE	PARCEL NUMBER	PROPERTY DESCRIPTION
MARKET VALUE	EXEMPT VALUE	DEFERRED VALUE	ASSESSED VALUE	PHYSICAL ADDRESS OF PROPERTY
IF YOU AGREE WITH YOUR VALUE, YOU DO NOT NEED TO DO ANYTHING. If you wish to appeal your appraised value, please do so within 30 days of the date of this Notice using this form. <u>Your appeal must be in writing.</u>				
OPINION OF VALUE: What is the most probable price this property would sell for? \$_____ Date you purchased the property: _____ Purchase Price: \$_____ What is the basis for your opinion of value? (check all that apply and include copies of appraisals, closing statements, offers to sell, pictures or any other supporting documentation) <input type="checkbox"/> Personal Judgment <input type="checkbox"/> Recent Purchase <input type="checkbox"/> Recent Asking Price <input type="checkbox"/> Recent Appraisal <input type="checkbox"/> Comparable Sale <input type="checkbox"/> Recent Construction Cost				
BUILDING INFORMATION: Building Use: <input type="checkbox"/> Residential <input type="checkbox"/> Commercial <input type="checkbox"/> Industrial Building Type: <input type="checkbox"/> Single Family Dwelling <input type="checkbox"/> Duplex <input type="checkbox"/> Condominium <input type="checkbox"/> Manufactured Home Building Characteristics (check/complete all that apply) <input type="checkbox"/> Central Heating <input type="checkbox"/> Central Air Conditioning <input type="checkbox"/> Other <input type="checkbox"/> Number of Fireplaces: _____ Total Heated Area is _____ square feet <input type="checkbox"/> Basement: <input type="checkbox"/> Fully Finished <input type="checkbox"/> Partially Finished <input type="checkbox"/> Unfinished <input type="checkbox"/> Attic: <input type="checkbox"/> Fully Finished <input type="checkbox"/> Partially Finished <input type="checkbox"/> Unfinished <input type="checkbox"/> Garage: <input type="checkbox"/> Fully Finished <input type="checkbox"/> Partially Finished <input type="checkbox"/> Unfinished List other structures located on property (barn, garage, shed, etc.): _____				
INCOME INFORMATION (For properties rented or leased to others): Please submit income and expense statements for the last three years				
DO YOU WISH TO REQUEST AN ON-SITE VISIT OF YOUR PROPERTY? <input type="checkbox"/> Yes <input type="checkbox"/> No				
ADDITIONAL INFORMATION THAT SUPPORTS OWNER'S OPINION OF VALUE: (Please attach additional pages if necessary)				
OWNER'S CONTACT INFORMATION Name: _____ Daytime Phone: _____ Mobile Phone: _____ Email Address: _____				
AFFIRMATION: Under penalty prescribed by law, I hereby affirm to the best of my knowledge and belief all information submitted on this Informal Appeal form, including any accompanying statements and other information, as true and complete. Signature of Owner: _____ Date: _____				
PLEASE ENSURE THIS FORM IS FULLY COMPLETED. After completion, please return this form WITHIN 30 DAYS to the Assessor's Office at 200 North Grove Street, Suite 102, Hendersonville, NC 28792. Documentation to support your opinion of value is essential. Please attach complete copies of any documentation you have to support your opinion of the value of the property. Documentation must be dated prior to January 1, 2027. If you have questions, please telephone the Assessor's Office at 828-697-4667. Please allow two to four weeks for your Informal Appeal to be processed.				

2027 Reappraisal General Timeline of Events

- **Q4 2025**

- Parcel data cleanup
- Setup reports and Teams tracking
- Market Area Maintenance (PJ, Comp Markets)
- Sales file cleanup

- **Q1 2026**

- Sales file cleanup
- Creation of reappraisal effective dates and market areas
- Definition changes and additions for SOV
- Cost analysis from permits and other sources for building SOV
- SOV first Draft
- Market area delineation
- Parcel data cleanup on Reappraisal Records
- Complete Measure and List

- **Q2 2026**

- Commercial SOV
- PUV SOV
- SOV Second Draft
- Training for Mass Appraisal
- Preparation for Public Relations/Presentations

- **Q3 2026**

- Mass Appraisal of Markets
- Presentation of SOV to BOCC

- **Q4 2026**

- Clean out queues
- Public Hearing and Adoption of SOV to BOCC
- Public Relations/Presentations
- Preparation of notice templates
- Preparation of Appeals processing
- Final generation of Statistics

- **Q1 2027**

- Public Relations/Presentations
- All staff trainings on reappraisal taxpayer assistance
- Mailing of Notices
- Appeals management

- **Q2 2027**

- Appeals Management
- BOER Management

2027 Tentative Reappraisal Schedule

October 5, 2026	Schedule of Values presented to the Board of Commissioners
October 5, 2026	Public hearing scheduled and publication authorized by the Board of Commissioners. Schedule of Values made available for public inspection.
November 2, 2026	Public Hearing on the Schedule of Values
November 18, 2026	Schedule of Values adopted by the Board of Commissioners
September 1, 2026 - January 31, 2026	Educational and Informational sessions conducted by the Assessor and Collector to community groups, civic organizations and taxpayers throughout the County
January 1, 2027	Effective Date of the 2027 Reappraisal
January 1, 2027 – April 14, 2027	Informal Appeals heard by the Assessor until Board of Equalization and Review convenes
April 15, 2027	Board of Equalization and Review convenes
May 14, 2027	Board of Equalization and Review adjourns. After this date, no new appeals can be filed. Appeals filed timely will be heard by the Board of Equalization and Review.
June 30, 2027	Latest date the FY2028 tax rate is established by the Board of Commissioners
August 1, 2027	2027 tax bills will be mailed to property owners