

# WHAT YOU SHOULD KNOW: HENDERSON COUNTY'S 2023 REAPPRAISAL

**Presentation to Henderson County Communities: 11/28/2022 – 12/15/2022**

*Presented by:*

Darlene Burgess, Tax Administrator

Kevin Hensley Henderson County Assistant Assessor

Luke Small, Deputy Tax Collector

# Introduction of Tax Department Staff and BOER Chair

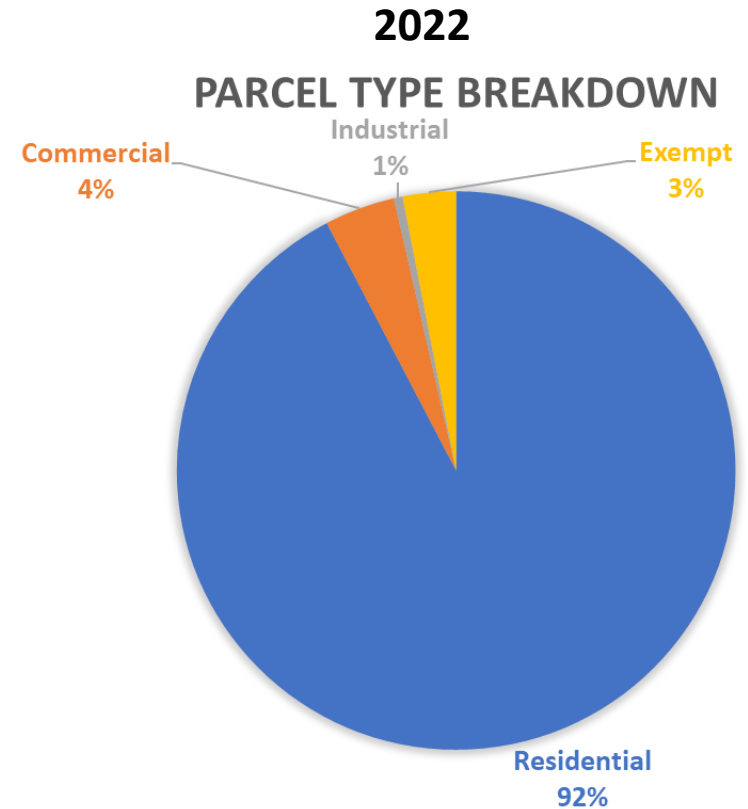
- Joe Sherman, Chairperson, Henderson County Board of Equalization & Review
- Darlene Burgess, Tax Administrator
- Kevin Hensley, Assistant Assessor
- Luke Small, Deputy Tax Collector
- Tommy Cannon, Real Property Administrator
- Nicole Brown, Tax Relief Administrator

## Reappraisal Video

- <https://www.hendersoncountync.gov/tax/page/2023-reappraisal>
- NOTE: This video and other Reappraisal material and presentations may be accessed by visiting the Tax Department's website at [www. https://www.hendersoncountync.gov/tax](https://www.hendersoncountync.gov/tax)

# Henderson County's Demographics ...

- Henderson County currently has 69,433 parcels.
- The number of parcels fluctuates as land is subdivided and recombined.
- Approximately 50,825 (68%) of our parcels are improved, meaning a structure is located on the parcel.
- 1,604 parcels receive a deferment for forestry, agriculture, horticulture or wildlife conservation.
- 2,192 parcels are exempt or excluded from taxation for qualifying reasons such as charitable, religious or government-owned.
- For comparison purposes, much of this presentation includes data from the 2019 Reappraisal along with current data.



# What is a Reappraisal and Why is it Necessary?

- The County Assessor must conduct periodic Reappraisals on all Real Property in the County. Real property includes land, buildings, structures and improvements.
- Reappraisals promote equity amongst the different classes of property subject to property tax.
  - Personal property, motor vehicles and public service properties are assessed every year.
  - Real Property is appraised and assessed only in the year of Reappraisal (every 4 years).
- Reappraisals help to ensure that property owners pay only their fair share of services rendered by local government.
- State law directs counties 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 appraisers, a manager, an analyst and one clerical assistant.
  - All appraisers are certified as Real Property Appraisers by the NC Department of Revenue (“DOR”).
- **The goal of the 2023 Reappraisal is to appraise all real property at 100% of its fair market value as of January 1, 2023.**

# How are property values determined?

- State Law (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.”*

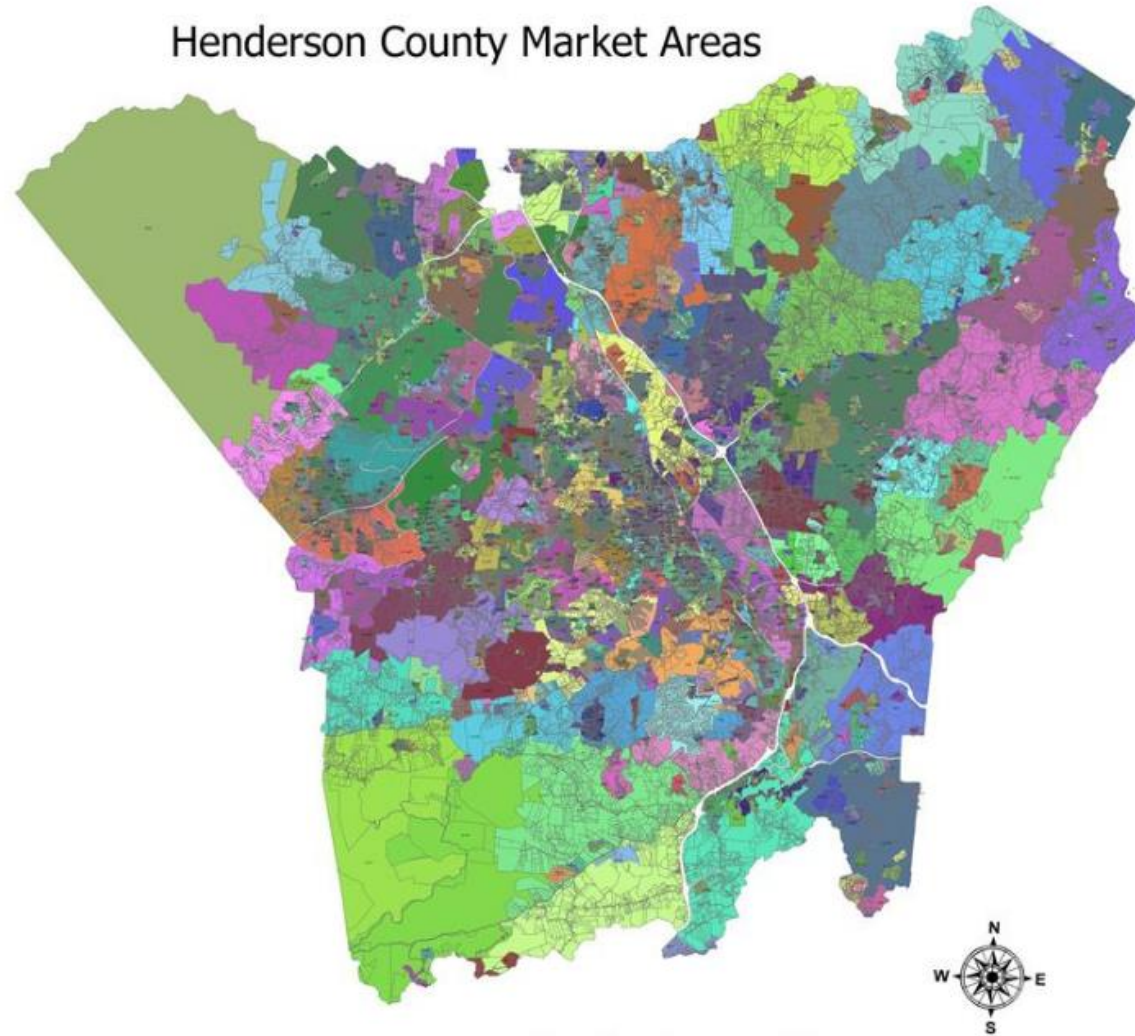
- **Market value is determined by the most recent sales activity in the local real estate market.**
  - Only arms-length transactions are used to measure market value. Short sales, related party transactions, foreclosures, multi-parcel sales or other types of sales that are not arms-length transactions are not used to measure market value.
  - Properties under construction will be appraised at the percentage of completion as of January 1, 2023.
  - The assessed value of a property may be different from the market value in instances where the property is enrolled in the Present-Use Value Program and used for agriculture, horticulture, forestry or wildlife conservation.
  - Property values can change during a **non-reappraisal** year due to (among other things) physical changes that are made to the property. Examples include the addition of outbuildings, pools or additions to an existing structure. (NCGS §105-286-287)

# How are property values determined? (Cont'd.)

- The Assessor uses a “Mass Appraisal” approach to value property.
  - Uniform or similar properties are grouped together into “Market Areas” or “Neighborhoods” and valued to ensure fair and equitable values. Henderson County currently has 1,183 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.
- Mass Appraisal uses statistical analyses to measure uniformity and equity amongst properties.
- Our Appraisers devote substantial effort to collect and update data on properties.
  - To prepare for the 2023 Reappraisal, field visits by Appraisers began in 2019.
  - Field visits are conducted to verify accuracy of the property characteristics we have on file. To date, we have reviewed 100% of the County’s 69,433 parcels.
  - As building permits are issued, Appraisers make several visits to the property to follow the construction progress and collect information needed to appraise the property.
  - As sales occur, Appraisal staff will visit the sold property to verify property characteristics we have on record are correct.

# How are property values determined? (Cont'd.)

Henderson County Market Areas



## How are property values determined? (Cont'd.)

- **Note that appraisers do not go inside of the homes they visit.** This sometimes poses challenges in data accuracy, for example, concerning whether a basement or attic is finished or unfinished. **Although all real property is on a permanent listing system, the taxpayer has an obligation to tell us of any changes to the property. This is done by filing a listing form with the Assessor during the month of January.**
- During the valuation process, the most recent qualified sales within each neighborhood are evaluated and statistical tools are used to uniformly appraise all properties within the neighborhood.
- After a neighborhood is valued, it goes through a quality control process and is reviewed by supervisory staff.
- Technology is used extensively during the Reappraisal process.
- National valuation manuals and the Multiple Listing Service (MLS) are used to strengthen the accuracy of our appraisals.
- The local real estate market is continuously monitored throughout the Reappraisal process.
- Most recent sales are given the most weight during the valuation process.



# What about the Local Sales Market?

- Henderson County’s real estate market is thriving.
- Local sales are strong, and building is growing both in the residential and commercial markets.
- For the upcoming 2023 Reappraisal, Henderson County has 11,688 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, 2019.
- The table below provides a breakdown of the annual number of qualified sales since January 1, 2019.
- Qualified sales represent between 55% and 68% of all sales within the County.

## Henderson County Qualified Sales: 2019 – 2022 YTD (11/28/2022)

	2019	2020	2021	2022 (11/28/2022)	Total
# Qualified Sales	2,595	2,755	3,445	2,893	11,688

# What about the Local Sales Market?

- The median home price is an important market indicator and is derived from Henderson County sales that have occurred as reported by MLS.
  - As of October 2022, Henderson County's median home price for a single-family home is \$408,000. The median price for all properties (including vacant parcels) per MLS is \$360,000.
  - Counties surrounding Henderson are thriving also, as shown in the tables that follow.
  - The *median* home price means that ½ of the homes sold below the median and ½ 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 about the Local Sales Market? (Continued)

HISTORY OF HENDERSON COUNTY MLS SALES								
	SINGLE FAMILY DWELLING				CONDO - TOWNHOMES			
Year	Median Sales Price	Average Days on Market	Months Supply	Sales Price as % of Original Price	Median Sales Price	Average Days on Market	Months Supply	Sales Price as % of Original Price
Nov 2022	\$415,000	24	1.5	97.6%	\$307,000	29	1.3	96.2%
Oct 2022	\$408,000	24	1.5	98.3%	\$305,000	29	1.3	100.0%
Sept 2022	\$405,000	23	1.4	99.0%	\$292,500	30	1.3	100.0%
Aug 2022	\$400,000	23	1.5	99.7%	\$290,000	30	1.3	98.3%
July 2022	\$395,000	22	1.4	100.0%	\$286,000	31	1.4	100.9%
June 2022	\$388,500	22	1.4	100.8%	\$285,000	30	1.5	100.0%
Jan-22	\$363,000	30	1.5	100.0%	\$270,325	31	1.6	100.0%
2021	\$325,000	54	2.8	97.5%	\$231,250	46	2.0	100.1%
2020	\$286,250	63	4.5	96.3%	\$210,000	55	2.6	96.6%
2019	\$271,128	56	4.2	96.4%	\$189,000	44	2.7	96.8%
2018	\$250,000	65	4.2	96.7%	\$181,125	43	2.0	97.8%
2017	\$229,500	69	4.6	95.7%	\$161,500	51	2.5	98.0%
2016	\$219,700	119	6.9	93.2%	\$162,500	100	4.1	96.6%
2015	\$200,000	143	9.3	92.3%	\$155,000	156	7.7	93.3%
2014	\$192,500	143	10.7	92.7%	\$133,000	174	11.7	94.1%
2013	\$183,500	158	12.5	91.4%	\$137,500	199	17.8	89.3%
2012	\$174,500	177	15.5	90.0%	\$131,250	219	22.4	78.9%
2011	\$190,000	171	15.9	86.2%	\$155,000	209	16.1	90.1%
2010	\$198,000	148	12.9	88.4%	\$149,450	166	14.6	91.3%
2009	\$220,000	133	4.4	92.0%	\$148,405	110	4.3	90.4%
2008	\$232,000	96	2.8	92.3%	\$155,600	83	3.6	100.0%

SOURCE: MLS Statistical Data (data includes traditional sales only (no foreclosures or short sales)  
 Reappraisal Years are highlighted in Yellow

# What about the Local Sales Market? (Continued)

	SURROUNDING COUNTIES					
	MEDIAN HOME PRICE PER MLS: SINGLE FAMILY DWELLING					
Year	Henderson	Buncombe	Polk	Transylvania	Rutherford	Greenville Co SC
2022 Nov	\$ 415,000	\$ 455,000	\$ 400,000	\$ 455,000	\$ 255,000	\$ 450,000
2022 Oct	\$ 408,000	\$ 452,604	\$ 392,500	\$ 450,000	\$ 259,000	\$ 455,000
2022 Sept	\$ 405,000	\$ 450,000	\$ 385,000	\$ 447,750	\$ 257,500	\$ 455,000
2022 Aug	\$ 400,000	\$ 445,000	\$ 377,500	\$ 440,000	\$ 258,500	\$ 444,000
2022 July	\$ 395,000	\$ 440,000	\$ 380,000	\$ 430,500	\$ 256,000	\$ 436,500
2022 June	\$ 389,000	\$ 433,000	\$ 370,000	\$ 427,000	\$ 259,450	\$ 438,000
2022 May	\$ 382,000	\$ 426,050	\$ 375,000	\$ 425,000	\$ 259,000	\$ 435,000
2022 April	\$ 375,000	\$ 420,000	\$ 380,000	\$ 420,000	\$ 254,750	\$ 444,000
2022 Mar	\$ 370,000	\$ 416,200	\$ 375,000	\$ 410,000	\$ 255,000	\$ 436,500
2022 Feb	\$ 365,000	\$ 410,000	\$ 375,000	\$ 405,000	\$ 255,500	\$ 438,000
2022 Jan	\$ 363,000	\$ 405,000	\$ 364,500	\$ 400,000	\$ 255,000	\$ 448,500
2021 June	\$ 342,661	\$ 375,000	\$ 325,000	\$ 374,000	\$ 240,000	\$ 347,500
2021 Jan	\$ 325,000	\$ 350,000	\$ 304,650	\$ 350,000	\$ 227,000	\$ 299,500
2020 June	\$ 295,000	\$ 320,000	\$ 285,000	\$ 301,000	\$ 195,000	\$ 278,500
2020 Jan	\$ 286,250	\$ 315,000	\$ 277,000	\$ 291,000	\$ 183,000	\$ 279,500
2019 Jun	\$ 279,950	\$ 306,000	\$ 249,500	\$ 269,500	\$ 174,150	\$ 261,500
2019 Jan	\$ 271,128	\$ 299,900	\$ 248,000	\$ 259,750	\$ 178,000	\$ 261,500

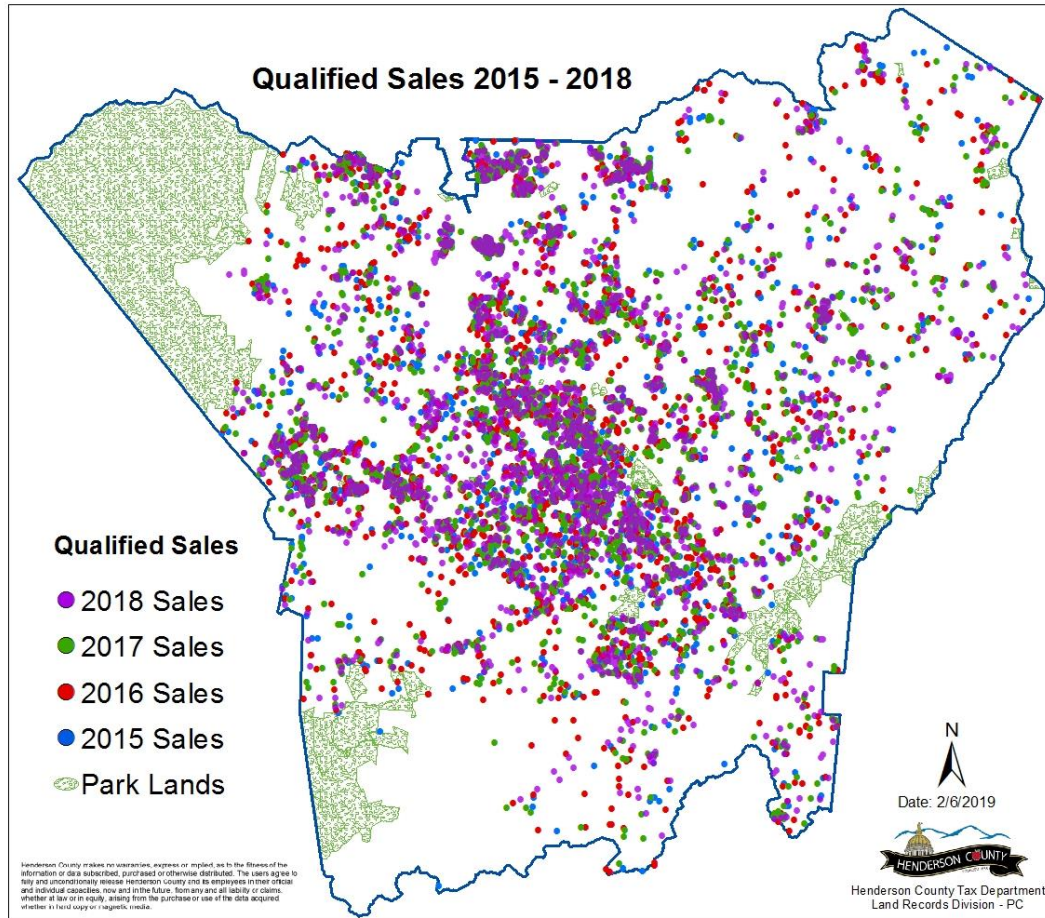
SOURCE: MLS Statistical Data



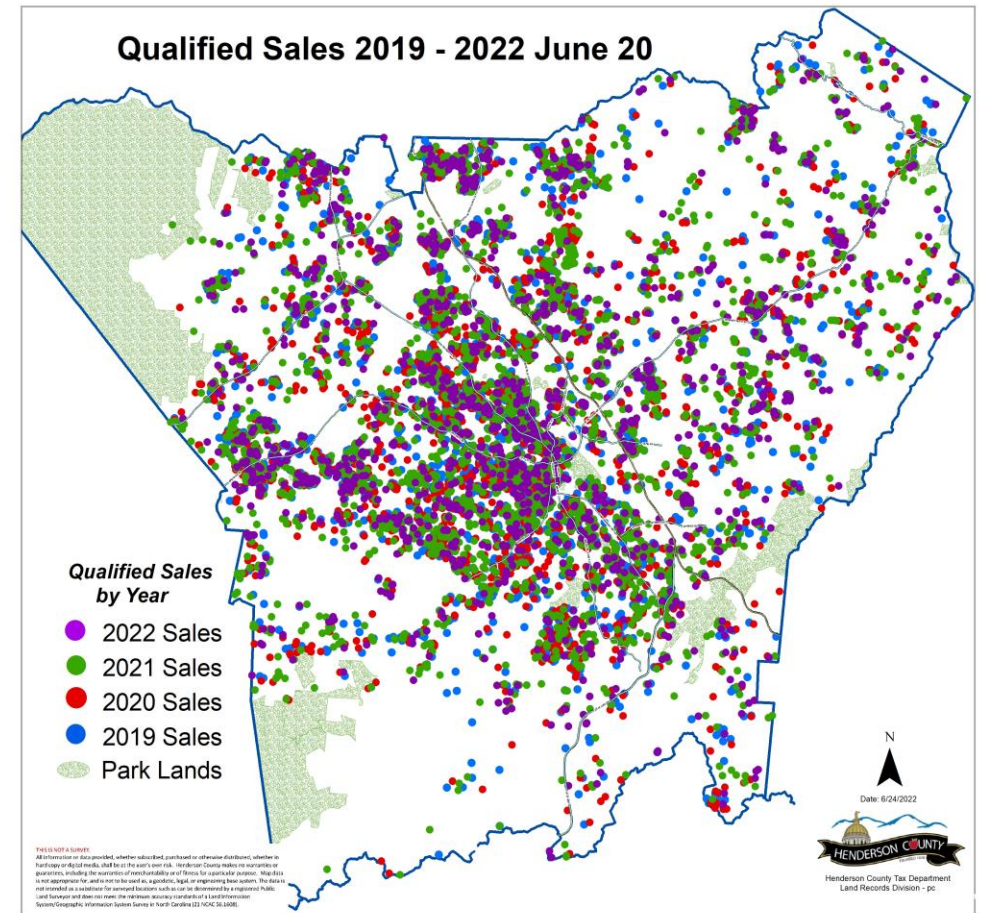
# What about the Local Sales Market? (Continued)

## Where are the sales occurring?

### SALES USED IN 2019 REAPPRAISAL (2015-2018)



### SALES USED IN 2023 REAPPRAISAL (2019-2022)



# What about the Local Sales Market? (Continued)

<b>HENDERSON COUNTY MUNICIPALITIES</b> <b>MEDIAN HOME PRICE PER MLS: ALL PROPERTY TYPES*</b> <b>(includes homes, condos, vacant land, etc.)</b>						
Year	City of Hendersonville	Village of Flat Rock	Town of Fletcher	Town of Laurel Park	Town of Mills River	City of Saluda
2022 Nov	\$ 350,000	\$ 400,000	\$ 395,000	\$ 435,000	\$ 477,020	\$ 360,000
2022 Oct	\$ 350,000	\$ 399,500	\$ 392,000	\$ 430,000	\$ 460,700	\$ 330,000
2022 Sept	\$ 347,700	\$ 395,000	\$ 394,500	\$ 425,000	\$ 454,700	\$ 335,000
2022 Aug	\$ 342,200	\$ 394,621	\$ 390,000	\$ 397,500	\$ 456,900	\$ 335,075
2022 July	\$ 340,000	\$ 379,900	\$ 390,000	\$ 417,500	\$ 456,900	\$ 333,750
2022 June	\$ 335,000	\$ 370,000	\$ 382,000	\$ 387,450	\$ 447,500	\$ 330,250
2022 May	\$ 330,000	\$ 368,000	\$ 375,000	\$ 375,000	\$ 433,500	\$ 332,500
2022 April	\$ 325,000	\$ 352,100	\$ 370,000	\$ 371,150	\$ 425,000	\$ 326,500
2022 Mar	\$ 320,000	\$ 355,000	\$ 355,000	\$ 378,500	\$ 421,948	\$ 315,000
2022 Feb	\$ 315,000	\$ 352,500	\$ 352,250	\$ 378,500	\$ 421,474	\$ 321,000
2022 Jan	\$ 310,000	\$ 352,500	\$ 352,000	\$ 365,000	\$ 425,000	\$ 328,000
2021 June	\$ 285,000	\$ 351,435	\$ 325,000	\$ 315,250	\$ 393,000	\$ 298,000
2021 Jan	\$ 272,000	\$ 342,500	\$ 315,000	\$ 314,375	\$ 365,000	\$ 275,000
2020 June	\$ 255,000	\$ 335,000	\$ 295,000	\$ 292,500	\$ 329,900	\$ 248,500
2020 Jan	\$ 250,000	\$ 325,000	\$ 285,000	\$ 285,000	\$ 321,000	\$ 194,500
2019 Jun	\$ 238,763	\$ 310,000	\$ 275,000	\$ 279,000	\$ 290,500	\$ 203,000
2019 Jan	\$ 230,500	\$ 284,733	\$ 272,500	\$ 277,500	\$ 290,000	\$ 215,000

SOURCE: MLS Statistical Data

# What about the Local Building Market? (Continued)

- Building permits continue to rise.
- For FY2022 (July 1, 2021 – June 30, 2022),
  - 2,108 residential permits were issued at an estimated construction cost of \$335,615,030
  - 269 commercial permits were issued at an estimated construction cost of \$159,232,615

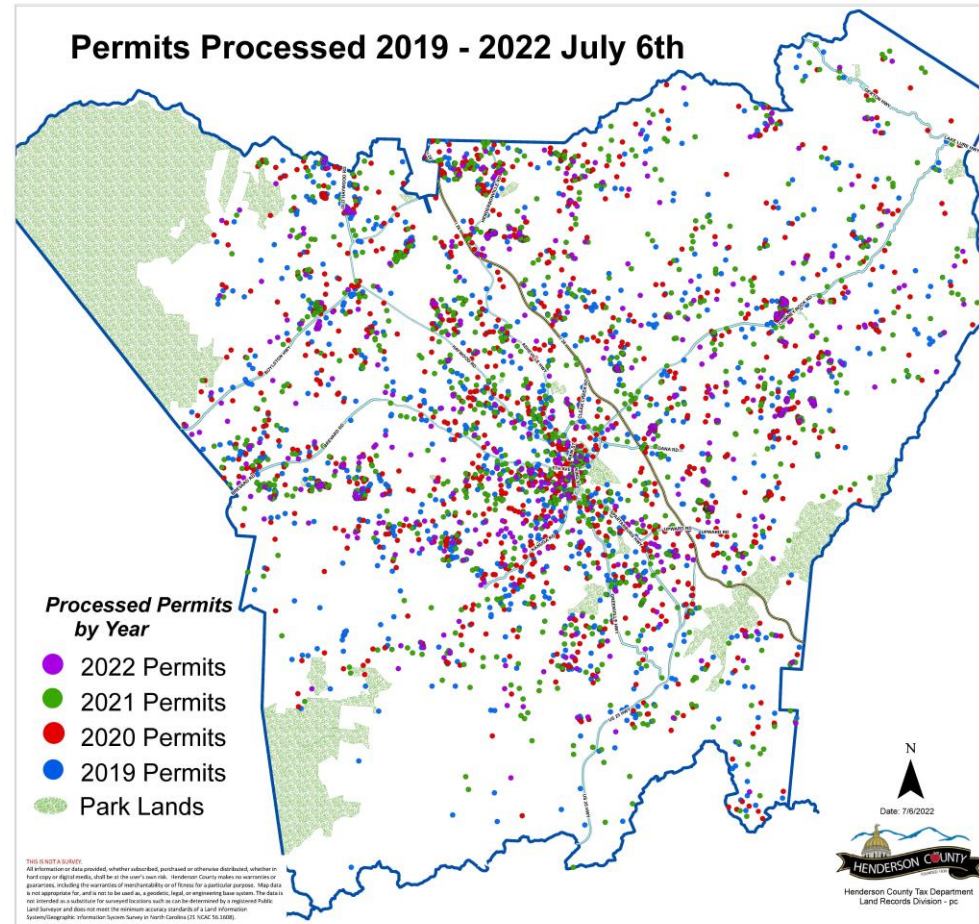
<b>HISTORY OF BUILDING PERMITS ISSUED</b>					
<b>Fiscal Year (July 1 - June 30)</b>	<b>RESIDENTIAL</b>				<b>COMMERCIAL</b>
	<b>New Construction Permits</b>	<b>Additions / Remodel Permits</b>	<b>Manufactured Homes</b>	<b>Total Residential Permits</b>	<b>New Construction &amp; Addition / Remodel</b>
2023 (thru 9/2022)	163	224	29	416	62
2022	873	1,039	196	2,108	269
2021	661	1,094	183	1,938	288
2020	626	976	168	1,770	257
2019	641	934	177	1,752	347



# What about the Local Building Market? (Continued)

Where is the construction activity occurring?

## BUILDING PERMIT ACTIVITY: 2023 REAPPRAISAL (PERMITS ISSUED BETWEEN 2019 AND 2022)





# Let's talk about the Sales Ratio ...

- The Sales Assessment Ratio (SAR) measures the level of assessment against the actual sales that occur in the local market.
- The sales are taken from the Deeds recorded with the Register of Deeds. Deeds are reviewed, a sample of qualified sales is selected, and the sales price is compared to the assessed value.
- In the year of Reappraisal, the Sales Ratio should be 100%.
- The farther we move from the Reappraisal year, the more this ratio fluctuates. For example, in a market where real estate sales are going up, the Sales Ratio will be below 100%.
- 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.
- **As of January 1, 2022, Henderson County's current Sales Ratio is 73.58%.**
- According to DOR, there are 36 counties scheduled for Reappraisal in 2023. Of these counties, 29 of them ( 81%) received notification from DOR that their sales ratio was below 85%.

# Let's talk about the Sales Ratio (cont'd.) ...

➤ The Sales Assessment Ratio (SAR) measures the ratio between a property's tax assessment and its actual sales price. The SAR is expressed as a percentage. Here's the formula:  $\text{Tax Assessment} / \text{Sales Price} = \text{SAR}$

➤ Example of Sales Ratio in a **growing** real estate market:

Date of Reappraisal: January 1, 2019

Date of Sale: February 1, 2022

1/1/2019 Assessed Value: \$200,000

2/1/2022 Sales Price: \$350,000

$$\$200,000 / \$350,000 = \underline{57\%}$$

*What does this mean? It means that we are taxing 57% of the property's fair market value*

➤ Example of Sales Ratio in a **declining** real estate market:

Date of Reappraisal: January 1, 2019

Date of Sale: February 1, 2022

1/1/2019 Assessed Value: \$200,000

2/1/2022 Sales Price: \$175,000

$$\$200,000 / \$175,000 = \underline{114\%}$$

*What does this mean? It means that we are taxing 114% of the property's fair market value*

# 2023 Tentative Reappraisal Schedule

✓ October 3, 2022	Schedules of Values presented to the Board of Commissioners by the Assessor
✓ October 3, 2022	Public hearing scheduled and publication authorized by the Commissioners. Schedules of Values made available for public inspection.
✓ November 7, 2022	Public Hearing on the Schedules of Values
✓ November 16, 2022	The Schedules of Values adopted by the Board of Commissioners
December 1, 2022 – January 31, 2023	Educational & Informational sessions conducted by the Assessor to community groups, civic organizations and taxpayers throughout the County
January 1, 2023	Effective Date of 2023 Reappraisal
February 15, 2023	Notices of Value Change mailed to Taxpayers
January – April 14, 2023	Informal Appeals heard by the Assessor until the Board of Equalization & Review Convenes
April 14, 2023	Board of Equalization & Review Convenes
May 15, 2023	Board of Equalization & Review Adjourns. After this date, no new appeals can be filed. Appeals timely filed will be heard by the Board of Equalization & Review.
June 30, 2023	Latest date the FY2024 tax rate is established by the Board of Commissioners
August 2023	2023 tax bills will be mailed to property owners

# 2023 Reappraisal Notices

- Reappraisal Notices will be mailed around mid-February 2023.
- 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](http://www.hendersoncountync.gov/tax) and select the link titled “2023 Reappraisal”. Information on specific parcels may be found by selecting the link titled “Online Tools”.
  - Email our office at [taxdept@hendersoncountync.gov](mailto: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.

**HENDERSON COUNTY ASSESSOR**  
200 N. Grove Street, Ste. 102  
Hendersonville, NC 28792-5027  
[taxdept@hendersoncountync.gov](mailto:taxdept@hendersoncountync.gov)  
Phone—828 697-4667

**2019 NOTICE OF ASSESSED VALUE**

DATE OF NOTICE	MARKET AREA	ACREAGE	PARCEL NUMBER	PROPERTY DESCRIPTION
MARKET VALUE	EXEMPT VALUE	DEFERRED VALUE	ASSESSED VALUE	PHYSICAL ADDRESS OF PROPERTY

IMB  
GEL  
-Page-#F-0-ParentBatchID-ParentID-1  
CustomerName1  
CustomerName2  
Address1  
Address2  
Address3  
City State ZipCode

Pursuant to NCGS §105-286, all real property within Henderson County has been reappraised. The Market Value indicated above represents 100% fair market value as of January 1, 2019. Market Value is based on studies of market conditions and is determined in accordance with NCGS §105-283. Please take notice that:

- 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 FY2020, which will become due September 1, 2019.
- Should you disagree with the value indicated above, your appeal rights are outlined below.

**IF YOU AGREE WITH YOUR VALUE, YOU DO NOT NEED TO DO ANYTHING.** If you wish to file an informal appeal of your 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.**

- 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](http://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 when 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 property is income-producing property (apartments, retail, shipping centers, offices, etc.), please attach income and expense statements for the previous three years. All income and expense information received 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](http://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, and/or income and expense statements, that occurred prior to January 1, 2019.
- **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 day time 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 and may also be downloaded from our website at [www.hendersoncountync.gov/tax](http://www.hendersoncountync.gov/tax), then clicking on “Forms and Applications”. 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.

**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 \$30,200. The greater of \$25,000 or 30% 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, 2019. Applications received after June 1, 2019 are considered untimely.

# Technology to assist in evaluating your value ...

- To review a map of your property:

<https://www.hendersoncountync.gov/gis/page/welcome-gomaps-henderson-countys-online-gis-mapping-system>

- To review the data we have regarding your real property :

<https://lrcpwa.ncptscloud.com/Henderson/>

- To look up your current and past tax bills:

<https://bcpwa.ncptscloud.com/hendersontax/>


- **COMING SOON ...**

Taxpayers will have the ability to easily review information relative to their property and to view similar properties that have sold, etc. using a product called Spatialest. This product is being tested now and will be made available in time for the 2023 Reappraisal.



# What if I disagree with my value?

- Each Reappraisal 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, 2023, when the Board of Equalization & Review (BOER) convenes.
- Once the BOER convenes, the Informal Appeal process ceases.
- The BOER will adjourn on May 15, 2023. Once the BOER adjourns, no new appeals may be filed. Timely-filed appeals will continue to be heard by the BOER.

 HENDERSON COUNTY ASSESSOR  
200 N. Grove Street, Ste. 102  
Hendersonville, NC 28792-5027  
Hendersoncountync.gov/tax  
Email: [taxdept@hendersoncountync.gov](mailto:taxdept@hendersoncountync.gov)  
Phone: (828) 697-4667

**2019 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 value, please do so within 30 days of the date of this Notice using this form. **Your appeal must be in writing.**

**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)  
 Personal Judgment    Recent Purchase    Recent Asking Price    Recent Appraisal    Comparable Sale    Recent Construction Cost

**BUILDING INFORMATION:**  
Building Use:    Residential    Commercial    Industrial  
Building Type:    Single Family Dwelling    Duplex    Condominium    Manufactured Home    Other: \_\_\_\_\_  
Building Characteristics (check/complete all that apply)  
 Central Heating    Central Air Conditioning    Other    Number of Fireplaces: \_\_\_\_\_  
Total Heated Area is \_\_\_\_\_ square feet  
 Basement:    Fully Finished    Partially Finished    Unfinished  
 Attic:    Fully Finished    Partially Finished    Unfinished  
 Garage:    Fully Finished    Partially Finished    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?**    Yes    No

**ADDITIONAL INFORMATION THAT SUPPORTS OWNER'S OPINION OF VALUE:** (Please attach additional pages if necessary)

**OWNER'S CONTACT INFORMATION**  
Name: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_ Evening/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. Any supporting documentation you submit must be dated prior to January 1, 2019. 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.

# Some advice regarding your Appeal ...

- **Your 2023 assessed value may be appealed for the following reasons:**
  - The assessed value substantially exceeds or is substantially below the market value of the property; or
  - Your property has been appraised inequitably as it relates to the market value of comparable properties.
- **Your 2023 assessed value may NOT be appealed for the following reasons:**
  - The percentage change from the previous assessed value.
  - Actual construction or historic cost.
  - The amount of anticipated taxes due.
  - Your financial ability to pay the taxes.
  - Insurance value.
  - Liquidation or salvage value.
- Acceptable documentation to support your appeal includes (but is not limited to) photographs, sales records, appraisals, comparable sales, etc.
- If the supporting information for your appeal includes an opinion or statement from an outside party, remember that the party must accompany you to your appeal hearing and be available to testify.

# Some advice regarding your Appeal ...

- Appeals may be filed between January 1, 2023 and May 15, 2023.
- If an Appeal is filed before April 14, 2023 (the date the BOER convenes), it will be treated as an Informal Appeal.
- Once the BOER convenes, the Assessor loses his/her authority to adjust a value. Any Appeals received after April 14, 2023 must be heard by the BOER.
- If the taxpayer is not satisfied with the ruling of the BOER, he/she may appeal to the North Carolina Property Tax Commission.
- If the taxpayer is not satisfied with the decision of the North Carolina Property Tax Commission, he/she may appeal the PTC ruling to the North Carolina Court of Appeals and to the North Carolina Supreme Court.
- **The Appeal period ENDS at 5:00 p.m. on May 15, 2023. After this date, NO real property appeals will be accepted.**
- FYI, during the 2019 Reappraisal cycle:
  - 66,710 Reappraisal Notices were mailed
  - There were 2,923 total Appeals (4.38%)
  - There were 2,566 Informal Appeals filed
  - There were 340 Appeals to the BOER
  - There were 17 appeals to the North Carolina Property Tax Commission
  - There were no appeals to the Court of Appeals/North Carolina Supreme Court



# Are there Tax Relief Programs for Individuals?

- North Carolina law provides several tax relief programs for qualifying individuals:
- These programs are commonly referred to as the **Elderly or Disabled Exclusion**, **Disabled Veteran Exclusion** and **the Homestead Circuit Breaker**.
- Specific information on each tax relief program and the requirements to qualify for these programs are defined in NCGS §105-277.1 and §105-277.1B.
- Additional Information and Applications for Tax Relief are located on the Tax Department's website at <https://www.hendersoncountync.gov/tax/page/exemptions-exclusions-deferment>
- When considering an application for tax relief, please remember:
  - You must meet all requirements, which include (but may not be limited to) ownership, age, use and income requirements.
  - Applications are due to the Assessor by June 1 of the year in which the relief is sought.
  - Periodic compliance reviews are conducted to ensure those receiving tax relief remain qualified to receive the tax relief.
  - The tax relief applies to your permanent residence and the surrounding one acre of land;
  - Most Tax Relief programs are income based, and the income limit is set by the North Carolina Department of Revenue each year. For 2023, the income limits are as follows:
    - Elderly/Disabled: \$33,800
    - Disabled Veterans: No income limit
    - Circuit Breaker: \$50,700
  - Income is defined as “monies from all sources”

**QUESTIONS?**

# CONTACT INFORMATION:

## Henderson County Tax Department

200 N. Grove Street

Hendersonville, NC 28792

Email: [taxdept@hendersoncountync.gov](mailto:taxdept@hendersoncountync.gov)

Website: <https://www.hendersoncountync.gov/tax>

Phone: 828-697-4870