

Travis Taxpayer Liaison Officer Duties and Responsibilities

Your Taxpayer Liaison Officer for the Travis Central Appraisal District is Martin Wilbanks. The Travis Taxpayer Liaison Officer is appointed by and serves at the pleasure of the Travis Central Appraisal Board of Directors.

The Taxpayer Liaison Officer is responsible for providing assistance to property owners to help them understand the appraisal process and protest procedures.

The appraisal district's job is to appraise all property in the county as accurately as possible so that you will be taxed fairly. Appraisal district employees and the members of the Appraisal Review Board are dedicated to providing you the best experience possible by treating you professionally and with respect; however, even under the best of circumstances, parties will sometimes disagree.

Texas law guarantees the property owner the right to protest their value if they think it's too high. Some property owners who do protest may feel that they did not receive the answer they wanted or results they were expecting. Sometimes this results are from a misunderstanding of the process or presentation of incomplete or incorrect information. Other times, it can be the result of a mistake or oversight by the District.

As a result of the protest process, a property owner may want to file a complaint about the policies and actions of the Appraisal Review Board or Travis Central Appraisal District. Such complaints should be sent to the Taxpayer Liaison Office.

This office does not participate in the appraisal process and cannot consider any matter that might involve a challenge, protest, or correction before the Appraisal Review Board. There is no authority to overrule the chief appraiser or an Appraisal Review Board's decision on a value, correction or a protest.

If the property owner wants to file a complaint, the complaint must be in writing. The complaint should state the date of event, clearly describe the situation, identify person(s) involved, the action(s) the property owner would like taken and contact information.

All facts relating to the complaint are reviewed and every effort made by the Taxpayer Liaison Officer to resolve the complaint. In every case, the property owner can feel certain that all circumstances brought to the attention of this office are thoroughly reviewed. If a mistake was made, then this office will work toward a favorable resolution to the maximum extent permitted by law.

Many times a dispute can be resolved simply by explaining the process or procedure to you so that you understand what can or cannot be done.

State law and property tax regulations guide the actions of the Taxpayer Liaison Officer. These laws and regulations do not always allow the flexibility of reaching your desired outcome or giving you the answer that you would prefer.

This office also welcomes a property owner's comments and suggestions about the operations of the Appraisal Review Board and the Travis Central Appraisal District.

Martin Wilbanks
Taxpayer Liaison Officer
Travis Central Appraisal District

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