

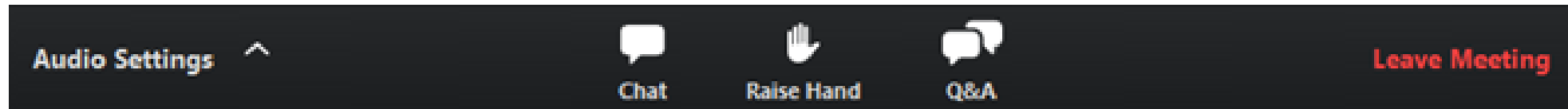
TCAD UPDATES FOR TAX AGENTS

2023 Protest Season



TRAVIS CENTRAL
APPRAISAL DISTRICT

HAVE QUESTIONS?



Use the Q&A feature to submit your question.





IMPORTANT INFORMATION




<https://traviscad.org/publicinformation>

PUBLICLY AVAILABLE DATA


EXPORT LAYOUT FILE EXPLANATION

-  Appraisal Export Layout
-  Special Export Layout

OTHER EXPORTS

-  Appraisal Roll Export (February 2022)
-  2021 Special Export (March 2022)
-  2021 Certified Export (August 2021)

PROTEST INFORMATION

-  TCAD Updates for Tax Agents Presentation



IMPORTANT DATES

Notices of Appraised Value	April 14,2023
Protest Deadline	May 15, 2023
Informal Meetings	
Residential	April 17, 2023 to June 30, 2023
Commercial	April 24, 2023 to June 30, 2023
BPP	June 5, 2023 to June 30, 2023
Formal Hearings Begin	June 20, 2023




AGENT PORTAL – APPOINTMENT OF AGENT


Agents must have a valid appointment of agent on file before the informal meeting


- Must be received at least 48 hours prior to the informal meeting
- Submit through the agent portal (most efficient process)





AGENT PORTAL-APPOINTMENT OF AGENT


**TRAVIS CENTRAL APPRAISAL DISTRICT**
TRAVIS COUNTY, TEXAS


Home


My Properties


E-File Protest


Appointment of Agent


More Options of Agent

APPOINTMENT OF AGENT - RUN LISTING

Use this option to submit AOA to the appraisal district.

Run	Status	Date Created	# Submitted	Processed	Rejected
8	Complete	2022-04-01 19:37:45	1	1	0
7	Complete	2022-04-01 19:35:32	1	1	0
4	Complete	2022-03-28 14:31:06	2	0	0
3	Complete	2022-03-28 14:16:38	1	0	0
2	Complete	2022-03-28 14:04:07	1	0	0
1	Complete	2022-03-22 12:36:47	1	0	0



AGENT PORTAL-APPOINTMENT OF AGENT

1. Manually add PIDs or import from spreadsheet
2. Fill out the appropriate information in the mailings and authority section
3. Upload the PDF Appointment of Agent form.

NEW APPOINTMENT OF AGENT REQUEST

PROPERTIES

#1

Prop ID IMPORT

PID	Owner Name	Status
No Rows To Show		

AGENT FIDUCIARY

#2

Application

Application Date
2022-04-06

Effective Date

Expiration Date

Comment

Mailings (Required)

☐ Receive ARB Mailings

☐ CAD Mailings

☐ Taxing Unit Mailings

Authority (Required)

☐ Authority to protest

☐ Authority to resolve tax matters

☐ Authority to receive confidential information

(Required)

File	Date	User	Description	Del...
No Rows To Show				

#3


Drag and drop files here or

BROWSE FILES


CANCEL SUBMIT




AGENT PORTAL-REVOCATION OF AGENT




My Properties



E-File Protest



Appointment of Agent



Mass Revocation of Agent

Welcome to Travis Appraisal District Portal

SUMMARY

Active Properties: [1](#)

Needs AOA/Expired Properties: 1

MY PROPERTIES

Click [here](#) to Manage Properties.

ACTIONS

Similarly, agent revocations can be submitted through the Mass Revocation of Agent section of the Menu:



AGENT PORTAL REVOCATION OF AGENT

1. Manually add PIDs or import from spreadsheet
2. Upload the PDF Revocation of Agent form.
3. Click Submit

[Run Listing](#) > [New](#)

NEW MASS REVOCATION OF AGENT REQUEST

PROPERTIES

Prop ID IMPORT

P...	Owner Name	Status
------	------------	--------

FILE ATTACHMENTS

Drag and drop files here
or
BROWSE FILES

File	Date	User	Descripti...	D.
No Rows To Show				

[CANCEL](#) [SUBMIT](#)



AGENT PORTAL – EFILE PROTEST

Home

My Properties

E-File Protest

Appointment of Agent

Mass Revocation of Agent

Profile Maintenance

MASS PROTEST (by list)

SECTION 1&2: PROPERTY INFORMATION

PROPERTIES SELECTED: 0

Prop ID [IMPORT](#)

PID	Owner Name	Status
No Rows To Show		

- E-file Protest on left-hand menu
- Enter property ID or import property ID from a list



AGENT PORTAL - EFILE PROTEST

- Select protest reasons
- Add any additional facts you would like to provide
- Select Hearing Information Data
 - Hearing Type
 - Hearing Notice and Procedures delivery
 - Special panel request
 - Receive CAD evidence
 - Request same day hearing

SECTION 3: REASONS FOR PROTEST

REASONS*

Record your reasons for filing a protest on your property. You may select multiple reasons.

- ☐ 01 (APPRAISED VALUE EXCEEDS MARKET)
- ☐ 02 (NOT EQUAL/UNIFORM WITH OTHERS)
- ☐ 03 (APPRAISED VALUE UNDER MARKET)
- ☐ 04 (VALUE REC'D FROM OTHER CAD)
- ☐ 05 (SPECIAL INVENTORY UPDATE)
- ☐ 06 (PROPERTY DESCRIPTION IS INCORRECT)
- ☐ 10 (NO SITUS IN COUNTY)
- ☐ 100 (41.41(A)(9) OTHER ACTION)
- ☐ 101 (Value-Ex)

SECTION 4: ADDITIONAL FACTS

COMMENTS (OPTIONAL)

Please record any comments you have regarding your property's value. You will have the opportunity to attach documents and evidence.

0 of 1000

SECTION 5,6,7: HEARING INFORMATION

HEARING TYPE

I intend to appear in the ARB hearing in the following manner:

ARB Hearing Notice and Procedures

I request my notice of hearing to be delivered by:

SPECIAL PANEL REQUEST FOR HIGH VALUE PROPERTY

I request a special panel to hear my protest.

No

☐ Request CAD Evidence

☐ Request Same-Day Hearing



AGENT PORTAL - EFILE PROTEST

Same Day Formal Hearing requests:

- Submit through eFile portal
- **Same Day Hearing Request must be filed with your protest**




AGENT PORTAL - EFILE PROTEST

Same Day Formal Hearing requests:

SECTION 1&2: PROPERTY INFORMATION

PROPERTIES SELECTED: 1

Prop ID
Enter Prop ID IMPORT

PID	Owner Name	Status	
232850	TRAVIS CENTRAL APPRAISAL DISTRICT	valid	

SECTION 5,6,7: HEARING INFORMATION

HEARING TYPE

I intend to appear in the ARB hearing in the following manner:

ARB Hearing Notice and Procedures

I request my notice of hearing to be delivered by:

SPECIAL PANEL REQUEST FOR HIGH VALUE PROPERTY

I request a special panel to hear my protest.
No

☐ Request CAD Evidence

☒ Request Same-Day Hearing



AGENT PORTAL

Questions regarding eFile and Agent Portal should be directed to

agentinfo@tcadcentral.org



INFORMAL MEETINGS

Timeline: Residential

April 17, 2023- June 30, 2023

Monday through Friday

7:45 AM to 11:45 AM and 12:45 PM to 4:45 PM



INFORMAL MEETINGS

Timeline: **Commercial**

April 24, 2023 - June 30, 2023
Tuesdays, Wednesday & Thursdays (agents)
Fridays (owners)
9:00 AM to 1:00 PM



INFORMAL MEETINGS

Timeline: BPP

June 5, 2023 - June 30, 2023

Monday through Friday

7:45 AM to 11:45 AM and 12:45 PM to 2:45 PM



INFORMAL MEETINGS

Travis CAD reserves the right to modify or suspend informal meetings based on conflicts with formal hearing schedules, availability of resources, efficiency, or if there is insufficient demand.



INFORMAL MEETINGS

Scheduling- Self Scheduling

TCAD will utilize the QLess *reservation* system.

Get In Line Online - <https://www.traviscad.org/getinlineonline>

- No shows at scheduled informal meetings may result in rejection of future schedule requests.
- Abuse of the reservation system/wasting resources may result in rejection of future schedule requests.



INFORMAL MEETINGS

Scheduling- Self Scheduling

Residential

- 8-hour time block
- Expectation- minimum of 70 accounts

Commercial & BPP

- 1-hour time block
- Expectation- minimum of 6 accounts



INFORMAL MEETINGS

Scheduling- Self Scheduling

- Agents are encouraged to group their accounts in a manner to make most efficient use of the available time.
- We suggest grouping by property type and/or neighborhood.



INFORMAL MEETINGS

Same Day Informal/Unscheduled (Get In Line Online)

<https://www.traviscad.org/getinlineonline>

- Agents are allowed to “Get In Line Online” through the above link for unscheduled informal hearings.
- Priority will be given to those with scheduled appointments so there may be a wait.



INFORMAL MEETINGS

For informal meetings the agents must have:

- protest on file
- have a valid appointment of agent, **and**
- submit evidence 48hrs prior to informal hearing
- *If these requirements are not satisfied timely, the reservation may be rejected.*

Only one informal meeting will be permitted per property.



INFORMAL MEETINGS

Logistics

- Meetings will be held telephonically with online remote screen share.
- If the number you provided accepts text messages, you will receive text alerts before you are called.
- At your scheduled time, an appraiser will call you at the number provided in your reservation.
- At the beginning of the call, the appraiser will give the agent the information if they would like to screen share evidence.



INFORMAL MEETINGS

Offers

- An informal meeting offer that reduces value is NOT guaranteed.
- All offers will be based solely on documented evidence.
- All evidence you would like considered at informal must be submitted PRIOR to the informal meeting.



INFORMAL MEETINGS

Offers

- Appraisers will discuss potential offers over the phone during an informal meeting.
- Offers will be officially made via agent portal, generally overnight or next day.
 - Lack of uploaded evidence will delay offers.
 - Some offers may require a 41.47 Joint Motion.
- Agents must formally accept the offer in the agent portal.



INFORMAL MEETINGS

Offers

TCAD management reserves the right to review all offers for typographical errors, accuracy, fairness, and consistency.



41.47 JOINT MOTIONS (TOPLINE)

Procedures

- Topline Agreements will be processed through the agent portal.
- A **valid** appointment of agent is required for a 41.47 Joint Motion.

The screenshot displays the 'My Properties' interface. On the left is a sidebar with navigation icons for Home, My Properties, and E-File Protest. The main area shows filters for Agent Status (Active) and Protest State (Protest Filed). Below the filters, a table lists properties. The first property, with ID 234163, is marked as 'Topline Eligible' (indicated by a red box in the original image). The table columns include checkboxes, Prop ID, Type, Address, Notice Value, Protest State, Recommendation, Topline Eligible, Agent Status, and Action.

<input type="checkbox"/>	Prop ID	Type	Address	Notice Value	Protest State	Recommendation	Topline Eligible	Agent Status	Action
<input type="checkbox"/>	234163	R	850 E ANDERSON LN, T...		Protest Filed	No Change	Yes	Active	



41.47 JOINT MOTIONS (TOPLINE)

Procedures

- Closed protests will not be included in Joint Motion to the ARB.
- Failure to follow procedures could delay processing of joint motion request



EVIDENCE

Travis CAD Website – www.traviscad.org

Appraisal Roll and Special Exports

- Available for download on website - April 10, 2023
 - www.traviscad.org/publicinformation
 - Updated bi-weekly

Property search values - updated April 15, 2023

- NOAV's PDF available online – April 24, 2023





EVIDENCE



www.traviscad.org/publicinformation

PUBLICLY AVAILABLE DATA


EXPORT LAYOUT FILE EXPLANATION

-  Appraisal Export Layout
-  Special Export Layout

OTHER EXPORTS

-  Appraisal Roll Export (February 2022)
-  2021 Special Export (March 2022)
-  2021 Certified Export (August 2021)

PROTEST INFORMATION

-  TCAD Updates for Tax Agents Presentation



EVIDENCE

- CAD evidence will be made available on Agent Portal.
- Evidence may be produced in phases. Check for multiple documents.
- Evidence creation priority will be given to eFile protest.



EVIDENCE

- TCAD reserves the right to supplement/modify/change the evidence prior to the 14 day evidence exchange window of the formal hearing.
- TCAD understands that the agent's evidence may change prior to the formal hearing if the property owner supplies additional information.



REMEMBER

- Data available on TCAD website – April 10, 2023
www.traviscad.org/public-information
- Informal Meetings (Residential) April 17, 2023 - June 30, 2023
- Informal Meetings (Commercial) April 24, 2023 - June 30, 2023
- Informal Meetings (BPP) June 5, 2023 - June 30, 2023
- Get in line online - <https://www.traviscad.org/getinlineonline>



REMEMBER

- Protest deadline – May 15, 2023
- Last day of informal meetings – June 30, 2023



QUESTIONS

Questions regarding eFile and Agent Portal should be directed to agentinfo@tcadcentral.org.

Other questions:

Residentialappeals@tcadcentral.org

Commercialappeals@tcadcentral.org

BPPappeals@tcadcentral.org

