

# TRAVIS CENTRAL APPRAISAL DISTRICT

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04/04/19

Attention: Property Tax Agents

RE: 2019 Informal Protest Procedures

Travis Central Appraisal District (TCAD) is implementing a new informal protest procedure for the 2019 season based on the extremely successful informal settlement via packet pilot program in 2018. This program will be utilized for all informal settlements in 2019. Due to the large volume of protests, adherence to these new procedures is imperative. These procedures demonstrate our commitment to working efficiently and effectively with every tax agency.

Below you will find an overview of general procedures. Additional guidelines will be sent at a later date giving further details.

- Commercial and residential notices and values will be available April 15, 2019.
- Packets may be submitted by email, through the agent portal, or hand delivered.
- TCAD will accept packet submissions from April 15, 2019 through June 7, 2019.
- It is very important that the agent includes all information in the packet that the agent desires TCAD to consider.
- When supported by evidence and time permitting, protests may receive an informal settlement offer from TCAD.
- Bulk affidavits (topline) will be offered as a privilege and will only be extended to agencies working in good faith.
- All electronic communications will be centralized to the following emails:
  - [commercialappeals@tcadcentral.org](mailto:commercialappeals@tcadcentral.org) (Commercial)
  - [residentialappeals@tcadcentral.org](mailto:residentialappeals@tcadcentral.org) (Residential)
  - [BPPappeals@tcadcentral.org](mailto:BPPappeals@tcadcentral.org) (Business Personal Property)

Thank you in advance for your cooperation and adherence to these procedures.

Travis Central Appraisal District