



TOWN OF EAST WINDSOR

IMPORTANT INFORMATION PERTAINING TO THE REVALUATION PROCESS

This post will be updated from time to time and incorporate FAQs that are raised by taxpayers. To lodge a general question, please email JSanchez@eastwindsorct.com.

The Town is aware of the excessive increases in property valuation resulting from the current housing market. The Board of Selectmen is as upset by the numbers that were reported by Vision Government Services (Vision) as the many constituents we've heard from, and we are committed to finding options to lessen the impact on our taxpayers. Several options to alleviate the impact on homeowners will be discussed at the Board of Selectmen meeting on December 15th, where representatives from the Office of Policy and Management will join the Board for discussions about delaying the revaluation or phasing it in. Both options have advantages and liabilities that need to be fully understood.

In the meantime, please DO NOT apply the current mill rate to your new valuation – this will lead to an overstated tax liability. The increase in value by dollar is not as significant as the increase in dollar by percentage compared to all other taxpayers.

Frequently Asked Questions:

How do I initially appeal my property valuation to Vision Government Solutions, Inc. (Vision)?

- *Informal hearings and discussions with Vision are currently available by appointment. Appointments are available between now and December 22nd, 2022. If necessary, that date may be extended. The informal hearings can be done over the phone or in person. Contact Vision at 1-888-844-4300 or www.vgsi.com/schedules to make an appointment.*

What does the appeals process entail?

- *The appeal with Vision involves a conversation with a representative from the company to discuss specifics of your property assessment and why you feel it is inaccurate.*

What documentation should I have available for my appeal with Vision?

- *You should provide any documentation that you think helps prove that the value assigned by Vision is inaccurate. Some examples may be a list of comparable*

properties similar to your home, recent appraisals, photographs showing cause for property depreciation, etc.

Documentation of assessments of similar homes in your neighborhood and sales of similar homes are most helpful. The Vision website has a tab available that allows you to enter parameters of your home to find comparable sales. The website can be found at <https://gis.vgsi.com/eastwindsorct/Streets.aspx>.

How long does the Vision appeals process take?

- *Most hearings will take about 15 minutes per property.*

What can I do if my appeal to Vision is denied?

- *Should your hearing with Vision be unsatisfactory, you have the right to appeal to the Board of Assessment Appeals in the spring.*

What kind of appraiser can I hire to provide an appraisal showing my home value?

- *At this stage, it is not necessary to hire an appraiser. Should your hearing with Vision be unsatisfactory, you have the right to appeal to the Board of Assessment Appeals in the spring. At that time, you may want to hire an appraiser, but even then it is not necessary.*

What types of homes are seeing the highest increase in value?

- *Smaller, starter type homes are seeing the highest increase in value in terms of percentage increase.*

If I appeal to Vision, do they come to my home?

- *State law requires that a physical revaluation be done every ten years, and a statistical revaluation be done every ten years, with five years between them. Because this was a statistical revaluation, the findings are based solely on the housing market and real estate sales. It is unlikely that a representative from Vision will need to come to your home.*

I couldn't schedule my appeal in time. What can I do?

- *Vision has committed to providing ample opportunity for residents to appeal. Additional hearing times will be made available as need through December 22nd*

Can I talk to a live person and ask additional questions?

- *Yes. In addition to calling Vision at the number provided in your property assessment notification, you can call the Assessor's Office during normal business hours, and someone will be happy to help you. That number is 860-623-8878*

The directions from Vision ask to upload documents prior to scheduled meetings. How do I do that?

- *If your hearing is in person, it is ok to bring copies of your supporting documentation at the time of the hearing. If your hearing is over the phone, or if you want to provide any supplemental supporting documentation to either an in person or phone hearing, you can email that to jwilliams@vgsi.com*

Why are values so much higher during this revaluation? Five years ago, values were effectively unchanged from the prior revaluation. What is going to happen to taxes?

- *Property revaluation rebalances the value of real property (i.e. residential, commercial or industrial properties) relative to the housing market. Real property has seen a significant increase in value in since the 2017 revaluation. Real property makes up only one piece of the Grand List, which also includes personal property (i.e. professional equipment) and motor vehicle valuations. Taken together, those three things (real property, personal property and motor vehicle valuations) comprise the Grand List. When the Grand List is higher, the mill rate comes down accordingly.*

Where Can I find the comparable properties used to determine the value of my property?

- *Comparable properties can be provided to anyone who requests them by sending an email to jwilliams@vgsi.com.*