

# SCURRY COUNTY APPRAISAL DISTRICT

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2612 College Avenue  
Snyder, TX 79549



## PUBLIC RELATIONS

## POLICIES AND PROCEDURES

2025

## PUBLIC RELATIONS

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## **A TAXPAYER**

Is not dependent on us—**We are dependent on Them.**

Is not an interruption of our work—**They are the purpose of it.**

Is doing us a favor by letting us **Serve Their Needs.**

Is not an outsider to our business—**They are a part of it.**

**A TAXPAYER** is the most important person in the world to us!!!

*Courtesy and Efficiency are the main requirements of this office.*

### **Goal:**

To provide professional service, maintain equity in property valuation, and continue a positive public relationship with the taxpayers of Scurry County.

- To make the public aware of the purpose of the Appraisal District and the services we provide
- To help the public understand that our services are not only for the taxing entities, but extend to the public as well

The Appraisal District needs to be aware of the wide variety of core constituencies, including property owners, civic and professional organizations, lending institutions, developers, attorneys, real estate appraisers and brokers, governmental agencies and policymakers, tax representatives, and the media.

## **Customer Service**

### **Objective:**

Develop an information campaign to educate taxpayers in Scurry County.

### **Target Audiences:**

The citizens of Scurry County including future taxpayers of SCAD looking to move to, invest in, or provide services within Scurry County.

### **Research:**

Provide customer service forms in house as well as on our website to residents, businesses, fee appraisers, etc. in Scurry County. Monitor comments and seek to enhance the quality of assistance offered.

### **Strategies:**

Develop the Scurry County story.

- Identify Scurry County Appraisal District accomplishments:
  - Pass the state PVS study and MAP review
  - Provide public information that helps promote economic development by funding local services
  - Provide GIS mapping for the public
  - Maintain excellent customer service within the office
- Define a set of key messages to be used as basic building blocks for news releases and publications.
  - Publish news releases by the Texas Comptroller within the time frame that covers topics such as: Homestead, Over 65 and Disabled Veterans exemptions; Renditions; Productivity Appraisal; Remedies Pamphlet; Tax Deferral for the elderly; Personal Property bulletin.
  - Posting of Board of Directors and Appraisal Review Board meetings.
  - Publication of Property Tax Protest and Appeal Procedures.
  - Publication of Budget- 6.062 Tax Code.
  - Maintaining SCAD website for public use.

## **Customer Service Tips:**

1. Make a good first impression
  - a. Dress appropriately. This includes clothing, grooming, and hygiene.
  - b. Use appropriate behavior in the office
    - i. Talk to taxpayers/customers with a business-oriented attitude
    - ii. Be polite and have a positive attitude:
      1. Smile immediately and say hello
      2. Rise to greet and maintain eye contact
      3. Learn and use others' names
      4. Extend offers of help and hospitality
      5. Watch the volume and pitch of your voice
      6. Listen 80%---talk 20%
      7. Use the correct body language
      8. If you are polite, the customer will also tend to respond politely
2. Know your job
  - a. Understand the importance of knowing job-related information
    - i. Know the procedures and policies of SCAD
    - ii. Be able to use all equipment properly
    - iii. Know how to read all maps and appraisal cards
    - iv. Be able to give people directions to property (Be familiar with GIS and MIMS)
    - v. Be able to locate property when customers do not know the address
3. Know Scurry County
  - a. Understand the importance of providing guests with information about Scurry County
    - i. How to give correct and easy to follow directions
    - ii. Know about the main attractions in Scurry County. Although we are here for appraisal purposes, many taxpayers see us as an information highway. If we don't know something, have an idea on who to send the taxpayer to.
4. Communicate clearly
  - a. Become familiar with effective verbal and non-verbal communication skills
  - b. Telephone etiquette
    - i. Always let the taxpayer/customer know whom they are speaking with.
    - ii. "Scurry County Appraisal District, this is (Name)"
  - c. Learn how to assist a variety of taxpayers/customers
  - d. Listen effectively
5. Handle problems effectively
  - a. Listen carefully to the taxpayer/customer in order to identify the problem
  - b. Use common sense to identify possible solutions

- c. If you cannot solve the problem, then connect the taxpayer/customer with someone who can. Give their name, title and phone number. When possible, introduce the customer personally
- d. Be responsive; show concern for the customer's problem and act quickly
- e. Work cooperatively with others to solve taxpayers' problems
  - i. If a specific problem cannot be resolved, offer what you can.
    - 1. "I'm not allowed to do that, yet this can be done..."

6. Go the extra mile. Deliver more than you promise.
7. Make a good last impression
  - a. Ask how everything was and mean it!
  - b. Ask customers if they were taken care of and received everything they needed.
  - c. Thank them for coming and invite them to come back

### **Communications:**

The Chief Appraiser will serve as the official spokesperson of the Appraisal District. Those responsibilities will include:

- To make Appraisal District employees aware of the benefit of good public relations and to promote effective communications between the staff and the public
- To help the CAD staff understand the importance of the public's image of the Appraisal District
- To speak with the public in a professional way, using terms that are specific to the appraisal field and yet recognizable to the customer
- Taxpayer rights and remedies brochures are displayed and readily available to the public
- To ensure public access to public records
- To be available for speaking engagements such as guest speaker at an organizational meeting or taxing entity board meetings
- Provide visual aids when needed or helpful

### **Interpreters**

Non-English speaking persons are encouraged to provide a personal interpreter. If a person cannot provide an interpreter, the District will attempt to arrange for interpreting assistance provided a written request is submitted to the Chief Appraiser at least three (3) business days in advance of the meeting.

### **Access by Disabled Persons**

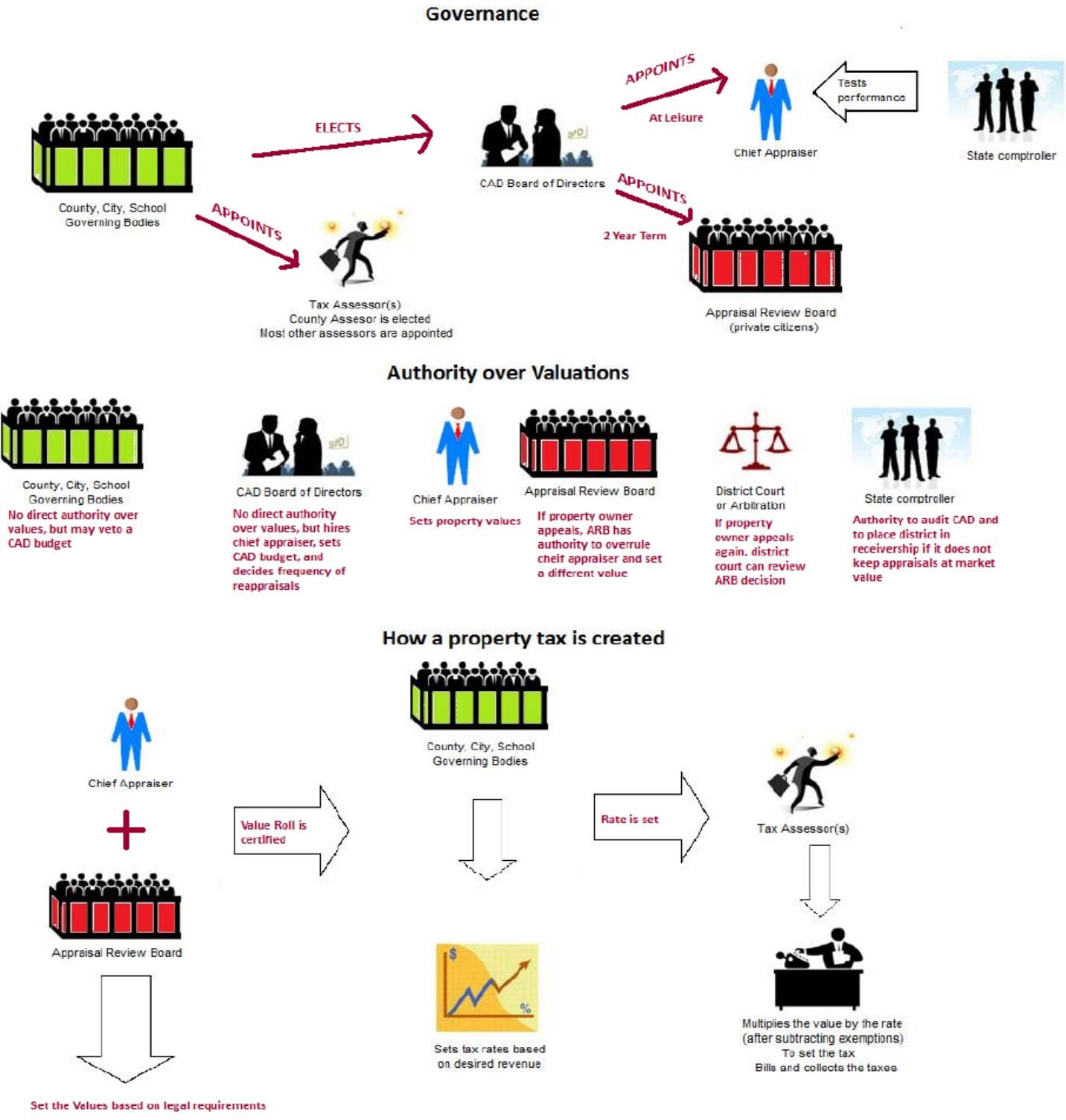
District Facilities allow access by disabled individuals. Handicapped parking space is available by the ramp in the parking lot of the District office. Individuals who need additional assistance for entry or access should notify the District at least three (3) business days in advance of the meeting.

### **Evaluation:**

Conduct annual follow-up survey of residents, businesses and taxing entities to determine attitude shifts. Review media coverage annually to identify areas of improvement.

This plan utilizes resources as much as possible in ways that will heighten their influence and effectiveness without major budget impacts. It is important to recognize that we have a good and positive attitude toward the public and are appreciative of the taxpayers of Scurry County. The Scurry County Appraisal District wants to keep the public educated and well informed with the endeavors in our office and around the State.

## Appraisal District Ins and Outs



## Important Telephone Numbers

SCAD #s-

325-573-8549- Line 1

325-573-8540- Line 2

325-573-9530- Line 3

325-573-8876- Line 4

325-573-8458- Fax

Harris Govern

972-265-7300- Customer Service

Scurry County Tax Office

Jana Young- Tax Collector

325-573-9316

Capitol Appraisal Group- Mineral, Utility, Pipeline and Industrial Appraisers

Main Number: 512-346-5480

Direct Line: 512-233-2131, Gregg Davis

Email: [gdav@cagi.com](mailto:gdav@cagi.com)

## Scurry County Appraisal District's Website: [www.scurrytex.com](http://www.scurrytex.com)

**Notes on Property Search-** To maximize the number of results for your search, it is best to enter the minimum amount of information necessary to locate the property you want returned. Only the records that match all the data elements you entered will be returned. The more data elements you enter, the fewer properties will match and therefore, fewer records will be returned.

**Data is Available by Year-Example:** If it is February 2021,

The most current data is from 2020. (Note: You must choose 2020). The information is current working data and will change often to reflect changes based on name, address, and exemptions on a property. This information will not be certified until late July, then the default search will be 2021 and the working year data will be 2022.

**Property ID/ Geo ID and Property Type Selection-** The District assigns these identification numbers to properties. You may locate these numbers on the Appraisal Notices and other various pieces of correspondence sent to you by the District. To narrow your search results, you may select the property type from the drop-down box. Your choices: All, Real, Mobile Home, Personal, or Mineral.

**Owner Name Field-** Below is a table that describes various ways to enter the taxpayer's name associated with the desired property. Note that owner names are stored in LASTNAME FIRSTNAME format without a comma.

'Partial' Option Name Search	Explanation	Example Search results:
SMITH JOHN	Will return all property whose owner name starts with SMITH JOHN	SMITH JOHN SMITH JOHN & AMANDA SMITH JOHNNY
SMITH JO	Will return all property whose owner name starts with SMITH JO	SMITH JO ANNE SMITH JOAN SMITH JOE SMITH JOHN
RODRIGUE_DAVID	The underscore is a substitute for one character. It is commonly used to identify different spellings of a name.	RODRIGUES DAVID P RODRIGUEZ DAVID RODRIGUEZ DAVID ETAL
'Like' Option String Search		
JOHN	Will return all property where 'JOHN' appears anywhere in the name	AARON JOHN ABERNATHY JOHN ADLER JOHN

### Situs Location: Physical Address of Property

To use this situs location portion of the search, you will need to enter one or more elements. For example, to search for the property located at 411 FRIO, enter the following: Number: 00411, Street: FRIO

\*Note: All street numbers must have 5 characters. To maximize search, streets may be omitted. Other hints: If suffixes or prefixes are used in the street box, abbreviate AVENUE with AV.

\*\*Please use current year to get most current information. However, keep in mind that this info is subject to change. The current year information is current data and will change often to reflect changes until certification.

## Important Websites

<http://www.scurrytex.com> - SCAD's Website

<http://www.license.state.tx.us/> -TDLR for Appraisers and Tax Collectors

<http://www.window.state.tx.us> -Texas Comptroller of Public Accounts

<http://www.window.state.tx.us/taxinfo/proptax/basics/> - Tax Basics

<https://www.oag.state.tx.us/> -Attorney General of Texas

<http://www.capitol.state.tx.us/> -Texas Legislature online

<http://www.sos.state.tx.us/> - Texas Secretary of State

<http://www.tnris.net> - Texas Natural Resources Information System

<http://www.mhweb.tdhca.state.tx.us/mhweb/main.jsp/> - Tx Dept of Housing & Community Affairs

<http://www.snyderdailynews.com/news/> -Snyder Daily News

<http://www.nass.usda.gov/> - United States Department of Agriculture

<https://www.harrisgovern.com/> - Harris True Automation

<https://recorder.co.scurry.tx.us:8443/Web/user/disclaimer> Deed search Scurry County Courthouse  
(Accessible by deed clerk and appraisers)

<http://www.pbfcm.com> - Perdue Brandon Fielder Collins & Mott LLP- Tax Sales

<https://www.cagi.com/> - Capitol Appraisal Group, LLC

## CAPITOL APPRAISAL GROUP

### Administrative

Gregg Davis, RPA – Executive VP  
512-233-2131 Direct [gdav@cagi.com](mailto:gdav@cagi.com)

### Industrial Appraiser

Ashley Mayfield, RPA  
512-233-2125 Direct [ashley@cagi.com](mailto:ashley@cagi.com)

### Industrial Division Manager

Gerri "Tilly" Renfroe, RPA  
512-233-2178 Direct [gerri@cagi.com](mailto:gerri@cagi.com)

### Utilities Division Manager

Sandra Fain, RPA  
512-233-2140 Direct [sandra@cagi.com](mailto:sandra@cagi.com)

### Utilities Support Specialist

Roxanne Pavia  
512-233-2141 Direct [roxanne@cagi.com](mailto:roxanne@cagi.com)

### Mineral Appraiser – Value

Kenneth Hitt, RPA VP  
512-233-2144 Direct [neth@cagi.com](mailto:neth@cagi.com)

### Division Order Analyst – Ownership

Chandra Morris  
512-233-2123 Direct [chandra@cagi.com](mailto:chandra@cagi.com)

### Mineral Division Manager

LeLaina Taylor, RPA  
512-233-2121 Direct [ltaylor@cagi.com](mailto:ltaylor@cagi.com)

### System Analyst (File Imports, etc)

James Voges  
512-233-2136 Direct [jvoges@cagi.com](mailto:jvoges@cagi.com)

CAPITOL APPRAISAL GROUP  
9300 Research Blvd, Austin Texas 78759-6510  
P:512-346-5480 | F: 512-346-5482  
[www.CAGI.com](http://www.CAGI.com)

## Entities

**Scurry Co. Hospital District-Cogdell Memorial Hospital- 1700 Cogdell Boulevard**

**Ella Raye Helms – CEO 325-573-6374**

**[www.cogdellhospitai.com](http://www.cogdellhospitai.com)**

**Western Texas College- 6200 College Avenue**

**Dr. Barbara Beebe - President**

**325-573-8511 [www.wtc.edu](http://www.wtc.edu)**

**Ira ISD- 6190 West FM Road 1606, Ira, TX 79527**

**Garrett Luft- Superintendent**

**325-573-2628 [wwwира.esc14.net](http://wwwира.esc14.net)**

**Scurry County- 1806 25<sup>th</sup> Street**

**Judge Dan Hicks- County Judge**

**325-573-8576 [www.co.scurry.tx.us](http://www.co.scurry.tx.us)**

**Hermleigh ISD- 1026 School Ave.  
Hermleigh, TX 79526**

**Dr. Jessie Ellerbe- Superintendent**

**325-863-2451 [www.hermleigh.esc14.net](http://www.hermleigh.esc14.net)**

**Snyder ISD- 2901 37<sup>th</sup> Street**

**Dr. Bob Rauch- Superintendent**

**325-574-8900 [www.snyderisd.net](http://www.snyderisd.net)**

**Roscoe ISD- 1101 W 7<sup>th</sup> Street, Roscoe, TX 79545**

**Dr. Guillermo Mancha - Superintendent**

**325-766-3629 [www.roscoe.esc14.net](http://www.roscoe.esc14.net)**

**Colorado City ISD- 534 E. 11<sup>th</sup>, Colorado City, TX 79512**

**Dr. Larry Polk- Superintendent**

**325-728-3721 [www.colorado.esc14.net](http://www.colorado.esc14.net)**

**City of Snyder- 1925 24<sup>th</sup> Street**

**Eli Torres- City Manager**

**325-573-4957 <http://ci.snyder.tx.us>**

## Adjoining Appraisal Districts

Kent County 806-237-3066

[www.kentcad.org](http://www.kentcad.org)

[kentco@caprock-spur.com](mailto:kentco@caprock-spur.com)

Fisher County 325-776-2733

[www.fishercad.org](http://www.fishercad.org)

[fishercad@sbcglobal.net](mailto:fishercad@sbcglobal.net)

Nolan County 325-235-8421 ext. 12

[www.nolan-cad.org](http://www.nolan-cad.org)

[nolancad@sbcglobal.net](mailto:nolancad@sbcglobal.net)

Mitchell County 325-728-5028

[www.mitchellcad.org](http://www.mitchellcad.org)

mcad1@sbcglobal.net

Borden County 806-756-4484

tcooley17@yahoo.com



**SCURRY COUNTY APPRAISAL DISTRICT**  
**HOMESTEAD EXEMPTION CHART**

MANDATED	EXEMPTIONS	SCHOOL	OPTIONAL	COUNTY	COLLEGE	CITY	*HOSPITAL	REMARKS
	REGULAR HOMESTEAD	\$100,000		20% or \$5,000 min.			20% or \$5,000 min.	
	OVER 65 HOMESTEAD	\$10,000		\$12,000		\$7,500	\$100,000	
	DISABILITY HOMESTEAD	\$10,000					\$100,000	Social Security Letter
	VETERAN DISABILITY	\$5,000^		\$5,000^	\$5,000^	\$5,000^	\$5,000^	\$5,000 10% to 29% \$7,500 30% to 49% \$10,000 50% to 69% \$12,000 70%+ (65YRS+)
	100% DISABLED VETERAN	100%		100%	100%	100%	100%	

\* Only Jurisdiction not eligible to be FROZEN  
 ^ Not Just Homestead - Any Property

\PACSDB\Users Shared Folders\common\1\_Homestead Documents\homestead exemption chart.xlsx\Updated 051222

## ***For Open Records Requests:***

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### **PROCEDURES**

#### **OPEN RECORDS REQUEST**

Within 10 days of receiving an open records request the following procedures will take place:

1. It is determined if the records requested is information that can be accessed by the public.
2. If the record is a public document, cost is determined for the request.
3. The person making the request is notified of the cost. They are told that once the check is received the information will be forwarded to them.
4. If there is a question about the documents being an open record that can be accessed by the public, a request will be made for an opinion from the State Attorney General. The district would ask for help from their attorneys to submit this request.

## **CHARGES FOR COPIES/SERVICES**

### **PROPERTY CARDS**

Quantities over 20 pages--15¢ each

### **MAPS**

Small: 8 ½ x 11

Quantities above 5--\$1.00/copy

Large:

Detailed map= \$20.00 each

General map= \$10.00 each

### **PROJECT LABOR COST**

Projects that require staff to deviate from normal work duty will be charged \$25.00/hour. (Typically projects requiring over 15 minutes)

### **APPRAISAL ROLLS, GIS MAPPING ETC.**

GIS Mapping (Shape file, Includes roll used to generate mapping)

Current = \$50.00

Older = \$50.00

Projections:

MIMS native format

NAD83

Texas State Plan Cords

North Central Zone

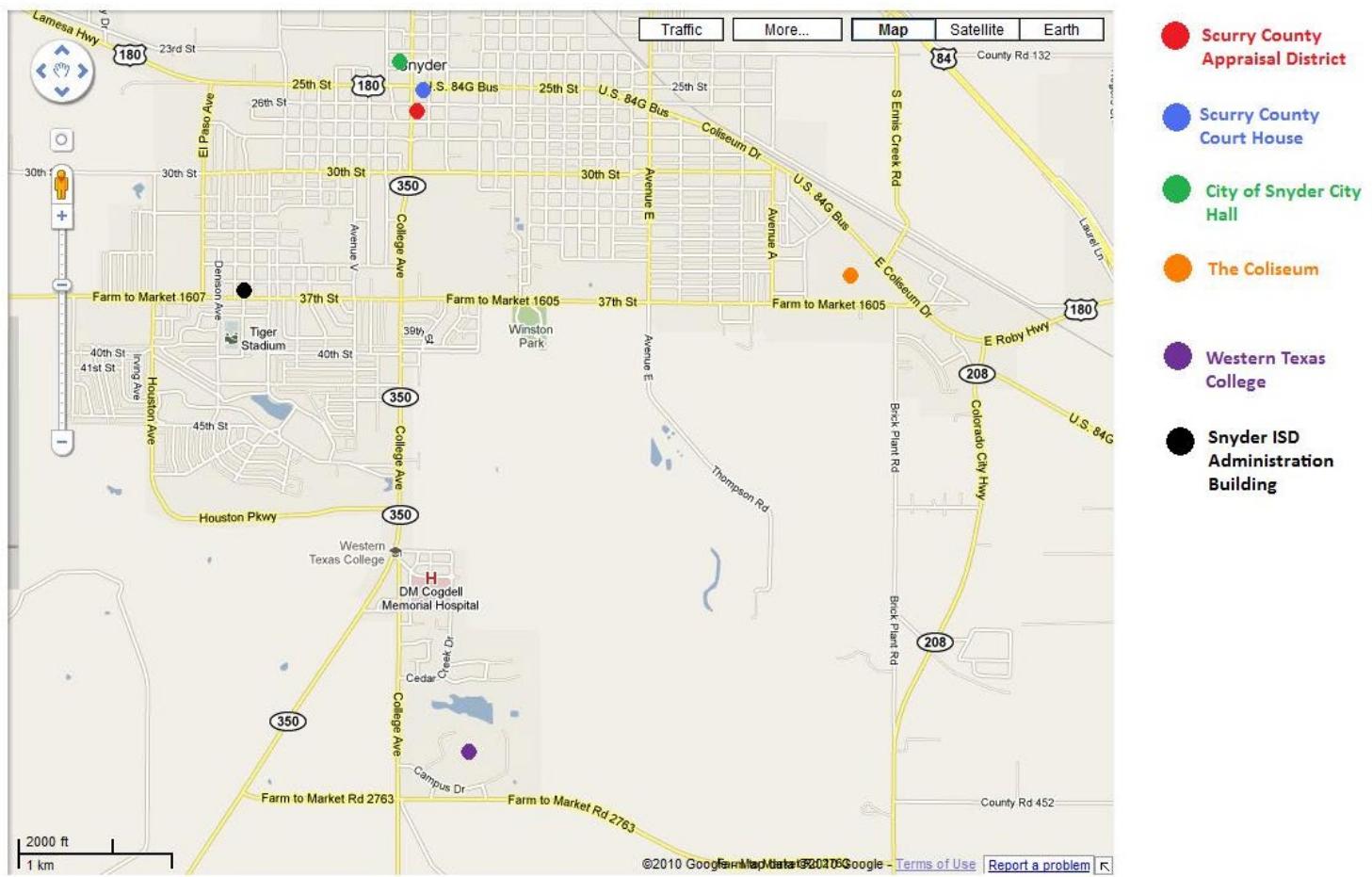
Units are international feet

### **APPRAISAL ROLLS**

Real Estate Rolls = \$50.00

Mineral Rolls = \$50.00

## City of Snyder Map



## **SPECIFIC APPRAISAL DISTRICT PLAN ACTIONS**

In general, the district will follow the timeline below; however, the district must remain flexible and react to changes and constituent needs as they arise. Therefore, the timeline can and should be altered to respond to individual and specific circumstances, and additional customer service and public relations needs as they are identified.

### **January – December**

- The Chief Appraiser shall attend legislative committee hearings, commissioners court, city council, school board, and other governmental body meetings, and meetings of professional groups, and other groups, as invited, to provide information and testimony on matters related to property tax policy.

### **January**

- Review and development of public information brochures and other materials related to property exemptions, renditions, and special appraisals. Care and attention will be paid to updates for internal procedural changes and/or changes prompted by legal opinion and/or new legislation.
- Publish newspaper notice about the availability of electronic communications.
- Published newspaper notice about requirements and availability of applications for deferrals, homestead exemptions, renditions, and agricultural appraisals.

### **February – March**

- The District shall conduct Open Meeting and Public Information training for all District staff. Training may include training videos and other materials developed by Atty. Gen.'s office as well as internally developed materials.
- The District shall conduct Customer Service training for all district staff. Training may include external training courses or internally developed training materials.

### **March – April**

- Review and development of public information materials related to appraisal procedures, notices, protests, and evidence production. Care and attention will be paid to updates for internal procedural changes and/or changes prompted by legal opinion and/or new legislation.

### **April**

- Update website to focus on rendition deadlines and notice of appraised values.
- Coordinate with the County to provide "Tax Facts" information on their websites.
- Prepare press release and mail insert for notices of appraised values and protest process.

**April – May**

- Coordinate with the County Tax Office to provide information for public outreach to explain appraisal processes, exemptions, notices of appraised value, and the protest process and other matters related to property tax appraisal and collections.
- Provide Certified Value Estimate by April 30<sup>th</sup> to all taxing units.
- Publish notice in local newspapers about taxpayer protests and procedures.

**June – July**

- Chief Appraiser will provide updates as requested on the District's value and certification projections to chief financial officers of taxing units.
- Status updates on the District's schedule of ARB procedures, hearings and value certification timeline will be provided to the taxing unit financial officers and appraisal district staff.
- Certified Values delivered to the taxing units by July 25<sup>th</sup>.
- Deliver Certified Roll to the state comptroller by the end of July in the required format.

**August**

- During strategic planning sessions - evaluation, review, and planning/implementation of customer service and communication recommendations.

**September**

- Provide public notice of hearing for adoption of the Biennial Plan for Periodic Reappraisal.

**October**

- Update website to focus on field activities, and questions that arise annually due to tax bill mailing.

**November – December**

- Review, update, and development of website content, specifically sections explaining Appraisal District policy and procedures, to include but not limited to, frequently asked questions, tax information, forms, District statistics, and property information.

**Review Process**

The Chief Appraiser shall establish a communications review process to review and evaluate organization wide communication efforts and implement improvements where indicated. This review process can include departmental performance statistics, customer service surveys, customer interviews, peer review, and direct observations.

**IMPORTANT TEXAS PROPERTY TAX CODE DATES AND DEADLINES:**

The Scurry County Appraisal District recognizes the importance of the following dates and will utilize the public relations plan to deliver services throughout the property tax calendar year.

**January 1** – Date that current year taxable values and qualification for certain exemptions are determined (except for inventories appraised September 1) (Sections 23.01, 23.12).

**February 15** – The proposed operating Budget to cover expenses for the **appraisal district** and **appraisal review board** are submitted to the Board of Directors by the chief appraiser not later than February 15 of each year.

**April 1** – Last day for property owners to file for rendition reports unless they requested a filing extension in writing (Section 22.23).

**April 15** – Last day for property owners to file these applications or reports with the County Appraisal District: Some exemption applications (Section 11.43); Applications for special appraisal or notices to chief appraiser that property no longer qualifies for 1-d and 1-d-1 agricultural land, timberland, restricted-use timberland, recreational park scenic land and public access airport property (Sections 23.43, 23.54, 23.75, 23.84, 23.94, 23.9804).

**April 30** – Last date for chief appraiser to certify estimate of taxable value to taxing units (26.01).

**May 1** – Last day for property owners to file renditions and property information reports if they requested an extension in writing. For good cause, chief appraiser may extend this deadline another 15 days (Section 22.23).

**May 15** – Last day (or as soon as possible) for chief appraiser to mail notices of appraised value, denial of exemptions, and denial of special appraisal (Sections 11.45, 23.44, 23.57, 23.79, 23.85, 23.95, 23.9805, 25.19).

**May 15** – Last day for county appraisal district board of directors to adopt the annual appraisal district budget, due to the fiscal year change (Section 6.06).

**June 1** – Last day for property owners to file protest with the appraisal review board (or by 30<sup>th</sup> day after notice of the appraised value is delivered, whichever is later) (Section 41.44).

**June and July** – Appraisal Review Board hearings are conducted.

**July 20** – Date appraisal review board must approve appraisal records but may not do so if more than 5 percent of the total appraised value remains under protest (Section 41.12).

**July 25** – Last day for chief appraiser to certify appraisal roll to each taxing unit (Section 26.01).

**August 31** – Last day for property owner to give, in writing, correct address to the appraisal district for tax bill; penalties and interest waived if the bill is not sent to the correct address 21 days before the delinquency date (Section 33.01).

**September 29** – Last day for taxing units to adopt current year tax rate, or no later than 60th day after the chief appraiser certifies appraisal roll to a unit. Failure to adopt by these required dates results in a unit adopting the lower of its effective tax rate for this year or last year's tax rate; units governing body must ratify new rate within five days (Section 26.05).

### **RESOLVING PUBLIC COMPLAINTS**

If any member of the public wishes to file a complaint concerning appraisal district operations or any other function over which the board has responsibility, the complaint must state explicitly the issues involved and submit appropriate documentation. The property owner should refer the complaint to the Chief Appraiser or Chairman of the CAD Board of Directors. The board shall take whatever actions it may deem reasonable and appropriate to resolve the issue. Deliberations with respect to complaints shall occur in regular meetings or executive session as authorized by the Texas Open Meetings Act. The taxpayer will be notified of the status of the complaint at least once each quarter until final disposition unless notice would jeopardize an undercover investigation.

### **LIMITED APPRAISAL AUTHORITY**

The board's authority over appraisals is limited. The board does not appraise property or review values on individual properties. The law assigns these tasks to the chief appraiser and the Appraisal Review Board, respectively.

The board has no authority to review appraisal review board decisions. The board does not approve exemptions, qualification for special appraisal or tax-ability determinations.

The board does have some authority over appraisal policy through its duties to contract, budget, and plan reappraisals. Through its contracting authority, the board determines how appraisals are performed. The district's operating budget reflects the board's decisions on handling appraisals. The board of directors also exercises its influence when working with the chief appraiser to develop the district's biennial plan for the periodic reappraisal of all property in the district.

The board exercises some authority over appraisals when it grants the chief appraiser approval to appeal an appraisal review board decision to district court. The chief appraiser must be granted permission from the board of directors to appeal an appraisal review board order, settle lawsuits and direct litigation.

### **ACCESS TO THE BOARD**

It is the specific policy of the board, that any person who wishes to address the board at one of its meetings may do so. Time allotted will be five (3) minutes, but it may be extended at the discretion of the chairman. However, the board shall have the authority to hold a closed or executive session without public admittance consistent with the requirements of law.

Non-English speaking persons who need an interpreter may request that the board furnish one by making a written request to the Chief Appraiser at least three business days before the meeting. The same applies to persons with disabilities.