

NEW CASTLE COUNTY PROPERTY REASSESSMENT

Tyler Technology's Field Visit – FAQ

WHAT WILL A DATA COLLECTOR DO WHEN HE/SHE COMES TO MY PROPERTY?

Here are a few examples of what the data collector will check: current use; measurements of the exterior; number of stories; construction materials; room, bed, and bath count; out buildings, pools, decks; type of heating; finished basements, attic use, etc.; verify recent sales if any; ask questions related to the interior of the property to determine the quality and condition of the dwelling. He/she will NOT be collecting any information on personal property, such as artwork, furniture, home décor or appliances.

HOW WILL I KNOW WHEN DATA COLLECTORS ARE SCHEDULED TO BE IN MY NEIGHBORHOOD?

This notice is being communicated to property owners a few weeks before we anticipate visiting your property. Only those receiving a notice can anticipate a visit.

HOW LONG WILL THE INSPECTION TAKE? Typical properties take 15 to 20 minutes to inspect. Large dwellings will require more time. You are encouraged to accompany the data collector during the inspection, as he/she verifies the data currently on record or lists any new data as it is collected for the property.

WILL I KNOW AHEAD OF TIME WHICH DATA COLLECTOR WILL BE INSPECTING MY HOME?

We cannot guarantee which data collector will be at your specific home. Note that all data collectors have been background checked prior to the start of the project.

DO I HAVE TO COOPERATE WITH TYLER? We encourage all taxpayers to participate in all aspects of the reassessment project. It is crucial that everyone is a partner with us to ensure accurate data collection for all.

WHAT IF I'M NOT HOME WHEN THE DATA COLLECTOR VISITS? Data collectors will attempt to inspect your property during normal business hours Monday through Friday. It is possible that some field inspections will occur over the weekend. If the data collector cannot gain access to your property, Tyler will have to estimate what is in the interior of your property based on similar properties.

DO I HAVE TO LET THE DATA COLLECTOR INSIDE? Owners and occupants are not obligated to allow data collectors to enter their property, however, may choose to do so if there are circumstances that warrant the data collector's consideration.

WILL I BE AFFORDED THE OPPORTUNITY TO REVIEW THE DATA COLLECTED FOR MY PROPERTY? Yes. Once the data has been collected for your property, you will receive a data mailer that details the information collected. You will be encouraged to correct any data prior to the value being placed on your property.

Tyler's Field Inspection – What You Can Expect During Our Visit

- ✓ All Staff Clearly Identified by Tyler Technologies Vest
- ✓ Adherence to Current Local COVID Protocols Always
- ✓ Working in Conjunction with New Castle County Assessor's Office
- ✓ Professional & Courteous Staff



Need For More Information?

FIND MORE INFORMATION ABOUT TYLER TECHNOLOGIES APPRAISAL SERVICES

<https://empower.tylertech.com/New-Castle-County-Delaware>