

**Minutes of the Board of Assessors**  
**Meeting of April 16, 2020**

An online meeting of the Board of Assessors was held via WebEx on Thursday, April 16, 2020. The meeting was called to order at 9:00 AM by Chair Daniel Hansberry

**Members Present:**

Daniel Hansberry

Robert Earley

Paul Bergeron

**Assessing Staff Present:**

Greg Turgiss

Gary Turgiss

Louise Brown

Lynn Cameron

**Other City of Nashua Staff Present:**

Administrative Services Director Kimberly Kleiner, Deputy Corporation Counsel Celia Leonard

Mr. Hansberry

It is 9:00 am. At this point I'll call the roll and based on the Governors' order you have to indicate whether or not there is anybody present in the room with you. Mr. Earley?

Mr. Earley

I'm Board Member Bob Earley, following the Governor's advisory to stay home I am joining the meeting remotely, and there is no one else in the room with me at this time.

Mr. Hansberry

Thank you. Mr. Bergeron?

Mr. Bergeron

I'm Paul Bergeron, a member of the Board of Assessors, following the Governor's advisory to stay home I am also joining the meeting remotely, and there is no one else in the room with me at this time.

Mr. Hansberry

I'm Daniel Hansberry, a Chairman of the Board, I'm joining the meeting remotely and there is no one in the room with me. I'm going to read the statement verification that we normally read at this meeting.

Welcome to the April 16<sup>th</sup>, 2020 Board of Assessors Meeting. As Chair of the Board of Assessors, I find that due to the State of Emergency declared by the Governor as a result of the COVID-19 pandemic and in accordance with the Governor's Emergency Order #12 pursuant to Executive Order 2020-04, this public body is authorized to meet electronically.

Please note that there is no physical location to observe and listen contemporaneously in this meeting, which was authorized pursuant to the Governor's Emergency Order. However, in accordance with the Emergency Order, I am confirming that we are:

a) Providing public access to the meeting by telephone, with additional access possibilities by video or other electronic means:

We are utilizing WebEx through the City's IT Department for this electronic meeting. All members of the Board have the ability to communicate contemporaneously during this meeting through this platform, and the public has access to contemporaneously listen in to this meeting through dialing the following number 978-990-5298, once again that number is 978-990-5298 and using the password 273974, once again the password number is 273974. The Public may also view this meeting on Comcast Channel 16.

b) Providing public notice of the necessary information for accessing the meeting:

We previously gave notice to the public of the necessary information for accessing the meeting, through Public Postings. Instructions have also been provided on the City of Nashua's website at [www.nashuanh.gov](http://www.nashuanh.gov) and publicly noticed at City Hall and the Nashua Public Library.

c) Providing a mechanism for the public to alert the public body during the meeting if there are problems with access:

If anybody has a problem accessing the meeting via phone or Channel 16, please call 603-821-2049, once again that number is 603-821-2049 and they will help you connect.

d) Adjourning the meeting if the public is unable to access the meeting:

In the event the public is unable to access the meeting via the methods mentioned above, the meeting will be adjourned and rescheduled. Please note that all votes that are taken during this meeting shall be done by roll call vote.

We've taken the roll call. Today, we will be hearing various requests as listed on the agenda. Please note that decisions may be taken under advisement and involved parties will be notified at a later date.

Per the City of Nashua by-laws, a minimum of two or more affirmative votes are required to approve any application. In addition, this Board will hear any, and all scheduled cases as long as quorums of two voting Board Members are present at the meeting.

Any citizen has the right to contest the decision that this Board makes. To appeal a municipality's decision on an abatement application, a taxpayer may appeal to either the Board of Tax and Land Appeals (RSA 76:16-a) or to the Superior Court (RSA 76:17) but not to both. Please contact the Assessing Department for more information.

Is there a motion to approve the minutes of the public special Board of Assessor's meeting held on March 2<sup>nd</sup>, 2020 accept them and place them on file?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Is there a second to the motion?

Mr. Bergeron

Sorry, my apologies I'll second that. I was on mute.

Mr. Hansberry

Are there any errors or corrections? Seeing none, all those in favor of accepting the minutes as presented signify by saying aye?

Mr. Bergeron

Mr. Chairman I think that has to be roll call.

Mr. Hansberry

That's right. Roll call: Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry? Yes.

Thank you, Mr. Bergeron.

Is there a motion to approve the minutes of the...I think it's probably better to do these individually. Is there a motion to approve the non-public meeting of the Board of Assessors held on March 5<sup>th</sup>, 2020, accept them and place them on file?

Mr. Earley

I'll second that.

Mr. Bergeron

I'll make the motion.

Mr. Hansberry

Ok. Mr. Earley?

Mr. Earley

I'll second that.

Mr. Hansberry

Any errors or corrections?

Mr. Earley

No.

Mr. Bergeron

No.

Mr. Hansberry

Ok, so Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry? Yes.

Is there a motion to approve the minutes of the public Board of Assessors meeting from March 5<sup>th</sup>, 2020, accept them and place them on file?

Mr. Bergeron

I so move.

Mr. Hansberry

Is there a second?

Mr. Earley

I'll second that.

Mr. Hansberry

Are there any errors or corrections? Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry? Yes.

New Business; at this time I'm going to recognize Ms. Kimberly Kleiner, who is the Director of Administrative Services, regarding the division update. Ms. Kleiner.

Ms. Kleiner

Good morning. We would like to congratulate Lindsay Monaghan for accepting the role of the Assessing Admin Specialist II. Lindsay came to the Assessing department from our Motor Vehicles department and began working with us on March 23rd.

As you know, all assessing staff have been working remotely, with access to their desktop computers, Assesspro Classic and AP5 thru a program called Citrix. Over the last two weeks, employees have been allowed to physically enter the department on a rotating schedule, one at a time. This allows them time within the department to print property record cards, access property record files and leave files for quality control review by other staff.

As you know, we amended the contract with Vision Government Solutions for the 2020-2022 Full Measure and List due to the COVID-19 pandemic. The amendment was approved by the NH Department of Revenue. A copy of the amendment was sent to you and posted on the page dedicated to the revaluation on our website. During this time and until determined it is safe by the mayor, Vision will continue with exterior inspections and gathering of exterior property photos for the property record cards. Our assessors have updated many property record cards with photos in the past few years using digital cameras. One of the objectives outlined in the contract with Vision was to complete the gathering of photos since this revaluation will include a visit to each property. Properties visited with only an exterior inspection during the pandemic have been noted with a property visit code representing an exterior inspection. These property owners will receive a letter in the future requesting to schedule an interior inspection. During the past couple weeks, staff have issued letters to property owners in Ward 2, notifying each owner that Vision data collectors will begin exterior inspections in that ward shortly. During the pandemic, meetings have been held with the Vision project manager via phone. Bi-weekly updates have been received via email. Attached, to the memo I have issued to the board, was the report received on April 7<sup>th</sup>, these reports can also be found on the revaluation page on our

website.

On April 9<sup>th</sup>, we received notice from the NH Board of Tax and Land Appeals confirming receipt of the City's March 4<sup>th</sup> Joint Statement and the DRA's Joinder to the Joint Statement. A copy of that correspondence was sent to the Board. The joint statement has been posted to the city website. The city's next status report to the NH BTLA is due by July 7<sup>th</sup>.

The assessing department is currently working on an update of procedures resulting from the CAMA system upgrade to AP5. As we stated before, we intend to bring forward these policies and procedures with a demonstration of the new CAMA system to the Board of Assessors. A meeting will be scheduled after the city has returned to normal operations. Although the Assessing department has been updating the AP5 CAMA system for the past few months, the system continues to operate in a "test" capacity. The system will not "go live" until we are able to process tax bills on both systems, compare assessments and data reports confirming that the new CAMA is calculating properly. This comparison will include a review of the MS- I and all exemptions and credits. The last day for the Assessing department to make changes to both CAMA systems for the July tax bill is April 30<sup>th</sup>. A review of data and reports, backup of files and testing will occur between May 1<sup>st</sup> and May 7<sup>th</sup>. We will update the Board further on the AP5 CAMA after that review of data. The city IT department will begin deployment of the AP5 tablets after the new CAMA system is live. A review of audit reports will be outlined at that time.

Recently, the Assessing department received notice from a taxpayer of a property located at 7 Southgate Rd. which the resident believed contained an error. The assessing department researched this property, conducted an exterior inspection, corrected the property record card and notified the owner of that property. I did speak to the owner of that property personally by phone. A supplemental tax bill was issued for 2019. I issued a memo, with this memo, to the Board, of a review of that property and what transpired and the letter that was issued to the taxpayer.

Due to the pandemic, our project with David Cornell of Cornell Consulting on the new Assessing management dashboard system has been placed on hold. As you can imagine, Mr. Cornell has not been allowed to City Hall as it remains closed. We expect the project to resume when the city resumes normal operation.

That's all I have.

Mr. Hansberry

Thank you very much Ms. Kleiner. Are there any questions for Ms. Kleiner?

Mr. Bergeron

No.

Mr. Earley

No.

Mr. Hansberry

Communications; there are none.

Unfinished business; none.

There are no appointments.

Are there any comments by Board Members?

Mr. Earley

No.

Mr. Bergeron

No.

Mr. Hansberry

Is there a motion under 91-A:3, II(1) for the consideration of legal advice provided by legal counsel either in writing or orally to one or more members of the public body, even when legal counsel is not present to go into non-public session?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second it.

Mr. Hansberry

Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry? Yes.

So we are in non-public. (9:15 am)

Mr. Hansberry

Is there a motion to seal the minutes of the non-public session because divulgence of the information likely would render the proposed action ineffective?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second it.

Mr. Hansberry

Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry? Yes.

Is there any other business to come before the Board?

Mr. Bergeron

There's none.

Mr. Hansberry

Is there a motion to adjourn?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second it.

Mr. Hansberry

All those in favor...Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry? Yes. Meeting is adjourned. Thank you very much everybody. (9:38 AM)

DRAFT



# THE CITY OF NASHUA

Administrative Services Division

"The Gate City"

Date: April 15, 2020

To: Board of Assessors

From: Kim Kleiner, Administrative Services Director

Re: Assessing Department Update

I would like to congratulate Lindsay Monaghan for accepting the role of the Assessing Admin Specialist II. Lindsay came to the Assessing department from the Motor Vehicle department and began working with us on March 23<sup>rd</sup>.

All assessing staff have been working remotely, with access to their desktop computers, Assesspro Classic and AP5 thru a program called Citrix. Over the last two weeks, employees have been allowed to physically enter the department on a rotating schedule, one at a time. Allowing them time within the department allows them time to print property record cards, access property record cards and leave files for quality control review by other staff.

As you know, we amended the contract with Vision Government Solutions for the 2020-2022 Full Measure and List Revaluation due to the COVID-19 pandemic. The amendment was approved by the NH Department of Revenue. A copy of the amendment is attached to this memo and posted on the page dedicated to the revaluation on our website. During this time and until determined it is safe by the mayor, Vision will continue with exterior inspections and gathering of exterior property photos for the property record cards. Our assessors have updated many photos on the property record cards over the past few years using digital cameras. One of the objectives outlined in the contract with Vision was to complete the gathering of photos since this revaluation will include a visit to each property. Properties visited with only an exterior inspection during the pandemic have been noted with a property visit code representing an exterior inspection. These property owners will receive a letter in the future requesting to schedule an interior inspection. During the past couple weeks, staff have issued letters to property owners in Ward 2, notifying each owner that Vision data collectors will begin exterior inspections in that ward shortly. During the pandemic, meetings have been held with the Vision project manager via phone. Bi-weekly updates have been received via email. Attached is the report received on April 7<sup>th</sup>, these reports have also been posted to the revaluation page on our website.

On April 9<sup>th</sup>, we received notice from the NH Board of Tax and Land Appeals confirming receipt of the City's March 4<sup>th</sup>, 2020 Joint Statement and the DRA's Joinder to the Joint Statement. A copy of this correspondence is attached. The joint statement has been posted to the city website. The city's next status report to the NH BTLA is due by July 7, 2020.

The assessing department is currently working on an update of procedures resulting from the CAMA system upgrade to AP5. As we stated before, we intend to bring forward these policies and procedures with a demonstration of the AP5 CAMA system to a Board of Assessor meeting. This meeting will be scheduled after the city has returned to normal operations. Although the Assessing department has been updating the AP5 CAMA system for the past few months, the system continues to operate in a "test" capacity. The system will not "go live" until we are able to process tax bills on both systems, compare assessments and data reports confirming that the new CAMA is calculating correctly. This comparison will include a review of the MS-1 and all exemptions and credits. The last day for the Assessing department to make changes to both CAMA systems for the July tax bill is April 30<sup>th</sup>. A review of data and reports, backup of files and testing will occur between May 1<sup>st</sup> and May 7<sup>th</sup>. We will update the Board further on the AP5 CAMA after the review of that data. The city IT department will begin deployment of the AP5 tablets after the new CAMA system is live. A review of audit reports will be outlined at that time.

Recently, the Assessing department received notice from a taxpayer of a property located at 7 Southgate Rd. which the resident believed contained an error. The assessing department researched this property, conducted an exterior inspection, corrected the property record card and notified the owner of the property. A supplemental tax bill was issued for 2019. Attached to this memo please find a review of the property and letter sent to the taxpayer.

Due to the pandemic, our project with David Cornell of Cornell Consulting on the new Assessing management dashboard system has been placed on hold. This project will generate comprehensive management reports using data from Civic.gov, the new building permitting software, and AP5. We expect the project to resume when the city resumes normal operations.

Please feel free to reach me at 603-589-3025 with any questions or concerns.

Regards,



Kim Kleiner  
Director of Administrative Services

**AMENDMENT TO THE CONTRACT**

**FOR THE CYCLICAL REVALUATION CONTRACT BTLA REASSESSMENT ORDER**

**LOCATED WITHIN THE CORPORATE LIMITS OF**

**NASHUA, NEW HAMPSHIRE**

THIS AMENDMENT made and entered into this 16<sup>th</sup> day of March, 2020 by and between the CITY OF NASHUA, a municipal corporation having its territorial limits within the County of Hillsborough, State of New Hampshire, acting by and through its Mayor having been so duly authorized, hereinafter termed the "CITY"; and VISION GOVERNMENT SOLUTIONS, INC. , a Massachusetts corporation with a principal place of business at 1 Cabot Road, Hudson, MA 01749, hereinafter termed "VISION" or "CONTRACTOR," hereby amends the contract titled, "Cyclical Revaluation Contract BTLA Reassessment Order within the Corporate Limits of Nashua, New Hampshire" dated February 25, 2020 and executed by and between the parties ("Agreement"). The parties agree to "temporarily" change the data collection procedures within section 3.1.3 of the Agreement. The parties agree that the Agreement and its Exhibits, Schedules and other attachments shall remain in full force and effect unless specifically modified herein.

As used in this Amendment "Restricted Period" shall mean that period of time as determined by the Mayor of Nashua during which prudence suggests that special precautions be taken to prevent the spread of the novel corona virus.

Section 3.1.3 of the Agreement is modified as follows:

3.1.3 During the Restricted Period, Contractor shall only make an exterior inspection of the property, and shall make a note with the date of the visit to the property. Following the Mayor's determination that the Restricted Period has ended Contractor shall send a letter to the property owner of property having received an exterior inspection during the Restricted Period requesting that the property owner call the Contractor's designee, within a stated time frame as agreed upon by the municipal assessing officials and Contractor, to arrange for an interior inspection. Contractor shall at all times comply with the recommended social distancing protocols established by the Center for Disease Control.

Following the conclusion of the Restricted Period the original provisions of Section 3.1.3 of the Agreement shall apply to all property not yet inspected.

IN WITNESS HEREOF, the CITY OF NASHUA, New Hampshire and VISION have executed this amendment on the date first above-mentioned by their duly authorized officers.

VISION GOVERNMENT SOLUTIONS, INC.

713001

Signature

KEVIN BULLOCK, CFO  
Print Name and Title

CITY OF NASHUA, NEW HAMPSHIRE

[Signature]

Signature

JAMES W. DONOHUE  
Print Name and Title

Mayor



**Project Status Report**  
**From June Perry**  
**City of Nashua NH**  
**Date: April 4, 2020**

<b>CODE</b>	<b>TASK</b>
100	Bonding, Office Set-up, Project Set-up, Public Relations
200	Data Collection, Data Mailers, Building Permits, Sales Inspections, Quality Control and Data Entry
300	Residential Valuation
400	Commercial/Industrial Valuation
500	Residential Field Review, Data Entry
600	Commercial/Industrial Field review, Income Production, Reconcile Cost and Income
700	Digital Imaging, Documentation
900/ 1000	Project Finalization, Change Notices, Special Land Pricing, Client Meetings, Support of Values, Goodwill

**Task 100/200**

- Bonding is complete. GIS maps have been provided. Building permits are being completed by the City through April 1, 2020. Vision is responsible for building permits through April 1, 2022.
- Public Relations will be on going throughout the project, with on-going sample press releases provided, and meetings available upon request.
- Updates will be provided throughout the project.
- The initial startup meeting with the Board and DRA was March 2, 2020 at City Hall.

 **VISION**  
GOVERNMENT SOLUTIONS

- Project commenced March 3<sup>rd</sup>, 2020.
- Data Collection guidelines have been completed. Lister's information has been completed and the police department has been informed of all aspects of the data collection phase of the revaluation.
- Data entry will be ongoing throughout the project, commencing after June 2020.
- Usernames and passwords have been assigned, and will have people associated with them as we move closer to starting the data entry.
- Daily communication with the Assessor's office is on-going concerning the progress of the data collection as well as any issues to be addressed.
- Rick Kulp is the onsite Projects Staff Appraiser.
  
- Ward 1 Property record cards have been printed.
- Ward 2 Property record cards have also been printed.
- Images are being taken and will coincide with production numbers.
- **The database is live in Nashua NH**
  
- Data collection has started in Ward 1  
Ward 1 count 3,869

The following is the measure and listing numbers accountable as of April 4, 2020

Total Residential Improved Parcel Count    25,605

Measures	2013
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/65

Total Measures with refusal                    2078

Total Percent Complete Measured    8 %

Appointments to date

  
GOVERNMENT SOLUTIONS

Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 0  
Total Interior Inspections 0  
Entry Rate 0%

Total Percent Complete Measured 0%

Refusals to Date 0

Task 300/400

- Residential valuation is scheduled to commence in 2022.
- Preliminary analysis in 2022
- Income and Expense forms are being sent out by the Assessor's office.

Task 500/600

- Field review is scheduled to be completed in 2022.

Task 900

- **The following timetable is for the hearing phase of the job through the project's completion.**
- Impact notice mailing no later than July 2022.
- Appointments taken for hearings scheduled for July/August 2022.
- Hearings scheduled for July/August 2022.
- Second Impact Notices mailed by August 2022.
- Project Completed by September 1, 2022.

*If you should have any questions, please do not hesitate to call.*

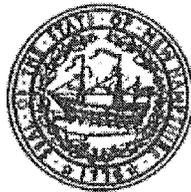
*Sincerely,*

**June Perry**  
**Project Manager**  
**508-351-3634**

# State of New Hampshire

## Board of Tax and Land Appeals

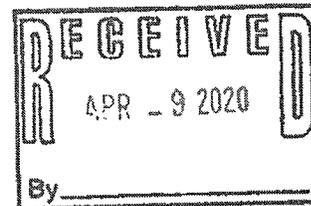
Michele E. LeBrun, Chair  
Albert F. Shamash, Esq., Member  
Theresa M. Walker, Member  
-----  
Anne M. Steilmach, Clerk



Governor Hugh J. Gallen  
State Office Park  
Johnson Hall  
107 Pleasant Street  
Concord, New Hampshire  
03301-3834

April 7, 2020

Steven Bolton, Esq.  
City of Nashua  
229 Main Street  
Nashua, NH 03061



Re: In Re: City of Nashua  
Docket No.: 29261-19RA

Dear Attorney Bolton:

The board is in receipt of the "City's" March 4, 2020 Joint Statement and the "DRA's Joinder to the Joint Statement.

In accordance with the board's October 29, 2019 Order for Reassessment, the City's next status shall be due July 7, 2020.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Anne M. Steilmach".

Anne M. Steilmach, Clerk

cc: Chairman, Board of Assessors  
PO Box 2019  
Nashua, NH 03061

Peter C.L. Roth, Esq.  
NH Department of Revenue Administration  
109 Pleasant St.  
Concord, NH 03301

**7 Southgate Drive**  
Account #13574 – Map: B, Lot: 996

Recently, it was brought to the attention of the Assessing Department that the property record card for 7 Southgate Drive was missing the data for a single family home. As a result of this error only the land portion of the property was on the tax rolls.

The Assessing Department immediately conducted an investigation and found the following:

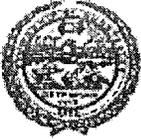
- On December 19, 2016, a building permit was issued for the construction of a single family residence to be located at 7 Southgate Drive.
- On March 7, 2017, an Assessor conducted an external inspection of the property and found that construction had not yet begun. The property record card was updated adding the Assessor's visit and a notation was made to check back for 2018. At this point the building permit was still open.
- At some point after the property record card was updated, the building permit was closed in our CAMA system and the permit was placed in the property's permanent file in our vault. We are not sure how or why this happened. However, because the permit was closed in our system and the permit was filed away in our vault, no inspections were conducted after March 7<sup>th</sup>.
- On November 9, 2017, construction being completed, a Certificate of Occupancy was issued by the Building Department.
- The tax bills sent out for 2018 & 2019 were only for the land portion of the property.

On March 6, 2020, two Assessors visited the new residence to conduct an inspection of the premises. No one answered the door, so a door tag was left and an external inspection was conducted.

Based on the external inspection and plans filed for this property in the Building Department, the property record card was updated. As a result of the updates, the assessment was raised from \$96,200.00, (the land only), to \$488,300.00, (land and improvements).

A supplemental bill for the 2019 taxes and a letter of explanation has been sent to the taxpayer.

Due to statutory deadlines too much time has elapsed for the City to bill the taxpayer for 2018.



# THE CITY OF NASHUA

*Administrative Services Division*

*Assessing Department*

"The Gate City"

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March 13, 2020

Richard L. Stoudt Revocable Trust  
Richard L. Stoudt, Trustee  
169 Daniel Webster Highway  
Nashua, NH 03060-5256

Re: Property: 7 Southgate Drive  
Account: 13574  
Map/Lot: B/996

Dear Property Owner:

As a result of our continued data analysis, we have adjusted the assessment to the above noted property. Your prior value of **\$96,200.00** has been changed to a new value of **\$488,300.00** effective for the 2019 tax year (April 1, 2019). Pending no other changes to your property, or until another city reassessment is completed, your assessment should remain at the corrected value.

The reason for the value change is: *Construction of a single family house.*

If you have any questions regarding this change, or would like to arrange a property inspection to verify the data, please feel free to contact me at (603) 589-3040.

Sincerely,

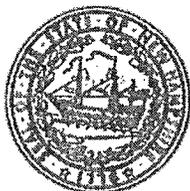
Michael Mandile  
Assessor I

# State of New Hampshire

## Board of Tax and Land Appeals

Michele E. LeBrun, Chair  
Albert F. Shamash, Esq., Member  
Theresa M. Walker, Member

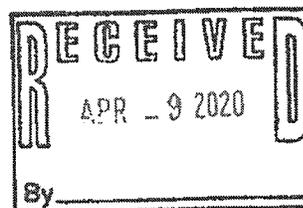
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Anne M. Stelmach, Clerk



Governor Hugh J. Gallen  
State Office Park  
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107 Pleasant Street  
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April 7, 2020

Steven Bolton, Esq.  
City of Nashua  
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Anne M. Stelmach, Clerk

cc: Chairman, Board of Assessors  
PO Box 2019  
Nashua, NH 03061

Peter C.L. Roth, Esq.  
NH Department of Revenue Administration  
109 Pleasant St.  
Concord, NH 03301

**CITY OF NASHUA  
ASSESSING DEPARTMENT  
MONTHLY MONITOR**

March 31, 2020

Volume 8

Mailing Address:  
PO Box 2019  
Nashua, NH 03061

Phone: 603-589-3040  
Fax: 603-589-3079  
Email: [Assesshelp@nashuanh.gov](mailto:Assesshelp@nashuanh.gov)

Hours:  
Monday -Friday  
8 a.m. - 5 p.m.

Website: <https://www.nashuanh.gov/150/Assessing-Department>

**IMPORTANT DATES**

**Board of Assessors  
Meetings**

**April 16th**  
**Regular Meeting**  
9:00 – 11:00 am

**City Hall Auditorium**

*Note: In accordance with the Governor's Emergency Order, Board Members and Staff may be participating remotely. The meeting will be aired on Ch. 16.*

**IMPORTANT  
DEADLINES**

Elderly Exemption  
Solar Energy Exemption  
Disabled Exemption  
Blind Exemption  
Veterans Exemption  
Charitable/Religious  
& Educational Exemption

**April 15, 2020**

Applications may be mailed or placed in the city drop box at the Elm Street entrance of city hall.

**The City of Nashua Suspends Interior  
Inspections**

The City of Nashua continues to actively monitor the Coronavirus Disease 2019 (COVID-19) situation and is committed to the continued health and optimal safety of our residents. Based upon the recommended social distancing protocols established by the Center for Disease Control, the City amended the contract with Vision Government Solutions for the 2020-2022 Full Revaluation and suspended interior inspections effective March 16th. When it is safe to do so, Vision will contact the property owner by mail and schedule an interior inspection. Vision will continue to conduct exterior inspection only.

Data collectors will wear reflective clothing and carry badges identifying them as Vision Government Solution employees and will carry written documentation from the City stating their affiliation with the project. Vision Government Solution employees and their vehicles will also be registered with the Nashua Police Department and the Assessor's Office. If a homeowner has a question as to the identity of a data collector, they may call the Nashua Assessor's Office at (603) 589-3040 or the Nashua Police department non-emergency number (603) 594-3500.

You may gather more information about the Full Revaluation project on a direct link at <https://www.nashuanh.gov/1285/2022-Full-Measure-List-Appraisal-and-Rev> or at the Assessing Department page of the City website. For additional Taxpayer Information on the revaluation process please visit Vision Government Solutions' website at: <https://www.vgsi.com/taxpayer-revaluation-information/>

**Building  
Permit  
Inspections**

If a building permit was issued for work on your home that requires an inspection from our office, assessors will resume interior inspections after city hall returns to normal operations. Exterior inspections on new construction have continued where possible.

For more information please call our office at (603)589-3040.

**ASSESSING DEPARTMENT OPERATING REMOTELY**

**NASHUA CITY HALL CLOSED 5 PM MARCH 18; ESSENTIAL SERVICES TO REMAIN AVAILABLE**

Nashua city government, public health and emergency management officials continue to actively monitor and respond to the rapidly evolving COVID-19 situation. Keeping in mind the health and safety of city residents and city employees, Nashua's City Hall closed to the public beginning Wednesday, March 18 until further notice.

- Abatement applications: Contact Assessing at [assesshelp@nashuanh.gov](mailto:assesshelp@nashuanh.gov) and inquiries will be responded to accordingly.
- Property Record Cards: May be sent to property owners via email; they may be requested at [assesshelp@nashuanh.gov](mailto:assesshelp@nashuanh.gov), or online at <https://assessing.nashuanh.gov/default.asp>
- Filing for and renewals of Exemptions and Credits: Information for verification or renewal can be sent by mail or dropped off in the drop box; questions can be directed to [assesshelp@nashuanh.gov](mailto:assesshelp@nashuanh.gov).
- Intents to Cut and Intents to Excavate: Can be mailed or scanned/sent to [assesshelp@nashuanh.gov](mailto:assesshelp@nashuanh.gov).
- GIS/map questions: visit our website at <https://www.nashuanh.gov/155/GIS> or email [assesshelp@nashuanh.gov](mailto:assesshelp@nashuanh.gov).

If you have any questions or need additional information, please contact the Assessor's Office at (603) 589-3040.

**THE ASSESSING "MONTHLY MONITOR" :**

We will be issuing updates monthly to our residents in our Monthly Newsletter. To sign up please visit the Assessing page on the Nashua city website: [www.nashuanh.gov/assessing](http://www.nashuanh.gov/assessing).