THE CITY OF NASHUA

"The Gate City"

Administrative Services Division

Date: September 28, 2020

To: Anne M. Stelmach, Clerk
NH Board of Tax & Land Appeals

From: Kimberly Kleiner, Administrative Services Director, City of Nashua
June Perry, Project Manager, Vision Government Solutions

Cc: Mayor Jim Donchess
Board of Aldermen
Board of Assessors

Subject: City of Nashua Revaluation Status Report

Enclosed is the quarterly update on the Nashua 2019-2022 Full Measure & List Revaluation.

Provided for your review are the following documents:

I. Vision Project Status Reports

A. Quarterly Update from June Perry, September 23, 2020
B Vision Bi-Weekly Status Updates
C. Vision Quarterly Update to the Board of Assessors – September 17, 2020
https://www.youtube.com/watch?v=KUOAGqrwCXk
D. City of Nashua Revaluation Status Maps

II. Public Relations

A. Full Revaluation Updates - City Website – www.nashuanh.gov
B. Assessing Monthly Monitor Newsletters

III. Commercial Data Collection Guidelines

For more information:

June Perry
Project Manager
Vision Government Solutions
JPerry@vgsi.com
508-351-3634

Kim Kleiner
Administrative Services Director
City of Nashua
kleinerk@nashuanh.gov
603-589-3020

Quarterly Update
June Perry
September 23, 2020

VISION
GOVERNMENT SOLUTIONS

Project Status Report
From June Perry
City of Nashua NH
Date: September 23, 2020

The revaluation project is progressing forward with over 40% of the Phase 1 residential data collection completed. We are on track to our goal of completing 50% by the end of December. To ensure the safety of the data collectors and taxpayers, our data collectors are properly observing CDC guidelines and social distancing protocols.

The pre-inspection letters that are being sent by the city to taxpayers have been well received. The letters are a great way to provide taxpayers with notification of the forthcoming data collection and give them reassurance in the process.

New images are being captured as part of the data collection inspections and the associated data entry continues. Our goal is to commence the Commercial data collection in October.

CODE	TASK
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 though 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.
- An update to the Board was held on June 4th and September 18th, 2020.
- Project commenced March 3rd, 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 do 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 1-5 Property record cards have been printed.

- Images are being taken and will coincide with production numbers.
  Images are also being captured to the live database.
  Data entry will be on-going.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287
  Ward 5 count 4,480

The following is the measure and listing numbers accountable as of September 19, 2020

Total Residential Improved Parcel Count		25,605
Measures	10868	
Total Interior Inspections	172	
Refusals to Date - Partial/Full	7/130	
Total Measures with refusal	10998	
Total Percent Complete Measured	43 %	

Appointments to date 0

VISION
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

Building permits measured to date 392

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

Vision Biweekly Status Updates

VISION
GOVERNMENT SOLUTIONS

Project Status Report
From June Perry
City of Nashua NH
Date: June 27, 2020

CODE	TASK
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 though 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.
- An update to the Board was held on June 4th, 2020.

VISION
GOVERNMENT SOLUTIONS

- Project commenced March 3rd, 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 been printed.
- Ward 3 Property record cards have been printed.
- Images are being taken and will coincide with production numbers.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845

The following is the measure and listing numbers accountable as of June 27, 2020

Total Residential Improved Parcel Count	25,605

Measures	7575
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/92
Total Measures with refusal	7667

Total Percent Complete Measured	30 %

Appointments to date

VISION
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

Building permits measured to date 159

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

VISION
GOVERNMENT SOLUTIONS

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

CODE	TASK
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 though 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.
- An update to the Board was held on June 4th, 2020.

VISION
GOVERNMENT SOLUTIONS

- Project commenced March 3rd, 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 been printed.
- Ward 3 Property record cards have been printed.
- Images are being taken and will coincide with production numbers.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845

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

Total Residential Improved Parcel Count 25,605

Measures	7764
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/94
Total Measures with refusal	7858

Total Percent Complete Measured 30 %

Appointments to date

VISION
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

Building permits measured to date 159

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

VISION
GOVERNMENT SOLUTIONS

Project Status Report
From June Perry
City of Nashua NH
Date: July 18, 2020

CODE	TASK
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 though 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.
- An update to the Board was held on June 4th, 2020.

VISION
GOVERNMENT SOLUTIONS

- Project commenced March 3rd, 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 been printed.
- Ward 3 Property record cards have been printed.
- Images are being taken and will coincide with production numbers.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845

The following is the measure and listing numbers accountable as of July 18, 2020

Total Residential Improved Parcel Count	25,605

Measures	8155
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/96
Total Measures with refusal	8251

Total Percent Complete Measured	32 %

Appointments to date

VISION
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

Building permits measured to date 159

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

VISION
GOVERNMENT SOLUTIONS

Project Status Report
From June Perry
City of Nashua NH
Date: July 25, 2020

CODE	TASK
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 though 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.
- An update to the Board was held on June 4th, 2020.

VISION
GOVERNMENT SOLUTIONS

- Project commenced March 3rd, 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 been printed.
- Ward 3 Property record cards have been printed.
- Images are being taken and will coincide with production numbers.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845

The following is the measure and listing numbers accountable as of July 25, 2020

Total Residential Improved Parcel Count	25,605

Measures	8272
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/96
Total Measures with refusal	8368

Total Percent Complete Measured	32 %

Appointments to date

VISION
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

Building permits measured to date 159

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

VISION
GOVERNMENT SOLUTIONS

Project Status Report
From June Perry
City of Nashua NH
Date: August 1, 2020

CODE	TASK
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 though 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.
- An update to the Board was held on June 4th, 2020.

VISION
GOVERNMENT SOLUTIONS

- Project commenced March 3rd, 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 been printed.
- Ward 3 Property record cards have been printed.
- Images are being taken and will coincide with production numbers.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287

The following is the measure and listing numbers accountable as of August 1, 2020

Total Residential Improved Parcel Count	25,605

Measures	8460
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/99
Total Measures with refusal	8559

Total Percent Complete Measured	33 %

Appointments to date

VISION
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

Building permits measured to date 213

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

VISION
GOVERNMENT SOLUTIONS

Project Status Report
From June Perry
City of Nashua NH
Date: August 15, 2020

CODE	TASK
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 though 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.
- An update to the Board was held on June 4th, 2020.

VISION
GOVERNMENT SOLUTIONS

- Project commenced March 3rd, 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 1-4 Property record cards have been printed.

- Images are being taken and will coincide with production numbers.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287

The following is the measure and listing numbers accountable as of August 15, 2020

Total Residential Improved Parcel Count 25,605

Measures	9144
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/116
Total Measures with refusal	9260

Total Percent Complete Measured 36 %

Appointments to date

VISION
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

Building permits measured to date 244

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

VISION
GOVERNMENT SOLUTIONS

Project Status Report
From June Perry
City of Nashua NH
Date: August 29, 2020

CODE	TASK
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 though 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.
- An update to the Board was held on June 4th, 2020.

VISION
GOVERNMENT SOLUTIONS

- Project commenced March 3rd, 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 1-4 Property record cards have been printed.

- Images are being taken and will coincide with production numbers.
  Images are also being captured to the live database.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287

The following is the measure and listing numbers accountable as of August 29, 2020

Total Residential Improved Parcel Count		25,605
Measures	9815	
Total Interior Inspections	172	
Refusals to Date - Partial/Full	7/123	
Total Measures with refusal	9938	

Total Percent Complete Measured 39 %

Appointments to date

VISION
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

Building permits measured to date 244

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

VISION
GOVERNMENT SOLUTIONS

Project Status Report
From June Perry
City of Nashua NH
Date: September 5, 2020

CODE	TASK
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 though 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.
- An update to the Board was held on June 4th, 2020.

VISION
GOVERNMENT SOLUTIONS

- Project commenced March 3rd, 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 1-4 Property record cards have been printed.

- Images are being taken and will coincide with production numbers.
  Images are also being captured to the live database.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287

The following is the measure and listing numbers accountable as of September 5, 2020

Total Residential Improved Parcel Count		25,605
Measures	10304	
Total Interior Inspections	176	
Refusals to Date - Partial/Full	7/123	
Total Measures with refusal	10480	

Total Percent Complete Measured 40 %

Appointments to date

VISION
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

Building permits measured to date 244

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

VISION
GOVERNMENT SOLUTIONS

Project Status Report
From June Perry
City of Nashua NH
Date: September 12, 2020

CODE	TASK
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 though 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.
- An update to the Board was held on June 4th, 2020.

VISION
GOVERNMENT SOLUTIONS

- Project commenced March 3rd, 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 do 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 1-5 Property record cards have been printed.

- Images are being taken and will coincide with production numbers.
  Images are also being captured to the live database.
  Data entry will be on-going.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287
  Ward 5

The following is the measure and listing numbers accountable as of September 12, 2020

Total Residential Improved Parcel Count		25,605
Measures	10410	
Total Interior Inspections	172	
Refusals to Date - Partial/Full	7/127	
Total Measures with refusal	10537	
Total Percent Complete Measured	41 %	

Appointments to date

VISION
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

Building permits measured to date 318

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

Vision Quarterly Update to the Board of Assessors

September 17, 2020

https://www.youtube.com/watch?v=KUOAGqrwCXk

THE CITY OF NASHUA

"The Gate City"

Administrative Services Division

Assessing Department

Board of Assessor Online Meeting for September 17, 2020
Agenda

An online meeting of the Board of Assessors is scheduled for Thursday, September 17, 2020 at 9:00AM via Zoom meeting.

Join Zoom Meeting:
https://us02web.zoom.us/j/6474730083?pwd=ZU4rR092Mzc1aDBTWWtDOXhRajR6UT09
<https://us02web.zoom.us/j/6474730083?pwd=ZU4rR092Mzc1aDBTWWtDOXhRajR6UT09>
Meeting ID: 647 473 0083 Passcode: 229644

Join Zoom Meeting by telephone: 1-929-205-6099
Meeting ID: 647 473 0083 Passcode: 229644

This meeting will also be broadcasted on Comcast Channel 16.
If anybody has a problem accessing the meeting or Channel 16, please call 603-821-2049 and they will help you connect.

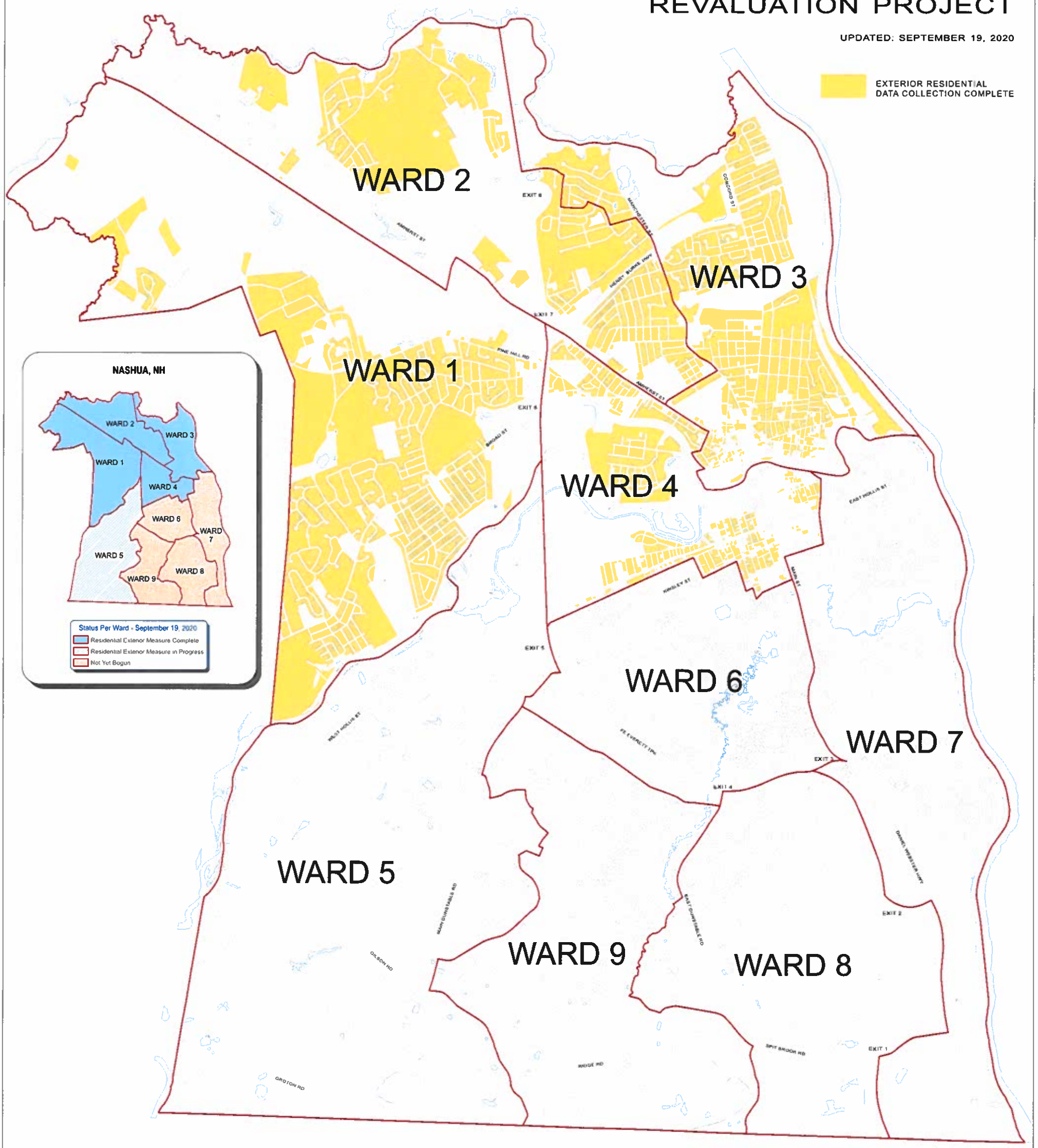
- **Fourteenth Meeting of 2020.**
- **Motion:**
  - To approve the minutes of the non-public and public Board of Assessors meetings from September 3, 2020.
- **Communications:**
  - Ms. Kimberly Kleiner, Administrative Services Director – Division Update
  - Vision Government Solutions-Update
- **New Business Items:**
  - None
- **Unfinished Business:**
  - None
- **Public Comment**
- **Comments by Members of the Board**
- **Non-Public Session**

City of Nashua
Revaluation
Status Maps

CITY OF NASHUA
REVALUATION PROJECT

UPDATED: SEPTEMBER 19, 2020

EXTERIOR RESIDENTIAL
DATA COLLECTION COMPLETE



NASHUA NH REVALUATION PROJECT STATUS SEPTEMBER 19, 2020

DATA COLLECTION STATUS

WARD 1 3869 Total Properties – Residential Exterior Measurements COMPLETE

WARD 2 3478 Total Properties – Residential Exterior Measurements COMPLETE

WARD 3 2845 Total Properties – Residential Exterior Measurements COMPLETE

WARD 4 2287 Total Properties – Residential Exterior Measurements COMPLETE

WARD 5 4480 Total Properties – Residential Exterior Measurements IN PROGRESS

NOTE: Commercial / Industrial / Exempt Properties NOT YET BEGUN

TOTAL RESIDENTIAL IMPROVED PARCEL COUNT: 25,605

Total Residential Exterior Measurements Complete: 10,868

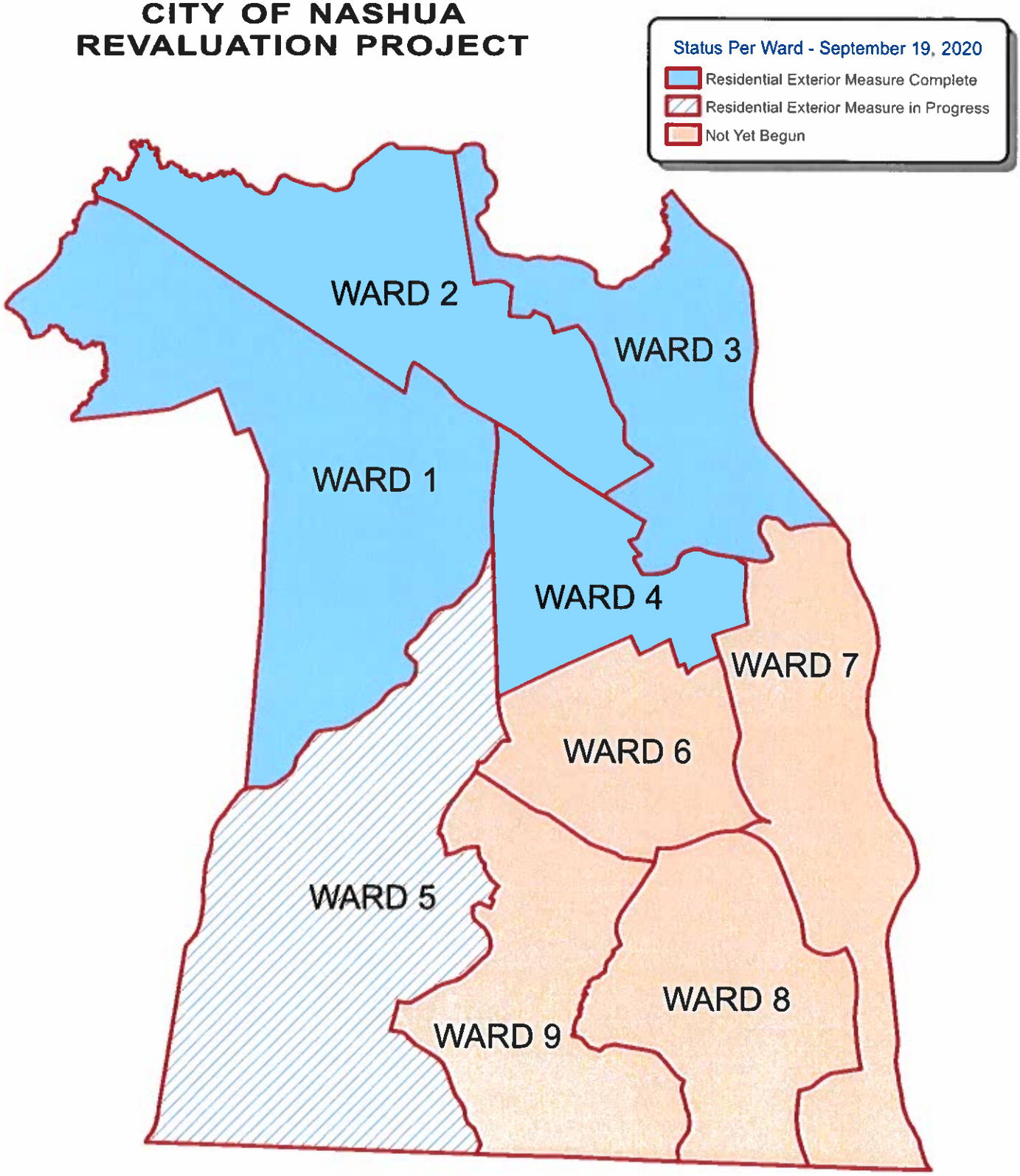
Total Interior Inspections (Prior to COVID-19 Restrictions): 172

Refusals to Date: 7 Partial and 130 Full

Total Measures to Date (Including Refusals): 10,998

Sept. 19, 2020 – Percent Residential Exterior Measures Complete: 43%

CITY OF NASHUA
REVALUATION PROJECT



Total Residential Improved Parcel Count: 25,605

Total Residential Exterior Measurements Complete: 10,868

Total Interior Inspections (Prior to COVID-19 Restrictions): 172

Refusals to Date: 7 Partial and 130 Full

Total Measures to Date (Including Refusals): 10,998

Sept.19, 2020 - Percent Residential Exterior Measures Complete: 43%

Nashua NH Data Collection Status - September 19, 2020

WARD 1- 3869 Properties - Residential Exterior Measurements - COMPLETE

WARD 2 - 3478 Properties - Residential Exterior Mesaurements - COMPLETE

WARD 3 - 2845 Properties - Residential Exterior Mesaurements - COMPLETE

WARD 4 - 2287 Properties - Residential Exterior Mesaurements - COMPLETE

WARD 5 - 4480 Properties - Residential Exterior Mesaurements - IN PROGRESS

NOTE: Commercial / Industrial / Exempt Properties - NOT YET BEGUN

Full Revaluation Updates City Website

www.nashuanh.gov

Nashua
NEW HAMPSHIRE'S GATE CITY

2019-2022 Full Measure & List Appraisal and Revaluation

Project Updates & Milestones:

*****Important Update*****

City-wide Revaluation Project - Interior inspections suspended. Exterior inspections continue.

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 effectively immediately. 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.

DRA Revaluation Guidelines During COVID-19
20200316_Amendment to Cyclical Revaluation Contract

Residential Data Collection Guidelines as of 6/24/2020
Residential Data Collection

GOV Board of Assessors Meeting 6/4/2020 (Video)
2020-2022 Revaluation Project Update – June Perry – Vision Government Solutions - June 4, 2020 (YouTube Video)

City of Nashua Revaluation Status Report to NH BTLA
20200628_Status Report

Bi-Weekly Status Updates:

March 11, 2020 Status Update
March 24, 2020 Status Update
March 31, 2020 Status Update
April 4, 2020 Status Update
April 16, 2020 Status Update
April 18, 2020 Status Update
April 25, 2020 Status Update
May 2, 2020 Status Update
May 9, 2020 Status Update

July 4, 2020 Status Update
July 18, 2020 Status Update
July 25, 2020 Status Update
August 1, 2020 Status Update
August 15, 2020 Status Update
August 29, 2020 Status Update
September 12, 2020 Status Update

May 23, 2020 Status Update
June 6, 2020 Status Update
June 20, 2020 Status Update
June 27, 2020 Status Update

2020-2022 Revaluation is a BTLA ordered reassessment. Please find below the Board of Tax & Land Appeals Order for Reassessment and quarterly mandated updates.

20200407_ BTLA Order for Reassessment

20200304-Joint Statement of the City of Nashua and the NH DRA

20191029_BTLA Order for Reassessment

Special Board of Assessor's Meeting on 3/2/2020 at 4pm in the Auditorium.
This is a startup meeting for the Full Measure & List Revaluation. The NH DRA and Vision Government Solutions will be attending this meeting. Please see video archive below.

02/28/2020
City of Nashua Begins Data Collection

The N.H. Department of Revenue has approved the contract between The City of Nashua and Vision Government Solutions for the 2020-2022 Full Measure and List.
2020-22-Cyclical Revaluation Approval
Proposed Cyclical Revaluation Contract BTLA Reassessment Order

The contract will be submitted to the Finance Committee for approval at the February 19th meeting.
Finance Committee Agenda 02.19.2020
Memo-20-083-2020-22-Cyclical Revaluation Contract

If approved the contract will then be on the agenda for approval by the full Board of Aldermen on February 25th.

R-19-159 - BONDING RESOLUTION PASSES THE BOARD OF ALDERMEN – for a copy of the approved resolution visit

On September 5th the city held a Non-Mandatory Pre-Proposal Meeting. Two firms attended: Vision Government Solutions and Tyler Technologies.

The deadline for questions to the city was September 9th and the city posted answers to all questions received on September 11th.

On September 26th all RFP Responses were due by 3PM. Proposals were received from the following appraisal firms:

Corcoran Consulting Associates, Inc. - RFP PDF
Wolfeboro Falls, NH
$1,285,000

Tyler Technologies - RFP PDF
Moraine, OH
$1,140,000

KRT Appraisal - RFP PDF
Haverhill, MA
$1,400,000

Vision Government Solutions - RFP PDF
Hudson, MA
$1,125,000

A city committee, comprised of staff from Administrative Services, Assessing, Finance, Legal, Purchasing and Economic Development, reviewed the proposals, conducted interviews and recommended the selection of Vision Government Solutions.

On Monday, October 28th the Board of Assessors held a special meeting. After review of the proposals, the Board of Assessors voted to recommend to the Board of Aldermen, the selection of Vision Government Solutions.

The city will move forward drafting a contract, consulting with Vision Government Solutions, and obtaining contract approval from the NH Department of Revenue, the Finance committee and the Board of Aldermen.

Cyclical revaluation shall commence in tax year 2019 and run through tax year 2022.

Assessing Monthly Monitor Newsletters

CITY OF NASHUA
ASSESSING DEPARTMENT
MONTHLY MONITOR

June 30, 2020

Volume 11

Mailing Address:
PO Box 2019
Nashua, NH 03061

Phone: 603-589-3040
Fax: 603-589-3079
Email:Assesshelp@nashuanh.gov
Website: https://www.nashuanh.gov/150/Assessing-Department

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

IMPORTANT DATES

Board of Assessors Meeting
Please note:
July 16th
Rescheduled to
July 30th
9:00 – 11:00 am

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

Number for someone to listen to the meeting is as follows:
Conference Bridge Number
(978) 990-5298
Access Code. 273974
Note: this is a listen only phone bridge
The telephone number to call if people can't hear: 603-821-2049

Contact Assessing at assesshelp@nashuanh.gov and inquiries will be responded to accordingly. Property Record Cards may be sent to property owners via email, send a request to: assesshelp@nashuanh.gov, or online at https://assessing.nashuanh.gov/default.asp

Fair Market Value of Your Property

An assessment is the value of your property used to calculate your property taxes. It is based on the market value of your property.

The market value is the price most people would pay for your property in its present condition. Each year, (or less frequently depending on your local laws) the assessor estimates the market value of all properties in your taxing jurisdiction. The assessor reviews properties for changes and then revalues them depending on current market conditions.

In reviewing your individual property, the assessor collects data about its characteristics. This data includes, but is not limited to, items such as the amount of land, the location of the property, the number and size of the improvements, the physical characteristics of the improvements, the number and type of rooms, the quality of construction etc. This information is used to estimate the market value of your property by comparing the sale prices of similar properties, estimating the cost to construct your property, or calculating the potential rental income your property could generate. Accurate appraisals require the use of many tools for the accumulation of significant facts in order to estimate the fair market value of your property.

Assessing Department Open for Appointments Only

Starting July 6, 2020, we will be scheduling in person appointments. At this time, we will be limiting those appointments to one resident at a time, to be assisted by one staff member at a time in 15 minute increments. Please note that until the building has fully opened, we will continue to handle the majority of our work via phone/mail/email. Please call our office to discuss your needs and potentially schedule an appointment - (603)-589-3040

Any citizen has the right to contest a decision that the Board of Assessor's makes. To appeal a municipality's decision on an abatement application, a taxpayer may appeal to:

The Board of Tax and Land Appeals (RSA 76:16-a)
-An appeal to the BTLA must be made by **September 1, 2020**. A filing fee is required. Address inquiries to the Board of Tax and Land Appeals, State Office Park South, 107 Pleasant Street, Concord, NH 03301. Telephone: (603) 271-2578
Website: http://www.nh.gov/btla

OR

The New Hampshire Superior Court (RSA 76:17)

The filing deadline for Superior Court (RSA 76:17) is **September 1, 2020.** A filing fee is required.
(603) 271-2578

FY2020-2022 Full Measure & List Update

The following is a summary of activity on the project as of June, 20, 2020.
For more information visit: https://www.nashuanh.gov/1285/2022-Full-Measure-List-Appraisal-and-Rev

Bonding, Office Set-up, Project Set-up, Public Relations

- Bonding is complete.
- Project commenced March 3rd, 2020.
- The initial startup meeting with the Board and DRA was March 2, 2020 at City Hall.
- GIS maps have been provided.
- Office space has been provided. Modified space was provided due COVID19 and the closure of city hall in alternative city building.
- Public Relations will be on going throughout the project
  - Letter mailed to all residents at the start of each ward.
  - Updates are provided on the City's website.
  - Monthly Assessing Monthly Monitor Newsletters
  - June 4, 2020 Update to the Board of Assessors by June Perry, Vision Project Lead

Data Collection, Data Mailers, Building Permits

- Suspension of Interior Inspections due to COVID19 Guidance from the NH Department of Revenue
  - Amendment to the Contract with Vision Government Solutions
  - Press Release dated March 16, 2020
- Bi-weekly status reports are issued to the city and posted on the website.
- Building permits are being completed by the City through April 1, 2020. Vision is responsible for building permits though April 1, 2022. Building permits are provided to Vision weekly.
- 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 collection
  Ward 1 count 3,869 – C/I/E not started as of yet
  Ward 2 count 3,478
  Ward 3 count 2,845

The following is the measure and listing numbers accountable as of June 20, 2020:

Total Residential Improved Parcel Count	25,605
Measures	7,366
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/88
Total Measures with refusal	7,454
Total Percent Complete Measured	29 %

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.

CITY OF NASHUA
ASSESSING DEPARTMENT
MONTHLY MONITOR

July 31, 2020

Volume 12

Mailing Address:
PO Box 2019

Nashua, NH 03061

Phone: 603-589-3040
Fax: 603-589-3079

Email:Assesshelp@nashuanh.gov
Website: https://www.nashuanh.gov/150/Assessing-Department

Hours:
Monday -Friday

8 a.m. - 5 p.m.

IMPORTANT DATES

Upcoming Board of Assessors Meetings

August 27, 2020
September 3, 2020
September 17, 2020

9:00 – 11:00 am

Note: In accordance with the Governor's Emergency Order, Board Members and Staff will be participating remotely. The meeting will be aired on Ch. 16. Please see the city website for more information.

Effective 8/27 all meetings will be held via Zoom.

Number for someone to listen to the meeting is as follows:
Conference Bridge Number
(978) 990-5298
Access Code. 273974
Note: this is a listen only phone bridge. The telephone number to call if people can't hear:
603-821-2049

Sales Qualification and Building Permit Letters to Residents

The City of Nashua continues to actively monitor the evolving health situation regarding the COVID-19 Pandemic and is deeply committed to the health and safety of our residents. Following the recommended social distancing protocols established by the Center for Disease Control, our office has modified the way we gather information to update your property record card following a property transfer or building permit work. In lieu of conducting an interior inspection, we have sent out questionnaires to gather data regarding the transfer of property or work completed. Capture of this data is vital to the market value of the property and we ask that residents whom have received letters please fill out the questionnaire provided and return them to our office.

The Building permit questionnaires were mailed out to property owners who received a building permit for work that would normally require an interior inspection on July 20th and the sales qualification letters were mailed on July 29th.

State law requires that your property be assessed at market value. Market value is defined as the amount a typical buyer would be willing to pay for a property. If you completed work on your home or recently purchased property and didn't receive a letter or you have any questions, please contact us at (603) 589-3040.

Update to the Board of Aldermen

On July 14th, the Assessing Department presented an update to the Board of Aldermen on improvements within the department. The presentation may be viewed here: https://www.nashuanh.gov/150/Assessing-Department or the video of the meeting is available on YouTube.

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.

ABATEMENT APPEALS

Any citizen has the right to contest the decision of the Board of Assessor's. To appeal a municipality's decision on an abatement application, a taxpayer may appeal to:

The Board of Tax and Land Appeals (RSA 76:16-a)
-An appeal to the BTLA must be made by **September 1, 2020**. A filing fee is required. Address inquiries to the Board of Tax and Land Appeals, State Office Park South, 107 Pleasant Street, Concord, NH 03301. Telephone: (603) 271-2578 Website: http://www.nh.gov/btla

OR

The New Hampshire Superior Court (RSA 76:17)

The filing deadline for Superior Court (RSA 76:17) is **September 1, 2020.** A filing fee is required.
(855) 212-1234

Assessing Department Open by Appointment

Starting July 6, 2020, we will be scheduling in person appointments from 9 am – 4 pm. At this time, we will be limiting those appointments to one resident at a time, to be assisted by one staff member at a time in 15 minute increments. Please note that until the building has fully opened, we will continue to handle the majority of requests via phone/mail/email. Please call our office to discuss your needs and potentially schedule an appointment at (603)-589-3040 or contact Assessing at assesshelp@nashuanh.gov. Property Record Cards may be sent to property owners via email, send a request to:
assesshelp@nashuanh.gov, or online at https://assessing.nashuanh.gov/default.asp

FY2020-2022 Full Measure & List Revaluation Update

The following is a summary of activity on the project as of July 25th, 2020.
For more information visit: https://www.nashuanh.gov/1285/2022-Full-Measure-List-Appraisal-and-Rev

Data collection
- **Ward 1 count 3,869 – C/I/E not started as of yet**
- **Ward 2 count 3,478**
- **Ward 3 count 2,845**

Total Residential Improved Parcel Count 25,605

Measures	**8272**
Total Interior Inspections	**172 (Suspended by COVID19)**
Refusals to Date - Partial/Full	**7/96**
Total Measures with refusal	**8368**
Total Percent Complete Measured	**32 %**

Ward 4 property record cards have been printed with data collection to begin in early August. Residents of Ward 4 should receive a letter with more information.

New Data Tools Coming Soon to our Website

The Assessing Department has been working with Cornell Consultants on the creation of Data tools using Power BI. These tools will be available via our city website within the next couple weeks. Watch the Assessing Department page!

CITY OF NASHUA
ASSESSING DEPARTMENT
MONTHLY MONITOR

August 31, 2020

Volume 13

Mailing Address:
PO Box 2019
Nashua, NH 03061

Phone: 603-589-3040
Fax: 603-589-3079
Email:Assesshelp@nashuanh.gov
Website: https://www.nashuanh.gov/150/Assessing-Department

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

IMPORTANT DATES

Upcoming Board of Assessors Meetings

September 3, 2020
September 17, 2020

9:00 – 11:00 am

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

Effective 8/27 all meetings will be held via Zoom. Please see the calendar on the City of Nashua website for more details.

Rex Norman, CAE contracted as the Assessing Supervisor for the City of Nashua

Rex has been actively involved in real estate valuation since 1986 and specifically for municipal government as an Assessor for over 25 years. His resume includes working as a commercial property appraiser for the City in the late 1990's, later serving on Nashua's Board of Assessors. He held the Chief Assessor position in Windham for 15 years, retiring in 2014 to establish his valuation and mediation consulting business. His credentials include past President of the New Hampshire Association of Assessing Officials, serving as our State's Representative to the International Association of Assessing Officers and as a reviewer/mentor for IAAO candidates seeking professional designations. He is a founding member of the Assessing Standards Board writing the rules that NH Assessors follow today. Certifications and licensing Rex has achieved include the NH CNHA and IAAO CAE designations, NH Department of Revenue Assessing Supervisor, and Certified General Real Estate Appraiser. Rex brings years of experience working with taxpayers, legal teams and municipal officials. He qualified as an expert witness in multiple courtrooms in NH and Massachusetts, including at the NH Board of Tax and Land Appeals. Rex is the Community Development Director for the Town of Windham, NH.

Rex Norman is assisting the Nashua Assessing team at a critical time in the City's history. New software and procedures are in place, a full measure and listing revaluation has started with the goal to visit every parcel in the City. This effort will correct existing errors and set assessed values to reflect their fair and equitable market value. This is the first complete relisting of all property in over two decades. Rex will counsel the City's Assessor's by reviewing their work for compliance with State laws, the Department of Revenue Rules & Guidelines, and per Uniform Standards of Professional Appraisal Practice. He will provide guidance and motivation, assist with setting goals, identifying resources, sharing knowledge and mentoring.

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.

Sales Qualification and Building Permit Letters to Residents

The City of Nashua continues to actively monitor the evolving health situation regarding the COVID-19 Pandemic and is deeply committed to the health and safety of our residents. Following the recommended social distancing protocols established by the Center for Disease Control, our office has modified the way we gather information to update your property record card following a property transfer or building permit work. In lieu of conducting an interior inspection, we have sent out questionnaires to gather data regarding the transfer of property or work completed. Capture of this data is vital to the market value of the property and we ask that residents whom have received letters please fill out the questionnaire provided and return them to our office. State law requires that your property be assessed at market value. Market value is defined as the amount a typical buyer would be willing to pay for a property. If you completed work on your home or recently purchased property and didn't receive a letter or you have any questions, please contact us at (603) 589-3040.

Assessing Department Closing due to Renovations

Starting September 10th, the Assessing Department will be closed to the public. The Assessing office will undergo improvements to our office which include a new customer service area which complies with COVID19 CDC recommendations. A detailed view of the proposed changes can be found under open bids on our city website.

We will continue to serve our residents remotely. Please note that we will continue to handle the majority of requests via phone/mail/email. Please call our office to discuss your needs at (603)-589-3040 or contact Assessing at assesshelp@nashuanh.gov. Property Record Cards may be sent to property owners via email, send a request to:

assesshelp@nashuanh.gov, or online at https://assessing.nashuanh.gov/default.asp

FY2020-2022 Full Measure & List Revaluation Update

The following is a summary of activity on the project as of August 15th, 2020. For more information visit: https://www.nashuanh.gov/1285/2022-Full-Measure-List-Appraisal-and-Rev

- Data collection
  - Ward 1 count 3,869
  - Ward 2 count 3,478
  - Ward 3 count 2,845
  - Ward 4 count 2,287
  - Commerial and Industrial not started as of yet

Total Residential Improved Parcel Count	25,605
Measures	9144
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/116
Total Measures with refusal	9260

** Ward 5 to begin Mid-September**

New Data Tools Published to our Website

The Assessing Department would like to thank Cornell Consultants on the creation of our new Data tools. These tools are available via our city website to all residents. Review property sales and property inspections by using these dashboards. Information may be filtered to access specific groups of properties, types of sales, types of inspections and more.

Commercial Data Collection Guidelines

VISION GOVERNMENT SOLUTIONS
COMMERCIAL REVALUATION PROCEDURES

COMMERCIAL DATA COLLECTOR GUIDELINES

Role of the Commercial Data Collector

The role of the Commercial Data Collector is crucial to the overall success of the project. In many cases, you will be contacting the community's most influential people. Therefore, it is important to be professional, and to gain the confidence of the taxpayers, which you meet. Calm any fears that they may have. Do not discuss previous assessments or future assessment projections. You should know what data you need to collect. Make a thorough inspection of the property. Inaccurate data can cause major errors in the final appraised value. Take the time to do a thorough job. Try to get as much information as possible without overstaying your welcome.

It is not necessary to contact the President of a Corporation. Don't overstate your qualifications or role in placing values on the property. If asked, simply inform the person who is escorting you through the property that no values have been set. You are only collecting the data.

In some instances, a tenant may want to receive the owner's permission before allowing an inspection. Suggest that you are willing to wait (up to 15 minutes) while he calls the owner for an OK. If he would like you to speak to the owner over the phone to explain the purpose of the inspection, please do so.

Be polite, considerate and patient. Don't take offense if the person you contact can't allow an inspection the instant you walk through the door. They are running a business; if it is an inconvenient time, arrange a mutually agreeable alternative time, either later in the day or the following day.

Questions to Ask:

Apartments: If it is an apartment building you are going through, ask the number of units and get a count of the number of total units of each style and the breakdown of the unit styles. Ask if all of the apartments are rented and if not, identify how many units are vacant.

If possible, ask what the monthly rents are for each unit type. If field reviewing apartments, and you cannot ask about the number of units then use the number of meters and or mailboxes to determine the unit count. *Note: Your unit count should always match the land use code!! Make notes in the notes section.

Always try to obtain printed materials about rents from the businesses. Typical place to get brochures about rents are hotels, motels, inns, self-storage facilities, marinas, etc.

Condos: Whenever possible, write in the unit number, business occupying it and the percentage of ownership. Percentage of ownership can be found in the condo declaration at the assessor's office, no need to ask tenants. Please pay close attention to style code if it is an industrial, a retail or an office condo. Note if it is an interior or end unit and what floor the unit is on.

Plot Plans: Only do plot plans when it is contractually specified. Check with your project manager.

Mix-Use: List the number of units broken out, and the name of the businesses.

Sketch Notes: Any area coded properties with curves and angles are to be measured and sketched.

"A vestibule also, known as an arctic entry, is an anteroom (antechamber) or small foyer leading into a larger space, such as a lobby, entrance hall, passage, etc., for the purpose of waiting, withholding the larger space view, reducing heat loss, providing space for outwear, etc."

Vestibules in any commercial building, such as office, retail, industrial, educational, religious (churches), etc. - Sketch area as VST.

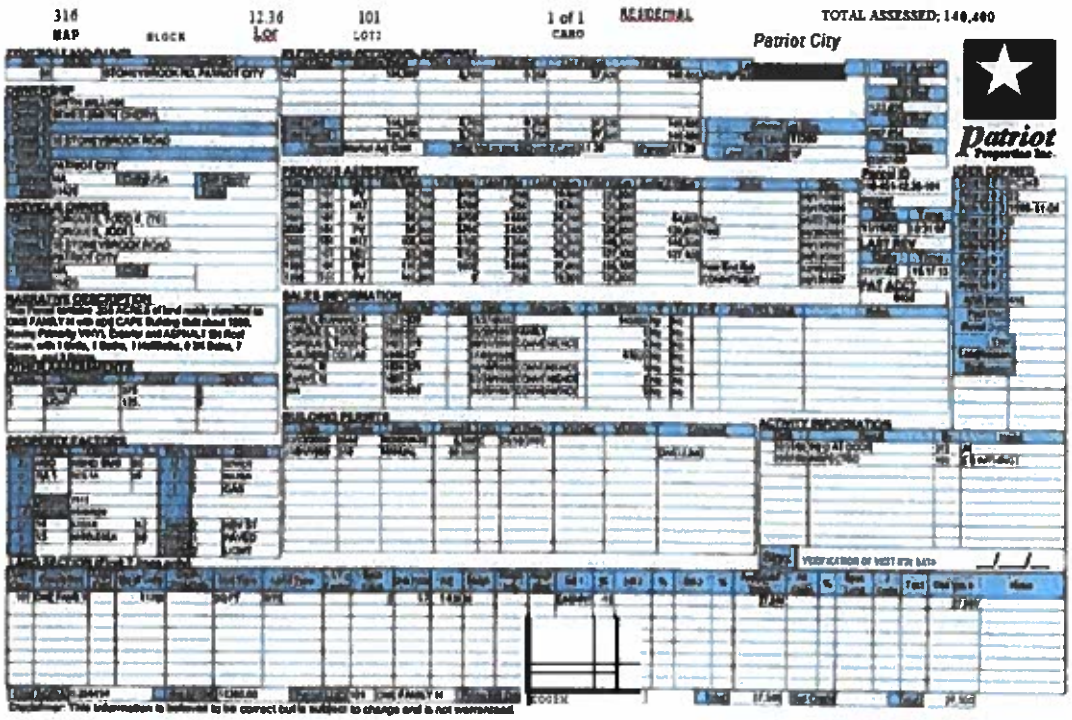
The Property Record Card

The Property Record Card is the same form that is used for residential data collection. However, there are differences in that additional data items need to be collected.

The list of Land Use Codes to describe commercial/industrial properties is longer and more complex than residential codes.

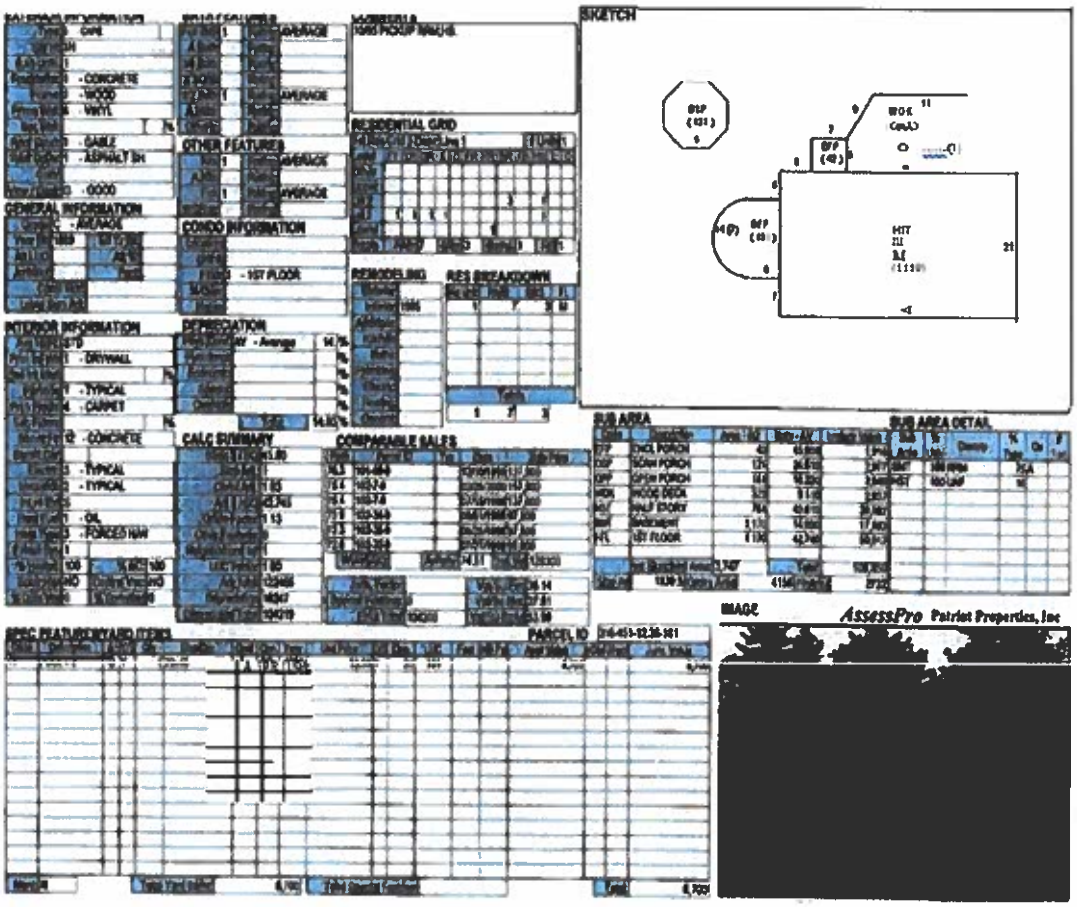
***Always use the City's specific list!**

Page 1:



The Property Record Card

Page 2:



The first prefix of the Land Use Codes describes the overall property class; i.e.

Prefix 0 = Mixed Use
Prefix 1 = Residential
Prefix 2 = Open Space
Prefix 3 = Commercial
Prefix 4 = Industrial
Prefix 9 = Exempt Property

What follows is a complete list of these descriptive codes. Decide what is the predominate use of the land, then verify the proper 4-digit code.

It is important to remember that all tax-exempt properties must be coded with a Land Use Code that begins with a "9" (use 9-series codes for all Federal, State, Municipal and Tax-Exempt Institutions). Also, Mixed Use (Residential/Commercial) will begin with a zero (0).

The City will qualify and classify exempt properties.

Nashua's Official List of Land Use Codes

LU. Code	Description	L.U. Code	Description
0120	PR RES OPEN	3542	BUS STATION
0130	PRI RES & COMM	3543	TRAIN STATION
0134	PR RES & C/I	3544	TAXI STAND
0140	PR RES & IND	3550	FUNERAL HOME
0210	PRI OPEN SPACE	3560	PROF ASSOC
0310	PRI COMM & RES	3600	MUSEUMS
0410	PR IND & RES	3610	ART GALLERY
2010	SFR OPEN LAND	3620	MOVIE THEATER
2020	WET RES PV LAND	3630	DRIVE IN THEATR
2100	NONPROD AH LAND	3640	THEATER (STAGE)
2110	NONPROD VC LAND	3650	STADIUMS
3000	HOTELS	3660	ARENAS
3010	MOTELS	3670	RACETRACK
3020	INNS	3680	AMUSE PARK
3030	BLANK	3690	OTHER CULT
3040	NURSING HOME	3410	BANK BUILDING
3050	HOSPITAL PRIVATE	3420	PROF BUILDING
3060	TRAN RES	3421	PROF CONDO BLDG
3100	RTL OIL STORAGE	3500	POST OFFICE
3110	RTL GAS STORAGE	3510	EDUC BUILDING
3120	GRAIN ELEV	3700	BOWLING
3130	LUMBER YARD	3710	ICE SKATE
3140	TRUCK TERM	3720	ROLLER SKT
3150	DOCKYARDS	3730	SWIM POOL
3160	COMM WHSE	3740	HEALTH SPA
3170	FARM BUILDING	3750	TENNIS CLUB
3180	COM GR HOUSE	3700	BOWLING
3210	HARDWARE ST	3710	ICE SKATE
3220	STORE/SHOP	3720	ROLLER SKT
3221	RETAIL CONDO	3730	SWIM POOL
3222	COMMERCIAL (NL)	3760	GYMS
3230	SHOPPING MALL	3770	OTH IN REC
3240	SUPERMARKET	3800	GOLF CRS
3260	RESTURANT/CLUBS	3810	TENNIS ODR
3300	AUTO V S&S	3820	RIDING STABLE
3310	AUTO S S&S	3830	BEACHES
3320	AUTO REPAIR	3840	MARINAS
3330	FUEL SV/PR	3841	YACHT CLUB
3340	GAS ST & REP	3850	FISH & GAME
3350	CAR WASH	3860	CAMPGROUND
3360	PARK GARAGE	3870	YOUTH CAMPS
3370	PARK LOT	3880	OTHR OUTDOOR
3380	OTH MTR SS	3890	STRUCT-61B
3400	OFFICE BUILDING	3900	DEVEL LAND VAC
3401	OFFICE CONDO	3910	POT DEVEL VAC
3410	BANK BUILDING	3920	UNDEV LAND VAC
3420	PROF BUILDING	3930	LAND W/IMPRVMT
3421	PROF CONDO BLDG	4000	FACTORY
3500	POST OFFICE	4010	IND WHSES
3510	EDUC BUILDING	4020	IND OFFICE
1400	DAY CARE	4021	IND CONDO

3530	FRANTNL ORG	4022	IND BLDG (NL)
4100	SAND&GRAVEL	7170	PROD WOOD
4110	GYPSUMMINE	7180	PASTURE
4120	ROCK MINE	7190	NURSERIES
4130	OTHER MINES	7200	NONPRNECLD
4200	PUB TANKS	7220	NONPREWETLD
4220	ELEC PLANT	8000	RECREATION
4230	ELEC R.O.W.	8010	61B HIKE
4240	ELEC SUBSTATION	8020	61B CAMP
4250	GAS PLANT	8030	61B NATURE
4260	GAS R.O.W.	8040	61B BOAT
4270	GAS STORAGE	8050	61B GOLF
4280	GAS SUBSTATION	8060	61B HORSE
4300	TEL X STATION	8070	61B HUNT
4310	TEL REL TOWER	8080	61B FISH
4320	CBL-TV TOWER	8090	61B AL-SKI
4330	RAD/TV TOWER	8100	61B NR SKI
4400	IND LD DV VAC	8110	61B SWIM
4410	IND LD PO VAC	8120	61B PICNIC
4420	IND LD UD VAC	8130	61B GLIDE
5010	IND ASC TR	8140	61B TARGET
5020	DOM/DOR CP	9000	US GOVT
5030	DOM/FOR ME	9010	STATE
5040	PUBLIC UTIL	9020	COUNTY
5050	MCH PL/WR	9030	MUNICIPAL
5060	PIPELINES	9031	POLICE
6100	FOREST C61	9032	FIRE
6010	C61 TEN YR	9033	PUB SCHOOL
6020	C61 FIVE YR	9035	TOWN PROP
7100	CRANBERRY	9040	PRI SCHOOL
7110	TOBACCO SOD	9050	P/HOS CHAR
7120	TR CRP VEG	9060	CHURCH ETC
7130	FIELD CRPS	9070	121A CORP
7140	ORCHARDS	9080	HSG AUTH
7150	VINEYARDS	9090	RELIGIOUS
7160	TILL FORAG		

Nashua's Official List of Building Style Codes

Codes	Description	Codes	Description
01	Ranch	51	Bottling Plant
02	Split or Tri-Level	52	Pre-Engineered Mfg.
03	Colonial	53	Pre-Eng. Warehouse
04	Cape Cod	54	Health Club
05	Bungalow	55	Condominium Res.
06	Conventional	56	Condo Office Bldg.
07	Modern	57	Library (exempt)
08	Raised Ranch (bi-level)	58	City/Town Hall (exempt)
09	Family Flat	59	Fire Station (exempt)
10	Family Duplex	60	Medical Condo
11	Family Conversion	61	Dry Clean/Laundry
12	Commercial	62	Furniture Showroom

13	Department Store	63	Antique House
14	Apartments	64	Tennis Building
		65	Anchor Store
15	Shopping Center RE	66	Hotel
16	Shopping Center LO	67	Coin Op Car Wash
17	Store Retail	68	Leased Land
18	Office Building	69	Truck Terminal
19	Professional Bldg	70	Dormitory
20	Mobile Home	71	Churches
		72	School, College
21	Fast Food Restaurant	73	Hospital Private
22	Supermarket	74	Elderly Housing
23	Financial Institutions	74A	Assisted Living
24	Ins Co. Regional Office	75	Orphanages
25	Service Shop (repairs)	76	Mortuary Cemetery
26	Service Station 2-bays	77	Club/Lodge/Hall
27	Auto Sales and Repairs	78	Airport/Hangar
28	Funeral Home	79	Telephone Bldg.
29	Nursing Home	80	Stores/Apt. (mixed use)
30	Restaurant	81	Military (exempt)
31	Branch Bank	82	Auditorium
32	Theaters Enclosed.	83	School Public (exempt0
33	Nightclub/Bar/Tavern	84	College
34	Bowling Alley/Arena	85	Hospital
35	Bakery Mfg.	86	Other County (exempt)
36	Convenience Store	87	Other State (exempt)
37	Parking Garage	88	Other Federal (exempt)
38	Country Club	89	Other Municipal (exempt)
39	Motels	90	Retail Condo
40	Light Industrial.	91	Fast Food Style
41	Research Development	92	Regional mall
42	Heavy Industrial	93	Petroleum & Gas
43	Car Wash	94	Outbuilding
44	Packing Plant	95	Garage/Office
45	Brewery/Winery etc.	96	Office / Warehouse
46	Food Processing	97	High-Rise Apartment
47	Cold Storage	98	Industrial Condo
48	Warehouse Industrial	99	Vacant Land
49	Service Station 3-bays	440	Mill
50	Service Station 1-bay	442	Mill Heavy

Commercial Elements:

If you are recording data for properties that are in Commercial/Industrial/Apartments, most of Structural Elements that you will need to collect, and record are the same as those that are processed for residential purposes.

One major difference is that you are required to additionally collect and record data for the commercial only section. The valuation process cannot be completed without this data; therefore, it is critical to completely fill in this section of the DCF.

Commercial Heat and Air Conditioning

% of building area with air conditioning.
% of building area with heat.
Max =100% for each type.

Baths/Plumbing

One of the major differences in the coding of Baths/Plumbing is that unlike residential entries, where the actual bathroom count is entered, when listing baths/Plumbing it should be entered as average or good.

Base your decision on the type and use of the property. Next, consider the amount and adequacy of the restrooms and plumbing relative to the overall size of the building.

When listing Apartment Buildings (Type 14,):

1. Bath/Apt. = Average

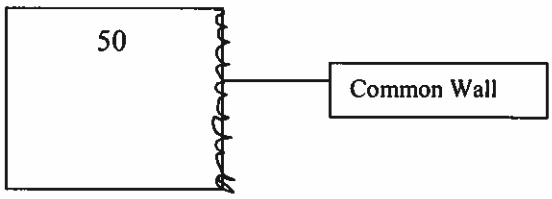
Ceiling and Wall Finish

First decide if ceilings are suspended type or not. Primary and Secondary walls – Secondary cannot be more than 50% and note ceiling finish.

% Common Wall

This is utilized for improvements that have a shared wall or walls with adjacent buildings. To estimate common wall, determine the overall perimeter of the improvement, then determine the percentage of the overall perimeter that is shared or common with an adjacent building.

Example:



Overall Perimeter	=	4 x 50	=	200 lineal feet
Common Wall	=		=	50 lineal feet

$$\frac{50}{200} = .25 \text{ or } 25\%$$

Wall Height

Avg Ht/Fl = Average wall height per floor

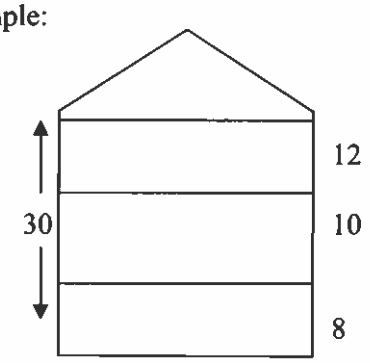
Most will be STD (standard)

On single story structures, this is figured as the point from Ground Floor to Roof (if flat roof) or Ground Floor to Eaves (if Gable).

When determining multiple story buildings, this is figured by the Ground Floor to Rooftop, divided by the number of stories:

Industrial & Light Industrial buildings are valued for their interior utility. Clear ceiling height is an important factor. Measure interior height to bottom of truss.

Example:



$\frac{30}{3}$ = 10 feet average wall height

Trick: When trying to determine height:

3 Concrete Blocks = 2 ft
1 Garage Door Panel = 2 ft + 2ft above door

Partitions

Most will be Typical (for that style of building)

Base your decision on the property type. Within a warehouse one doesn't expect extensive rooms and partitions; conversely, in a professional office building, one would.

Special Features/Yard Items; Outbuildings

You may use any of the Residential Outbuilding Codes. There are also additional codes for Commercial properties. Enter these codes similarly to the Residential procedures. Also, if required, apply the grading as specified by the project.

*There are many more outbuildings and extra features that you need to **ALWAYS** keep in mind when doing commercials. Listed below are common items that you should be on the lookout for:

Sprinklers % (wet or dry system)	***Paving** (concrete & asphalt)
Night Deposit Boxes	**AC** (when not in entire bldg)
Vaults	**Signs** (depending on state)
ATMS	**Lights**
Freight Elevators (LB capacities)	**#Docks/Slips/Boat Racks**
Pass Elevators (# of stops)	**Cell Towers - Note** # of Arrays

***Paving**: A quick way to list commercial paving is to subtract the building first floor area from the parcel size less an estimated percentage for landscaped areas.

Notes Section

The Notes Section can be a very valuable tool in collecting data for the valuation of commercial properties. Below is some of the important factors that can be captured in this section:

***Name of Business (s) occupying building. ALWAYS LIST THIS!**
*Marinas: how many boat racks, slips and rental info
*Bowling Alleys: number of lanes, food/bar service
*Nursing Homes/Assisted Living/ Independent living/ Memory Care: Unit count, number of beds, number of private rooms, amenities.
*Hotel/Motels: number of units; seasonal or year-round; rates; amenities; vacancy.
*Self-Storage: number of units; climate-controlled units; yard storage; collect rental info.
*Apartments: number of units and breakdown of bedrooms; # units vacant; rents, utilities included.
*Condos: type of business occupying; unit number; floor location; common elements

Other notes: Note the square footage that is vacant at the time of your visit; list of other properties that support subject with parking; mixed use as to what % is residential and commercial.

COMMERCIAL & INDUSTRIAL
SPECIAL FEATURES AND YARD ITEMS; OUTBUILDING TABLE (sample only)

Description		Description Code	Unit Type
Automated Teller		ATM1	How Many
Bins		BIN1	SF
Agricultural		BIN2	SF
Canopy – Avg.		CNP1	SF
Good Quality		CNP2	SF
Cell Tower		CT1	Primary 1st tenant
Addition Arrays		CT2	# of arrays
Roof Top Cell Tower		CTRF	# of arrays
Billboard Lighted		BBL	# of signs
Billboard non lighted		BBNL	# of signs
Boat Rack		RACK	LF
Cooler		CLR1	SF
Freezer Temps		CLR2	SF
Drive-In Theater		DNT1	# OF SPEAKERS
		DNT2	# OF SPEAKERS
Dock-Res Type		DCK1	SF
Commercial Type		DCK2	SF
Drive-Up Window		DUW1	HOW MANY
Wide Bay		DUW2	HOW MANY
W/Pneu Tube		DUW3	HOW MANY
W/Rem SCR & Tube		DUW4	HOW MANY
Fence	Up to 10'	FN1	L.F.
	Greater than 10'	FN2	L.F
Girders LT	12"	GIR1	L.F.
	13-18"	GIR2	L.F.
	19-24"	GIR3	L.F.
	Over 24"	GIR4	L.F.
Kennel	Average	KEN1	S.F.
	Good	KEN2	S.F.
Kiosk	Service Sta.	KSK1	S.F.
	Photo Booth	KSK2	S.F.
Lift	Light	LFT1	HOW MANY
	Heavy	LFT2	HOW MANY
Lights	in w/pole	LT1	HOW MANY
	W/double lights	LT2	HOW MANY
Lights	W/triple lights	LT3	HOW MANY
	W/four lights	LT4	HOW MANY
Load Levelers (for docks)		LDL1	HOW MANY
W/Man. Flip Out		LDL2	HOW MANY
Mezzanine	Unfinished	MEZ1	S.F.
Finished		MEZ2	S.F.

Fin and partitions	MEZ3	S.F.
Night Deposit	NDP	HOW MANY
Paving Asphalt	PAV1	S.F.
Concrete	PAV2	S.F.
Pumps Single House	PMP1	HOW MANY
W/blending	PMP2	HOW MANY
Electronic Pump	PMP3	HOW MANY
Double House	PMP4	HOW MANY
W/blending	PMP5	HOW MANY
Electronic Pump	PMP6	HOW MANY
Triple Pump	PMP7	HOW MANY
Four Hose	PMP8	HOW MANY
Racquetball	RQT	HOW MANY
Retaining Wall	RETW	AVE HIGHT /L.F.
Sauna	SAU	S.F.
Shed Frame	SHD1	S.F.
Shed w/lights/ elec	SHD2	S.F.
Shed Metal	SHD3	S.F.
Shed Concrete Utility	SHD4	S.F.
Scales Mechanical	SCL1	TON'S
Electronic	SCL2	TON'S
Sign 1 Side	SGN1	SF & HGT
Double Sided	SGN2	SF & HGT
W/Int. Lights	SGN3	SF & HGT
LED Message	SGN4	SF & HGT
Workshop Un Average	SHP1	S.F.
Good	SHP2	S.F.
Poor	SHP3	S.F.
Workshop Fin Average	SHP4	S.F.
Good	SHP5	S.F
Poor	SHP6	S.F
Tank Underground 3000	TNK1	GALS
3000-10000 Gal	TNK2	GALS
GT-10000 Gal	TNK3	GALS
Compressed	TNK4	GALS
Elevated Tank	TNK5	GALS
Vault Average	VLT1	S.F.
Good	VLT2	S.F.
Excellent	VLT3	S.F.
Poor	VLT4	S.F
Whirlpool	WHL	S.F.
Jacuzzi	Jacz	S.F.
In-ground Swimming Pool	Ref Residential for types	S.F.

Commercial & Industrial Sketching and Labeling

Any areas of the structure with a primary use that matches the improvement code you use to describe it, should be coded as FFL for the first-floor area, and SFL for full upper floor area. Only sub-areas of a structure that greatly deviate from the improvement code used should be labeled something other than FFL or SFL.

Example 1: Improvement Code 21 (Fast Food) – If a portion of the structure is Service Production Area (Food Prep) and another area is seating area, DO NOT separate these two areas in labeling the building. One can expect that within a fast food restaurant that the structure will have these various areas. Provided you assigned Improvement Code 21 (Fast Food Restaurant) to describe the property, ALL usable first floor areas should be labeled only as FFL. Keep it simple.

Example 2: A 30 x 60 retail store has an area in the front, 30 x 45, which is the store display area. The remaining 15 x 30 area in the rear is unfinished and used for storage. DO NOT create two sub-areas in the sketch. One can expect that a retail store will have a certain percentage of the total area devoted to storage; therefore, label the entire structure (30x60) as FFL.

Example 3: You are listing a large 3-story apartment building. You properly code the building number 14 (apartment building). On the Sub-Area Table, you notice the sub-area APT (Apartment). You are already calling the structure an Apartment Building (14); therefore, it is not necessary to label the sketch as APT. The sub-area of the structure conforms to the description code (14). Therefore, label the sketch as FFL for the first floor and SFL for the second story and TFL for the third story. Label the unfinished basement as BMT. The point is that the primary area that corresponds to the description used (the apartment living and common area) only FFL or SFL,TFL are required. Keep it simple. In a few rare instances, a sub-area within the primary structure will deviate from the description code, which describes the majority of the building as illustrated in the next example.

Example 4: Another example of a deviant sub-area code is:

A brick retail building, 50 x 100, has a lower quality wooden addition on the rear, built for storage. It is 20 x 20. In this case, the primary structure is retail; therefore, use the Improvement Code 17 (Retail) to describe it. Label the 50 x 100 brick retail section as FFL. Label the 20 x 60 lower quality wooden storage area as FST (Finished Storage Area).

Comments:

It is important to remember that deviant sub-area codes are the exceptions and, in most cases, FFL, SFL or TFL will suffice. Keep it simple.

VST (Vestibule): Vestibules in office, retail, industrial, educational, religious (churches), etc. Label in sketch.

AOF (office): Only break out the AOF areas of sketch when more than 10% of the structure has AOF. Many of the style codes have base rates that factor in a certain percentage of office space already.

MEZ (mezzanine): Put mezzanine areas in the Special Features. This should be listed in the special features MEZ2 (finished mezzanine), MEZ2 (unfinished mezzanine) or MEZ3 (mezzanine with partitions). Mezzanine areas are those areas above the first floor but as a platform loft area only. You will find these in warehouse and industrial areas and sometimes in supermarkets. These areas as finished will serve as a small office area and as unfinished typically serve as extra storage space.

BUILDING SUB AREA CODES

AOF = OFFICE
APT = APARTMENT
BGR = BASEMENT GARAGE
BLK = BULKHEAD
BMT = BASEMENT
CLP = FINISHED LOADING PLATFORM
CNP = CANOPY
CPT = CARPORT
CTH = CATHEDRAL CEILING
OMR = DORMER
EAF = ATTIC W/STAIRS & FINISHED
EAU = ATTIC W/STAIRS UNFINISHED
EFP = ENCLOSED FINISHED PORCH
FBM = FINISHED BASEMENT
FCB = CABANA ENCLOSED
FCP = CARPORT FINISHED
FFL = FIRST FLOOR
FRB = FINISHED BASEMENT RAISED
FSP = FINISHED SCREEN PORCH
FST = FINISHED UTILITY STORAGE
FTH = FOURTH FLOOR FINISHED
GAR = FINISHED GARAGE
HST = HALF STORY FINISHED
GRN = GREENHOUSE
LDK = LOADING DOCK
LLV = LOWER LEVEL FINISHED
MEZ = FINISHED MEZZANINE
MZZ = UNFINISHED MEZZANINE
OFP = OPEN FINISHED PORCH
OSP = OPEN SCREEN PORCH
PAT = PATIO
SFL = FINISHED SECOND FLOOR
STG = STORAGE UNFINISHED
TFL = FINISHED THRID FLOOR
TQS = ¾ STORY FINISHED
UAT = UNFINISHED ATTIC W/STAIRS
UCN = POOR CANOPY
UCP = CARPORT UNFINISHED
UEP = UNFINISHED ENCLOSED PORCH
UFF = UNFINISHED FIRST FLOOR
UFL = UPPER FLOORS OVER FOURTH FLOOR
UGR = UNFINISHED UNDERGROUND GARAGE
UHS = UNFINISHED HALF STORY
ULP = UNFINISHED LOADING PLATFORM
UOP = UNFINISHED OPEN PORCH
UAS = UNFINISHED TQS (3/4 STORY)
URB = UNFINISHED RAISED BASEMENT
USP = UNFINISHED SCREEN PORCH
UUS = UNFINISHED UPPER SYORY
VST = VESTIBULE
WDK = WOOD DECK