Date: January 5, 2021

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

From: Richard Vincent, Chief Assessor, City of Nashua
      June Perry, Project Manager, Vision Government Solutions

Cc: Kim Kleiner
    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. Vision Bi-Weekly Status Updates
   B. Vision Quarterly Update to the Board of Assessors – December 17, 2020
      https://www.youtube.com/watch?v=WhBLnR1Zxa5

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

III. December 8, 2020 Public Announcement of Hiring of New Chief Assessor

For more information:

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

Richard Vincent
Chief Assessor
City of Nashua
vincentr@nashuanh.gov
603-589-3057
### Project Status Report

From June Perry  
City of Nashua NH  
Date: September 19, 2020

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

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.
• 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
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*
Project Status Report
From June Perry
City of Nashua NH
Date: October 2, 2020

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

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.
- 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 26, 2020

| Total Residential Improved Parcel Count | 25,605 |
| Total Measures | 11447 |
| Total Interior Inspections | 172 |
| Refusals to Date - Partial/Full | 7/139 |
| Total Measures with refusal | 11586 |

Total Percent Complete Measured 45%

Appointments to date
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  466

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
# Project Status Report

**From June Perry**  
**City of Nashua NH**  
**Date: October 14, 2020**

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

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.
• 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 October 10, 2020

<table>
<thead>
<tr>
<th>Measure</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Residential Improved Parcel Count</td>
<td>25,605</td>
</tr>
<tr>
<td>Measures</td>
<td>12524</td>
</tr>
<tr>
<td>Total Interior Inspections</td>
<td>172</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/156</td>
</tr>
<tr>
<td>Total Measures with refusal</td>
<td>12680</td>
</tr>
</tbody>
</table>

Total Percent Complete Measured 49 %

Appointments to date
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 498

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
**Project Status Report**  
From June Perry  
City of Nashua NH  
Date: October 21, 2020

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

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 ongoing throughout the project, with ongoing 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.
- 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 October 17, 2020

<table>
<thead>
<tr>
<th>Total Residential</th>
<th>Improved Parcel Count</th>
<th>25,605</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measures</td>
<td>13019</td>
<td></td>
</tr>
<tr>
<td>Total Interior Inspections</td>
<td>172</td>
<td></td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/157</td>
<td></td>
</tr>
</tbody>
</table>

Total Measures with refusal 13176

Total Percent Complete Measured 51 %

Appointments to date
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 498

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
Project Status Report
From June Perry
City of Nashua NH
Date: October 28, 2020

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

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.
• 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 1-6 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
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287
  Ward 5 count 4,480
  Ward 6 count 3,035

The following is the measure and listing numbers accountable as of October 24, 2020

<table>
<thead>
<tr>
<th>Measure</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Residential Improved Parcel Count</td>
<td>25,605</td>
</tr>
<tr>
<td>Total Measures</td>
<td>13504</td>
</tr>
<tr>
<td>Total Interior Inspections</td>
<td>172</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/164</td>
</tr>
<tr>
<td>Total Measures with refusal</td>
<td>13668</td>
</tr>
</tbody>
</table>

Total Percent Complete Measured 53%

Appointments to date
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 61
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 3%

Refusals to Date 0

Building permits measured to date 498

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
Project Status Report
From June Perry
City of Nashua NH
Date: November 13, 2020

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

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.
- 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 1-6 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
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287
  Ward 5 count 4,480
  Ward 6 count 3,035

The following is the measure and listing numbers accountable as of November 7, 2020

<table>
<thead>
<tr>
<th>Total Residential Improved Parcel Count</th>
<th>25,605</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measures</td>
<td>14450</td>
</tr>
<tr>
<td>Total Interior Inspections</td>
<td>172</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/172</td>
</tr>
<tr>
<td>Total Measures with refusal</td>
<td>14622</td>
</tr>
</tbody>
</table>

Total Percent Complete Measured 57%

Appointments to date
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 186
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 9%

Refusals to Date 1
Building permits measured to date 498

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
## Project Status Report

From June Perry  
City of Nashua NH  
Date: November 30, 2020

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

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.
- 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 1-6 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
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287
  Ward 5 count 4,480
  Ward 6 count 3,035

The following is the measure and listing numbers accountable as of November 21, 2020

<table>
<thead>
<tr>
<th>Total Residential Improved Parcel Count</th>
<th>25,605</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measures</td>
<td>15098</td>
</tr>
<tr>
<td>Total Interior Inspections</td>
<td>172</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/180</td>
</tr>
<tr>
<td>Total Measures with refusal</td>
<td>15278</td>
</tr>
</tbody>
</table>

Total Percent Complete Measured 59%

Appointments to date
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 271
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 14%

Refusals to Date 2

Building permits measured to date 498

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
Project Status Report  
From June Perry  
City of Nashua NH  
Date: December 9, 2020

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

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.
• 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 1-6 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 is on-going.
• The database is live in Nashua NH

• Data collection
  Ward 1 count 3,869
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287
  Ward 5 count 4,480
  Ward 6 count 3,035

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

<table>
<thead>
<tr>
<th>Measure</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Residential Improved Parcel</td>
<td>25,605</td>
</tr>
<tr>
<td>Count</td>
<td></td>
</tr>
<tr>
<td>Measures</td>
<td>15544</td>
</tr>
<tr>
<td>Total Interior Inspections</td>
<td>172</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/187</td>
</tr>
<tr>
<td>Total Measures with refusal</td>
<td>15731</td>
</tr>
</tbody>
</table>

Total Percent Complete Measured 61 %

Appointments to date
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 348
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 17%

Refusals to Date 2

Building permits measured to date 546

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
### Project Status Report
**From June Perry**  
**City of Nashua NH**  
**Date: December 23, 2020**

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

**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, September 18th, 2020 and December 17th, 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 1-6 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 is on-going.
- **The database is live in Nashua NH**

- Data collection
  Ward 1 count 3,869
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287
  Ward 5 count 4,480
  Ward 6 count 3,035

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

| Total Residential Improved Parcel Count | 25,605 |
| Measures | 16117 |
| Total Interior Inspections | 172 |
| Refusals to Date - Partial/Full | 7/196 |

Total Measures with refusal | 16313 |

Total Percent Complete Measured | 63 %

Appointments to date
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 453
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 23%

Refusals to Date 2
Building permits measured to date 638

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
### Project Status Report

**From June Perry**  
**City of Nashua NH**  
**Date: December 31, 2020**

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

**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 ongoing throughout the project, with ongoing 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, September 18th, 2020 and December 17th, 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 1-6 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 is on-going.
• The database is live in Nashua NH

• Data collection
  Ward 1 count 3,869
  Ward 2 count 3,478
  Ward 3 count 2,845
  Ward 4 count 2,287
  Ward 5 count 4,480
  Ward 6 count 3,035

The following is the measure and listing numbers accountable as of December 26, 2020

Total Residential Improved Parcel Count 25,605
Measures 16335
Total Interior Inspections 172
Refusals to Date - Partial/Full 7/196

Total Measures with refusal 16531

Total Percent Complete Measured 64%

Appointments to date
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 467
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 24%

Refusals to Date 2

Building permits measured to date 638

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
Board of Assessor Online Meeting for December 17, 2020

Agenda

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

Join Zoom Meeting:
https://us02web.zoom.us/j/82248785345?pwd=NmMz5ThjAGwzcniLNTY2T0wxVEZ2UT09

Meeting ID: 822 4878 5345 Passcode: 989839
Join Zoom Meeting by telephone: 1-929-205-6099
Meeting ID: 822 4878 5345 Passcode: 989839

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.

• Twentieth Meeting of 2020.
• Motion:
  • To approve the minutes of the non-public and public Board of Assessors meetings from December 3, 2020.
• Communications:
  • Ms. Kimberly Kleiner, Administrative Services Director – Division Update
  • Mike Tarello, June Perry and Steve Whalen-Vision Update
• New Business Items:
  • Michael Mandile- In-House correction
  • Douglas Dame-Abatement
• Unfinished Business:
  • Greg Turgiss 1 Cardinal Circle
• Public Comment
• Comments by Members of the Board
• Non-Public Session
Minutes of the Board of Assessors
Meeting of December 17, 2020

An online meeting of the Board of Assessors was held via Zoom on Thursday, December 17, 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  Michael Mandile  Louise Brown
Doug Dame

Other City of Nashua Staff Present:
Administrative Services Director Kimberly Kleiner, Rex Norman CAE

Mr. Hansberry

I’ll call the meeting of the Nashua Board of Assessors to order at 9:00 AM on Thursday, December 17th, 2020. I would ask that everyone bear with me because I’m obliged to read a fairly lengthy opening statement.

Good morning and welcome to the December 17th, 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 to 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 Zoom through the City’s IT Department for this electronic meeting. All members of the Board of Assessors 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 929-205-6099, once again that number is 929-205-6099 and using meeting ID number 897 4674 4167. Once again that number is 897 4674
4167 and password of 328688. Once again the password number is 328688. 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 nashua.gov and publicly noticed at Nashua 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 to call 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 the votes that are taken during this meeting shall be done by roll call vote.

Let’s start the meeting by taking a roll call attendance. When each member states their presence, the reason they’re not able to attend the meeting in person, please also state whether there is anyone in the room with you during this meeting, which is required under the Right-To-Know Law. At this time I will call the roll, taking attendance. Mr. Earley?

Mr. Earley

This is Robert Earley, a member of the Board of Assessors. I am following the Governor’s Executive Order and joining the meeting remotely from home. There’s no one in the room with me.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

This is Paul Bergeron, a member of the Board of Assessors. I’m also following the Governor’s advisory and joining the meeting remotely from home. There is no one in the room with me.

Mr. Hansberry

And I’m Daniel Hansberry, a member of the Board of Assessors. I’m following the Governor’s advisory and joining the meeting from home, and there is no one in the room with me. Please direct all testimony to this board and not to anyone in the audience. If you have questions, they
are to be directed to the Board, and we will do our best to get them answered. Ms. Brown, are there any changes to today’s agenda?

Ms. Brown

There are no changes.

Mr. Hansberry

Thank you. Is there a motion to waive the reading of the minutes from the Board of Assessors meeting minutes from December 3rd, 2020, accept them and place them on file?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I’ll second that.

Mr. Hansberry

Are there any errors or corrections? Seeing none, I will call the roll to approve the minutes as presented. Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry, yes. The motion is adopted. Is there a motion to waive the reading of the non-public meeting minutes from the meeting held by the Board of Assessors on December 3rd, 2020, accept them and place them on file?
Mr. Earley
So moved.

Mr. Hansberry
Is there a second?

Mr. Bergeron
I'll second that.

Mr. Hansberry
Are there any errors or corrections? Seeing none, I will call the roll. Mr. Earley?

Mr. Earley
Yes.

Mr. Hansberry
Mr. Bergeron?

Mr. Bergeron
Yes.

Mr. Hansberry
Mr. Hansberry, yes. Minutes are accepted as presented. Communications. At this time, I would recognize Kimberly Kleiner, who's the Director of Administrative Services for the City of Nashua and part of her responsibilities is oversight of the Assessing Department. Director Kleiner. Director Kleiner, good morning.

Ms. Kleiner
Good morning Chair, Board. I will share the screen so members at home may read along if they so desire. Due to issues related to COVID-19, we requested an extension on the Sales Ratio Study from the New Hampshire Department of Revenue. That has been approved and the report is now due January 15th. I’d like to speak a little bit about the issues when I say, related to COVID. Our assessors are doing everything possible in a limited atmosphere to gain information about these sales. Whether it’s sales letters, whether it’s speaking to the new owner, the seller. Due to COVID-19, we are limited to on, as you well know, interior inspections and things of that sort so verifying these sales is taking a little longer. Not just for us, others as well. There’s also the issue of them still being remote. Which again, was not expected but due to COVID-19 and the delay of materials for the City renovation project. So that’s what I mean when I say issues related to COVID-19. This is not unfamiliar territory to us. We did request an extension last year.
and was granted one due to different reasons. Our assessors continue to work hard, researching the sales and entering changes into the CAMA system remotely. We have received some inquiries from residents regarding property record cards and data on the website. Our Information Technology team is working with Patriot Systems to update our WebPro software. That’s the software that houses and displays assessing parcel data as well as, the newly added last year, assessor’s property record card. The software requires updates due to the implementation of the APS CAMA system. In order to make the two communicate properly, we must make these upgrades and programing changes to WebPro. They’re working as hard as they can and we hope it’s finished by the end of this month and those property record cards will be online. If any resident needs a property record card, they may call or email the department.

We were happy to announce, earlier we communicated to the Board, that the New Property Sales Search is live on the City's website. You can access it by the assessing page on the website. The GIS Department worked hard. We knew we wanted to get this up in time for people to use is should they have abatements. They worked with CDM Smith of Manchester who does a lot of programing of our GIS system. The web application provides detailed information regarding property sales in the city for a 5 year time period. There’s a full article under news on the City website, if you want more information about the tool. On December 8th I provided the Board, via email, a press release announcing the hiring of our new Chief Assessor, Richard Vincent. Mr. Vincent has more than 40 years of real estate appraisal experience, including more than 20 years of real estate assessing experience and residential construction experience. I know the Board met him briefly during his interview. We are very pleased that Mr. Vincent has accepted and decided to join the City. This important role, we believe his strong knowledge of Assessing Standards and best practices will continue to move the department forward. He will be available for the Board of Assessors first meeting in January. Moving forward, after today, he will provide the departments update. As Division Director, I'll continue to be in attendance and provide as much support as I can to the Chief Assessor. The two of us will be working very closely, he’ll be reporting at future Board meetings. Also attached to this update, is the most recent status update from Vision Government Solution and is also available on the website. Vision is approximately 61% complete with exterior inspections. Today, we have the pleasure to welcome Mike Tarello, June Perry and Steve Whalen from Vision Government Solutions who will provide the board with an update. Thank you.

Mr. Hansberry

Are there questions for Director Kleiner?

Mr. Earley

I have one question, Mr. Chairman.

Mr. Hansberry

Mr. Earley.
Mr. Earley

This year, are there more or fewer sales than previous years? Is this a typical year? I’m just curious given the COVID-19, are there more sales than usual?

Ms. Kleiner

That’s interesting to ask because we still see the sales and we still see sales being high at this time. You would expect, but remember, again, we’re looking back from 2019, so you still have half of the time period before COVID even existed to us in knowledge. Maybe we’ll see something different next year but we’re still seeing the same number of sales and same high values.

Mr. Earley

Okay, thank you.

Mr. Hansberry

Any other questions for Director Kleiner?

Mr. Bergeron

No.

Mr. Hansberry

When Mr. Vincent joins us, you said you’d be also be attending the meetings, is that going to be just for a transition period or do you plan to do that on a regular basis?

Ms. Kleiner

Certainly during the transition period and Mr. Norman, who is with us on this meeting today. He’ll be working, we’ll both be working with Mr. Vincent during the transition period. After that it may be as my time allows as I have other city projects that are going to require my direction. Now we’ve moved, Mr. Vincent and I will continue to work closely together since Assessing is part of the Administrative Services Division.

Mr. Hansberry

Thank you. At this time I’d recognize the group present from Vision Government Solutions to address the Board. Good morning everybody.

Ms. Perry

Good morning, how are you today?
Mr. Hansberry

Fine, thanks.

Ms. Perry

Good, well I’m happy to be back again. As you can see, you have my update, and really we’re still just in Phase I of the data collection. Just like I told you the last time we were here, the team is still moving forward. We’re at 61% now and there still going. We’ve also started commercial data collection and that’s been going along well. We’re just finishing up Ward 2, so Ward 1 and 2 is done with the commercial and we’ll be going into Ward 3 so we’re just moving forward there and we’re starting to send out notification letters for Ward 7 scheduled for the first week in January. We’re just proceeding with what we’ve been doing and so far so good. We’re exterior measurements good. The team has no complaints, they’re out there doing their thing. Building permits, we’re going doing building permits. What Rick is trying to do there is seeing what the ward we’ve completed so far and he can keep going back to those and rechecking them for percent complete. We’re going to be looking to start data entering what we do have complete on a regular basis so the assessor’s office will have time to review those building permits. So, so far so good.

Mr. Hansberry

Okay. Questions for Ms. Perry?

Mr. Bergeron

I don’t have any.

Mr. Farley

Nor do I.

Mr. Hansberry

Ms. Perry, on the commercial and industrial buildings are you gaining entry into those buildings?

Ms. Perry

No we’re not. Right now we’re just doing exterior measurements. Just like the residential, we knock, we introduce ourselves wherever we can talk to somebody and we explain why we are there. We are doing the exterior measurements and when we go to send the call back letters, they’ll get a letter as well for an appointment to do the interiors.

Mr. Hansberry

As you’re going along, with just the exteriors, when do you anticipate that, that would be done?
Ms. Perry

The interiors?

Mr. Hansberry

No, just the exteriors. Going along and doing what you’re doing right now and assuming that you’re continuing to be denied entry into any building, when would you be done with this phase of your work?

Ms. Perry

We’re scheduled to be done, hopefully, by December of this year and I don’t see any, of 21. I don’t see any reason why we won’t be done, if before that to be quite honest, because we’re already ahead of schedule now. We were hoping to be 50% by the end of December, and we’re at 61. So, you know, we’ll have no problem getting the measurements done. Then when we, as soon as it allows and we’re able to start sending out the appointment letters for interior inspections, that’s how we’ll proceed with Phase II of the data collection.

Mr. Hansberry

That’s driven by the State, correct? I mean the State’s going to make that decision, correct?

Ms. Perry

Well, between the CDC and your own City, when it’s safe. When we all feel like it’s safe to get I again and everybody’s in agreement. Right now we have, where we’ve suspended interior inspections until such time we’re all in agreement to move forward.

Mr. Hansberry

Under the circumstances, I mean it depends on what news outlet you’re listening to, it’s anywhere from April, where it’s going to be available, the vaccine is going to be available for the general public into the fall. If it went into the fall, say it went into October, would it be unlikely that you would gain entry into the buildings at all?

Ms. Perry

October’s late. That’s late in the game for us to be sending out callback letters. I hate to speculate until we decide what we’re going to do. My best case scenario would be for us to be able to start sending those letters out in June to start doing interior inspections. If I was to lay out a plan of how many we do per month and to get them done on a timely basis, that’s what I’m really looking at. If we get into October, we would have to reevaluate that and take another real close look at the timeline.
Mr. Hansberry

Okay, I have another question for you was based on an article that was in the Wall Street Journal on Tuesday, and it’s talking about how things are changing in real estate. A lot of that has been driven by Amazon and the author is saying that retail is becoming less valuable because there’s less of a demand for retail space. Then with the telecommuting that’s happened and companies are receptive to the telecommuting, that office space is becoming less valuable because there’s less of a demand for space. The one area the author was saying where there is an increase in value, and once again Amazon’s driving list of warehouses are increasing in value because of such a demand for warehouses. Although warehouses do not begin to approach the value that you’d have in a retail development or in an office park or office complex. So, if you look at a state like New Hampshire, particularly a city like Nashua, what’s probably going to happen as a result of this revaluation is that the residential property owners are going to carry a larger percentage of the tax burden than commercial industrial building. Do you agree with that author’s premise, is that what you’re seeing as your company works, not just in Nashua, but throughout the region?

Mr. Tarello

I can chime in if you want me to.

Ms. Perry

Sure.

Mr. Tarello

Hi, it’s Mike Tarello. I’m the Vice President of the Appraisal Operations. I think we’ve met before early on in this session. We have seen the effects of COVID having, currently, a negative effect on those classes that you mentioned, the retail and the office. However, it’s unprecedented at times, obviously. And those areas, of course, have been affected due to the restrictions for access. We are seeing that those leases and vacant leases are dropping and the vacancies are increasing. However, going forward there appears to be, usually, that there’ll be a leveling off and values would probably start to come back to some degree. However, I do want to make it clear that even before COVID, and a lot of you have probably seen this, there has been a shift in multi properties and retail properties, brick and mortar where there was already starting to be the effects of the internet and so forth, and people shopping online. We continue to see that, that pattern was going to continue so there was already a trend for a downward turn in those classes and the COVID has increased that. Going forward, I think there will be a new set level of values in those types of properties. Now Nashua, it might be interesting with the office because a lot of the major cities like Boston and maybe Concord, capitals are really seeing a lot of people go to the suburbs and moving back to the suburbs and they’re also looking at, companies are looking at leasing office space more away from the greater Boston area and maybe like the Concord,
Manchester area. So Nashua with its large suburban base, may not do quite as bad with the office as areas where they might have had to travel, even into Boston and so forth from Nashua. There may be space being rented in the areas on the rotary corridor because people will want to be closer to home it may work at home more often but they’ll still want to have some kind of an office presence or something for them to work at especially as things clear out and they’re allowed to go back into the office areas. It’ll be interesting to see how deep these changes as once stability comes back. I don’t know if that really helped.

Mr. Hansberry

I think that’s very insightful but you clearly know how to say going as far as the retail goes. I mean Nashua, we’re right on the border, we’re a retail mecca. We have just about every store imaginable.

Mr. Tarello

Yes.

Mr. Hansberry

That’s probably going to change is what you’re implying, correct?

Mr. Tarello

I think to some degree, yeah. I think you’ve probably seen that some of these chains were already struggling. Some of the boutique things, you know, like Talbots and Taylor, different things like that. I think that the supermarkets and the large department type areas will probably do well. I think the mall is like all malls, is struggling and I believe that, that might have to, they may have to do certain things and I think that the malls are working a that to rebrand their products and do different things to maintain a high level of vacancy and reasonable leasing patterns. We see that certain malls are actually taking open space and putting in office space, medical space, redirecting things more of a multi-use. I think you’re going to see a lot of that in the retail where it’s a multi-use type of functionally that adapts to the brick and mortar effects from the online shopping.

Mr. Hansberry

Mr. Tarello, this is something that’s beyond your control. I was hoping that homeowners would be cooperative we’d gain access so you’d gain access to a lot of the private residences and I anecdotally; you got the sense that there have been improvements through the years. I think I’d use an example with Ms. Perry at a prior meeting like a four-room expansion cape that’s now a six-room, two-bath cape that maybe the work was done offline and never reported or a ranch-style home where the family grew and they and they had to put a bathroom and a bedroom in the basement and I was hoping that would be captured and people would be paying their fair share of
property taxes, in theory is what should be happening. There’s a strong likelihood, depending upon what happened with COVID, that you may not be able to discover any of that undiscovered value. Correct?

Mr. Tarello

Not fully correct. I think if that if we have trouble getting in, and the concern I have is, even if legally we are allowed to attempt to access to get in, over the next few months, say over the spring and the summer, I still think a lot of people are going to be very concerned about letting someone in the home. And I think you would probably agree with that considering what we’ve been through. We have used other measures like a data mailer and so forth in other communities to gather the information and have confirmation of corrections and so forth. We’re always looking at anything on the internet for all the sales properties. The permits, of course, where we’ll have those permits and they’ll identify the things that are going on. So I still think we and do a sweeping review of all the work, it just may be that we’ll have trouble getting into the expected percentage that we normally do. I do have to tell you, over time in the last five to ten years, the entry rate not matter how many times we try to, you know, attempt to get in and leave maybe a door hanger or send a letter, has decreased. You know, people are working two jobs. People are more wary of people coming in because of safety. What used to be ten, twelve years ago, you could get into 60, 70% of the properties. Even with entries and so forth and second letters, the percentages have dropped on average to more to 30 to 40 percent. So even if we did make all those attempts, there would still be a lighter entry than in the past. So using other methods like the data mailer and then information from listings and so forth and of course the permit information might actually give you a better return of information than trying to get into 30 to 40 percent after many attempts.

Mr. Hansberry

If somebody purchased a house say 35 years ago and went ahead and made those improvements and bypassed the permitting process, you’d have no way of capturing that assuming the original owner is still there, correct?

Mr. Tarello

Well, even if you attempt to go in they don’t have to let you in.

Mr. Hansberry

Right.

Mr. Tarello

A lot of times, if they know that they’ve made changes they may, you know, would they let in. It’s questionable. Some of course would, some may not. So that’s why we found that sending out
a data form with information and requesting them to sign it for validity has been somewhat helpful in gathering more information and getting a better return. Not that, that was scheduled to do that and would of course a plan to get into every property but these are unprecedented times so with the legislative changes in all the states we’ve had, we’ve tried to be creative as possible to the most accurate information from the interiors through any technological methods that we can determine. Just to get as much information and being as accurate as possible. The good news is if we’re out there inspecting the outsides and they put, like maybe, a small addition in the back or did something that maybe they didn’t take a permit out for, we’ll pick all that up. I think your right, the concern is restructuring of maybe a kitchen or finishing a basement and we will have all the records so even if we have to attempt to get in but can’t get into all of them due to a time constraint, we do have other methods of requesting information to at least have an inventory and attempt to get as accurate information as we can under the circumstances.

Mr. Hansberry

Just a general question, do the socio-economics of a community drive how many homes you get into? For example, do you get into more homes in a Newton Mass than you would in a Lowell Mass or is it just the opposite or it has no bearing whatsoever?

Mr. Tarelo

It’s kind of hard to say. It does seem the averages are relatively close depending what community, if it’s an urban or if it’s a suburban community. It just seems to be of the success on a normal time period when we’re able to do the process that we had planned to do here. If we can get into, you know, 40 or 45 percent, that’s a successful process, unfortunately. I think it’s, a lot is that, let me explain. Years ago, I’ve been doing this since the 80’s so I started out going into homes a long time ago and I started in Medford Mass, and back then, believe it or not, you would get in due to a lot of the grandparents living at the homes, and the elderly. The parents would be working and then they would be home so you could go in. You couldn’t get out of the house because they would give you cake and coffee; they had someone to talk to. I swear I was in more of those, I was gaining weight doing the job. But that’s changed. You know, over the years people like that have gone into assisted living and into other facilities. Yet the parents still work the two jobs or work odd jobs where one works at night, one works during the day, depending on the children situation. So it’s just been less people at the door to greet you. And then you know, think about it, they work all day and then you knock on the door at 5:15 to say, hey I was here earlier, can I come in and check for a minute? You know they’re making dinner, getting ready. It’s just no one has a good time for it. Sometimes we would do things on a Saturday morning and some would be okay with that because they’d be home but then they’re like of geez, you’re coming on a Saturday. It’s just difficult to get entry because the way that things are socially and the way homes are now, it’s just different from, say, 15, 20, 25 years ago. So that’s why technology has also changed and that’s why we’ve tried to use that technology. You know,
Pictometry and all the different other aspects of technology to try to maintain as accurate
information as possible on these homes.

Mr. Hansberry

Thank you. Are there questions for Mr. Tarello?

Mr. Bergeron

No, that was very helpful. Thank you.

Mr. Earley

Mr. Chairman, I have a question.

Mr. Hansberry

Go right ahead.

Mr. Earley

Given that we can’t do the interior inspections right now, the data requests aren’t going out right
now either. Is there a time frame for sending those out, should they be sent out ahead of the, you
know, we don’t know when it’s, we’re going to be able to get into homes?

Mr. Tarello

I think that June can add to this but were discussing it actually yesterday and we think like the
deadline to do something in the sense of call back letters or send out data mailers has got to start
somewhere in maybe the May-June time period for us to stay on schedule. Trying to give it
enough time for the vaccine and for the governments to make a decision on what’s going to
happen. And then when that happens, I think the City is going to have to make a decision on do
we use all methods of technology and information. We could ask for the callbacks and then say if
you’re uncomfortable with that we’ve been also included a data mailer. There’s so many
different things that you can do but we’re gonna have to act and make the decisions, I would
think no later than May or June. June, do you want to add to that, is that accurate?

Ms. Perry

Yeah, I think we’re in agreement on that. Even if we could wait until June, you know, the data
mailer I like because I find it very transparent. Here’s your information, this is what we have on
your property record card and, you know, people are asked to sign it and to send it back in and
they put their phone number so if we have questions on it, it’s just another great way to
communicate with the property owner and at the same time they’re able to verify what
information do we have on their property record card. You know, in addition, we have done
phone interviews to call people back to talk to them. We can have pictures sent or hopefully the
vaccine comes into place and we’re able to just move forward with the regular interior inspections. But maybe a combination of the two is a really good thing for us to take a look at.

**Mr. Tareilo**

Yeah, I’ll just add a little bit to that. I think this year and maybe even next year, we have to think a little bit out of the box and make sure that we can blanket as much coverage of the interiors as possible to get the best reflection of accuracy and even if the best scenario occurs and say by May these restrictions are off and people are able act pretty much normal and do most of the normal things they’ve been able to do. I just think the stigma of allowing people in the house is going to be higher than it was obviously before this. I would think you would agree and so we may want to evaluate some kind of a combination of attempting that but also maybe having that data information option ready to be combine with it or deal with certain sections. I mean we can go back to the businesses and that won’t be a problem to get into those. But, it’s just, you know their businesses they’ll let you in especially if they’re legally allowed, they’ve been trying to get people in there, you know. But I think it’s going to be just be a while before people are comfortable to let people back in their homes and I think just if you thought of it yourself. You know, you might be wary of having someone come in. Of course, we could still have masks on and gloves and so forth and do it even at that time period but I think we really have to evaluate it and try to determine and then be flexible that way we may have to do things a little bit differently, you know, not the next starting in May or June for that time period so that we can stay on schedule because we really want to start getting everything ready with the analysis at the end of 21 early 22 to stay on schedule.

**Mr. Hansberry**

Are there other questions? Staff members have any questions for the Vision team? Everybody’s all set? Well thank you very much. This was very helpful, I appreciate it.

**Mr. Tareilo**

Sure, sure.

**Mr. Hansberry**

Have a happy holiday.

**Mr. Terello**

Yes, thank you.

**Ms. Perry**

Same to you.
Mr. Hansberry

All right we’re gonna, you folks, well if there are no other questions you folks are free to leave if you like. We’re just gonna get to the business part of the meeting. Once again, thank you very much.

Mr. Tarelio

Okay, take care everyone.

Mr. Hansberry

You too.

Ms. Perry

Stay safe.

Mr. Hansberry

New business, Mr. Mandile you have an adjustment for us, and abatement for us.

Mr. Mandile

Yes, thank you Chair. Good morning Board. I have an in-house correction for 21 Saturn Lane. The Board had already addressed this property back in November and approved a supplemental bill for $1,132. At the time I did not know that a tax bill had already been sent for the entire year in the amount of $1,743. By the time I was made aware of this, the taxpayer had already made payment. Approving this abatement for the first tax bill that was sent for $1,700 will enable the City to refund the taxpayer the difference between the two bills. The amount incidentally is $610.37. Excuse my throat’s a little froggy today, excuse me.

Mr. Hansberry

The amount you want us to approve is the $1,743.23. Is that correct?

Mr. Mandile

It’s actually just to eliminate the full, the tax bill that was first sent to the taxpayer. That is correct. The supplemental bill still remains in effect.

Mr. Hansberry

Okay. Are there any questions for Mr. Mandile?
Construction Begins at City Hall

In June, the Emergency Operations Center Safety team, along with department heads, Risk Management and the City Building Department conducted safety assessments on all departments within city hall. It was determined that in order to comply with CDC social distancing protocols significant building modifications would be required within the Motor Vehicle, Tax, Assessing and City Clerk departments. Construction is underway and the proposed plan will include a new customer service area and conference room within Assessing for assisting residents. We will reopen in late November.

Proposed Layout:

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.
FY2020-2022 Full Measure & List Revaluation Update

The following is a summary of activity on the project as of September 19th, 2020. For more information visit: https://www.nashuahnh.gov/1295/2022-Full-Measure-List-Appraisal-and-Rev

Total Residential Improved Parcel Count: 25,605
Total Residential Interior Measurements Complete: 10,868
Total Interior Inspections (Prior to COVID-19 Restrictions): 172
Reinspection Dates: 7 Partial and 130 Full
Total Measures to Date (including Reinspection): 10,998
Sept, 19, 2020 - Percent Residential Interior Measurements Complete: 43%

Nashua N-Data Collection Status - September 19, 2020
WARD 1 - 3409 Properties - Residential Interior Measurements - COMPLETE
WARD 2 - 3419 Properties - Residential Interior Measurements - COMPLETE
WARD 3 - 2943 Properties - Residential Interior Measurements - COMPLETE
WARD 4 - 2287 Properties - Residential Interior Measurements - COMPLETE
WARD 5 - 4420 Properties - Residential Interior Measurements - IN PROGRESS

Extension of the MS-1

The City of Nashua filed for an extension to file our annual MS-1 form with the Department of Revenue Administration. The extension has been granted and the report will be due on October 1st. The city has used the additional time for inspection of homes, review of building permit questionnaires and the capture of value due to building permits.

What is the MS-1? - It is a summary of inventory valuation usually due on September 1. The assessed values and other information compiled from the MS-1 Report are the foundation for setting the tax rate and equalization processes.

Property tax rates are set for every community each fall by the Department of Revenue Administration (DRA). To do the calculation each municipality must submit its total assessed value, exemption and credit figures as well as our municipal budget. The school district and county will send in their respective budgets and the Legislature sets the state education figure. Once all the items are received by the DRA a tax rate can be calculated.

Access to Your Taxpayer Records - To provide convenient customer service to our residents, a "Request to View Files or Copy of Documents Form" is available on our website.

The Assessing department held an "Assessing 101" Informational Meeting last summer. The meeting provided instruction on how to read your property record card, an overview of all exemptions and credits, and other information useful to our residents. The video can be found on our website at: https://www.nashuahnh.gov/150/Assessing-Department or on YouTube at: https://www.youtube.com/watch?v=7efE57J2ZKE
CITY OF NASHUA
ASSESSING DEPARTMENT
MONTHLY MONITOR

October 30, 2020

2020 MS-1 Filed with the NH Department of Revenue

The assessed values and other information compiled from the MS-1 Report are the foundation for setting the tax rate and equalization processes.

<table>
<thead>
<tr>
<th>2020 Data</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Use</td>
<td>445.34 acres</td>
</tr>
<tr>
<td>Total Taxable Land</td>
<td>10,781.80 acres</td>
</tr>
<tr>
<td>Total Taxable Buildings</td>
<td>$2,679,945,084</td>
</tr>
<tr>
<td>Utilities</td>
<td>$7,471,265,895</td>
</tr>
<tr>
<td>Valuation before Exemptions</td>
<td>$394,203,000</td>
</tr>
<tr>
<td></td>
<td>$10,545,413,979</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2019 Data</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Use</td>
<td>445.21 acres</td>
</tr>
<tr>
<td>Total Taxable Land</td>
<td>10,808.87 acres</td>
</tr>
<tr>
<td>Total Taxable Buildings</td>
<td>$2,725,660,121</td>
</tr>
<tr>
<td>Utilities</td>
<td>$7,395,571,306</td>
</tr>
<tr>
<td>Valuation before Exemptions</td>
<td>$335,047,600</td>
</tr>
<tr>
<td></td>
<td>$10,454,581,767</td>
</tr>
</tbody>
</table>

Note: * for Municipal, County & Local Education Tax
** for State Education Tax

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.

Important Dates

Upcoming Board of Assessors Meetings

November 5th, 2020
9:00 – 11:00 am

November 19th, 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.
### FY2020-2022 Full Measure & List Revaluation Update

**Data Collection to Begin in Ward Six!**

Notification letters have been mailed to residents in Ward Six. The following is a summary of activity on the project as of October 21st, 2020. For more information visit: [https://www.nashuahh.gov/1285/2022-Full-Measure-List-Appraisal-and-Rev](https://www.nashuahh.gov/1285/2022-Full-Measure-List-Appraisal-and-Rev)

<table>
<thead>
<tr>
<th>Ward</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ward 1</td>
<td>3,869</td>
</tr>
<tr>
<td>Ward 2</td>
<td>3,478</td>
</tr>
<tr>
<td>Ward 3</td>
<td>2,845</td>
</tr>
<tr>
<td>Ward 4</td>
<td>2,287</td>
</tr>
<tr>
<td>Ward 5</td>
<td>4,480</td>
</tr>
</tbody>
</table>

**COMMERCIAL DATA COLLECTION starting in Ward 1.**

The following is the measure and listing numbers accountable as of October 24, 2020:

- Total Residential Improved Parcel Count: 25,605
- Measures: 13,504
- Total Interior Inspections: 172
- Refusals to Date - Partial/Full: 7/164
- Total Measures with refusal: 13,668
- Total Percent Complete Measured: 53%

**Sales Ratio Study** - Resident Letters Mailed

RSA 21-J:3, XIII requires the NH Department of Revenue Administration (DRA) to equalize annually, by May 1, the valuation of all properties within each town and city in the State of New Hampshire in order to bring all valuations to their true market value. To accomplish this, the DRA annually conducts an assessment to sales ratio study for each municipality in the State, resulting in the formation of an equalization ratio. The Sales Ratio Study is a detailed analysis of every sale that occurs in the city. The assessed value for each arms-length sale property is divided by the selling price of that property. The result is a ratio of the assessed value to the recent selling price of that property. The ratios are arrayed and analyzed using numerous statistical measures to determine the overall relationship between assessments and selling prices. The overall ratio for a municipality is then derived from a statistical analysis of all of the individual sales ratios.

The sales that are analyzed in the ratio study include all valid, “arms-length transactions”. “Arms-length” sales occur between a willing buyer and willing seller, when each is acting in a knowledgeable manner and involve properties that have market exposure. Sales involving foreclosures, fiduciary deeds, and bankruptcy are examples of non-arms-length transactions.

If you have purchased a home in Nashua between the dates of October 1, 2019 and September 30, 2020, our staff will be attempting to contact you or sending you a questionnaire.

It is very important that we verify information surrounding the purchase, as this helps to determine if the sale is an arms-length transaction and to assess the true current market value of the property.
2020 Abatement Applications now being accepted

An abatement is an assessment appeal process that occurs when, generally, there must be either an error in the physical data of your property or the assessment must not be proportional to other properties. An abatement may be granted for "good cause shown". Generally, this means a disproportionate assessment or an assessment based on an error, but it can also include other reasons. The fact that property taxes may be considered to be "too high" is not adequate grounds to justify an abatement. The amount of tax is not subject to appeal since the local legislative bodies, through the budget process, determine the amount of money needed to fund local government operations.

Please note that the burden of proof that your assessment is incorrect lies with you, the taxpayer. To carry this burden, you must show what the property was worth on April 1 of the year appealed. This value and the assessment will then be compared to recently sold properties in the City. Therefore, comparable sales are an essential part of most appeals. It is required that you provide in writing all evidence of your claim. This information is essential for the Board of Assessors to review your claim. A blank form or a simple statement of "we feel we are over taxed" will result in a denial based on insufficient evidence. The taxpayer needs to show why the assessment is wrong, and how the assessment has resulted in the taxpayer paying a disproportionate share of taxes. Therefore, state with specificity all the reasons supporting your application. Statements such as "taxes too high" or "assessment exceeds market value" are insufficient.

The 2020 Abatement form may be found on the city website here:
https://www.nashuanh.gov/179/Abatement-Form

Once you have completed the form online, you must print it, sign it and then hand-deliver or mail it to the Assessor’s Office. It is strongly suggested you keep a copy of the completed form for your files.

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 Ratio Study

The Sales Ratio study will continue into December. If you have received a questionnaire we ask that you contact our office.

Residents who purchased a home in Nashua between the dates of October 1, 2019 and September 30, 2020, should have received a questionnaire by mail or a call from an assessor.

It is very important that we verify information surrounding the purchase, as this helps to determine if the sale is an arm’s-length transaction and to assess the true current market value of the property.

RSA 21-J:3, XIII requires the NH Department of Revenue Administration (DRA) to equalize annually, by May 1, the valuation of all properties within each town and city in the State of New Hampshire. The Sales Ratio Study is a detailed analysis of every sale that occurs in the city.

The sales that are analyzed in the ratio study include all valid, “arms-length transactions”. “Arms-length” sales occur between a willing buyer and willing seller, when each is acting in a knowledgeable manner and involve properties that have market exposure. Sales involving foreclosures, fiduciary deeds, and bankruptcy are examples of non-arms-length transactions.

FY2020-2022 Full Measure & List Revaluation Update

All updates on the full revaluation are available on the city website: https://www.nashuah.org/2020-Full-Measure-List-Appraisal-and-Rev

Members of the Vision Government Solutions team will provide an update at the Board of Assessor meeting on December 17th. This meeting will be held via Zoom and broadcast on GTV, Ch. 16.

- Data collection total parcel counts
  - Ward 1 count 3,869
  - Ward 2 count 3,478
  - Ward 3 count 2,845
  - Ward 4 count 2,287
  - Ward 5 count 4,480
  - Ward 6 count 3,035

The following is the measure and listing numbers accountable as of November 7, 2020:

| Total Residential Improved Parcel Count | 25,605 |
| Measures | 14,450 |
| Total Interior Inspections | 172 |
| Refusals to Date - Partial/Full | 7/172 |
| Total Measures with refusal | 14,622 |
| Total Percent Complete Measured | 57% |

| Total Commercial/Industrial/Exempt Improved Parcel Count | 1,964 |
| Total Measures | 186 |
| Total Interior Inspections | 0 |
| Entry Rate | 0% |
| Total Percent Complete Measured | 9% |
| Refusals to Date | 1 |
| Building permits measured to date | 498 |

Nashua’s Property Sales Search Application

Nashua will soon have a new tool for researching and comparing property sales within the city. The tool is expected to soon be available for use by both city staff and the public. Nashua's GIS department has been working with CDM Smith of Manchester, to develop a web application which will provide detailed information regarding property sales in the city.

Data will reflect sales for a period of five years prior to the requested search date. Users will be prompted to enter an address and select a search radius. The application will then display all sales within the specified search area. The data can be further refined by using filters built into the application, which allow the user to narrow their search in order to easily find comparable sales.

As an example: a “broad search” of one mile around your subject property might return seventy-five sales. If you then add a filter requesting only sales of colonial style homes, the data might narrow to twenty-five sales. Further limit your search by adding a filter of homes with a finished area of 1800 to 2400 square feet. This may narrow your returned data to eight sales, a more manageable dataset for comparison. Other filters include: year built; sale date; sale price; assessed value; land area; and neighborhood code. There is also a field to indicate whether the sale was determined to be a qualified, arm's length sale.

In addition to mapping the sales, the data will also be available in a spreadsheet format which can be viewed, sorted, and exported to Excel. The user will find many other features including markup tools, and printing capabilities. It is expected that this tool will be a valuable resource for researching market values in the city.
City Welcomes New Chief Assessor

The City of Nashua is pleased to announce that Richard “Rick” Vincent has joined the city as Chief Assessor in the Assessing Department.

Mr. Vincent has more than 40 years of real estate appraisal experience, including more than 20 years of real estate assessing experience and residential construction experience. He has served as the Chief Assessor in Lebanon and Rochester, New Hampshire. Mr. Vincent also operated his own contracted assessing services company for several years.

Mr. Vincent is a member of the New Hampshire Association of Assessing Officials (NHAAO), having served as the Legislative Committee chair from 2010 to 2012, as President in 2012, and as the City Representative on the Assessing Standards Board for the State of New Hampshire as well as several other committees. Additionally, Rick served on the Chapters and Affiliates Committee of the International Association of Assessing Officials (IAAO) from 2013 to 2018 and is a member of the Northeastern Regional Association of Assessing Officers.

Upcoming Board of Assessors Meetings

January 7, 2021
CANCELLED

January 21, 2021
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.

All meetings are held via Zoom due to COVID19. Please see the calendar on the City of Nashua website.
FY2020-2022 Full Measure & List Revaluation Update


Data collection total parcel counts

<table>
<thead>
<tr>
<th>Ward 1</th>
<th>Ward 2</th>
<th>Ward 3</th>
<th>Ward 4</th>
<th>Ward 5</th>
<th>Ward 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>count</td>
<td>count</td>
<td>count</td>
<td>count</td>
<td>count</td>
<td>count</td>
</tr>
<tr>
<td>3,869</td>
<td>3,478</td>
<td>2,845</td>
<td>2,287</td>
<td>4,480</td>
<td>3,035</td>
</tr>
</tbody>
</table>

The following is the measure and listing numbers accountable as of December 23, 2020

Total Residential Improved Parcel Count 25,605

<table>
<thead>
<tr>
<th>Measures</th>
<th>16,117</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Interior Inspections</td>
<td>172</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/196</td>
</tr>
<tr>
<td>Total Measures with refusal</td>
<td>16,313</td>
</tr>
<tr>
<td>Total Percent Complete Measured</td>
<td>63%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Total Measures</th>
<th>453</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Interior Inspections</td>
<td>0</td>
</tr>
<tr>
<td>Entry Rate</td>
<td>0%</td>
</tr>
<tr>
<td>Total Percent Complete Measured</td>
<td>23%</td>
</tr>
<tr>
<td>Refusals to Date</td>
<td>2</td>
</tr>
<tr>
<td>Building permits measured to date</td>
<td>638</td>
</tr>
</tbody>
</table>

Commonly asked Assessing Questions

What is the tax rate for 2020? The tax rate is $22.61.
A full listing back to 1965 can be found on our city website: https://www.nashuanh.gov/DocumentCenter/View/20622/Tax-Rate-2020

When does the tax year begin and end?
The tax year begins April 1st and ends on March 31st.

When are the taxes due?
The City of Nashua bills for property taxes semi-annually. Tax bills are generally due in July and December. July’s bill is due July 1st and is estimated based on July’s assessment multiplied by 50% of the prior year’s tax rate. The final bill, using the actual tax rate for the year multiplied by December’s (final) assessment, is due in December. The due date is 30 days from the date the tax bills are mailed.

What if I think my tax assessment is higher than the fair market value?
Taxpayers who believe their property is over-assessed should view the assessment data to verify accuracy. Visit the city website here: https://www.nashuanh.gov/184/Tax-Assessment-Higher-than-Fair-Market-V for more information.

When were the assessments last updated in Nashua?

How is an assessment determined?
The Assessor’s Office studies the market and collects information about properties to estimate the fair market value. Visit the City website here: https://www.nashuanh.gov/150/Assessing-Department for an informational video on Assessing.
FOR IMMEDIATE RELEASE: December 8, 2020

Contact: Kim Kleiner, Administrative Services Director
(603) 589-3025
kleinerk@nashuanh.gov

The City of Nashua hires New Chief Assessor

The City of Nashua is pleased to announce that Richard "Rick" Vincent will be joining the city as Chief Assessor in the Assessing Department.

Mr. Vincent has more than 40 years of real estate appraisal experience, including more than 20 years of real estate assessing experience and residential construction experience. He has served as the Chief Assessor in Lebanon and Rochester, New Hampshire. Mr. Vincent also operated his own contracted assessing services company for several years.

Mr. Vincent is a member of the New Hampshire Association of Assessing Officials (NHAAO), having served as the Legislative Committee chair from 2010 to 2012, as President in 2012, and as the City Representative on the Assessing Standards Board for the State of New Hampshire as well as several other committees. Additionally, Rick served on the Chapters and Affiliates Committee of the International Association of Assessing Officials (IAAO) from 2013 to 2018 and is a member of the Northeastern Regional Association of Assessing Officers.

“We are pleased Mr. Vincent has decided to join the city in this important role and believe his strong knowledge of Assessing Standards and best practices will continue to move the department forward” said Kim Kleiner, Director of Administrative Services. Mr. Vincent's accomplishments have demonstrated a strong work ethic, combined with ethical standards that include fair treatment of coworkers, state and local officials, taxpayers and the general public.

During the past year the Assessing department has made significant improvements including complete upgrades to Assessing software, applications and procedures. As Chief Assessor, Mr. Vincent will utilize his experience and work closely with Vision Government Solutions on the Full Measure and List Revaluation. Mr. Vincent is scheduled to start with the city later this month.