Date: February 8, 2022

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  
    James Gerry, NH Department of Revenue Administration

Subject: City of Nashua Revaluation Status Report

Enclosed is the quarterly update on the Nashua 2020-2022 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 16, 2021
      https://www.youtube.com/watch?v=vmkubjn8QY

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

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
CITY OF NASHUA
ASSESSING DEPARTMENT
QUARTERLY MONITOR

February 8, 2022

Mailing Address:
PO Box 2019
Nashua, NH 03061

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

IMPORTANT DATES

Abatement Applications

The abatement application (property assessment appeal) begins after receipt of the December tax bill. The application deadline is March 1, 2022.

The applications forms are available at https://www.nashuanh.gov/1260/Forms---or by visiting the Assessing Office during regular business hours.

2022 REVALUATION STATUS

The City has lifted the suspension of Interior Inspections and Vision Government Solutions will send a letter to the property owner of properties having received an exterior inspection during this period requesting that the property owner call to arrange for an interior inspection. Letters will be sent by Ward starting with Ward 1 in July this process will continue into early 2022. Ward 3 letters will be mailed in early December, with Wards 4, 5, and 6 being mailed in late December. Wards 7-9 will be mailed in February.

The data collectors will carry photo identification from Vision, and a letter from the Assessor’s Office. If you have questions as to the identity of a data collector, call the City of Nashua Assessor’s Office (603) 589-3040 for further confirmation. Each data collector has personal and vehicle information registered with the Nashua Police Department. It is always recommended that homeowners request identification before granting anyone permission to enter their home.

BOARD OF ASSESSORS MEETINGS

The Board of Assessors meetings are held the first and third Thursday of each month at 9:00 am in the third floor auditorium in City Hall. The next several meetings are scheduled for November 4th and 18th, December 2nd and 16th, January 6th and 20th.

NOTE – THE ASSESSING DEPARTMENT NEWSLETTER HAS SWITCHED TO A QUARTERLY PUBLICATION UNTIL FURTHER NOTICE.

MUNICIPAL TASKS FOR FEBRUARY AND MARCH

RECEIVE AND PROCESS ABATEMENT APPLICATIONS, ELDERLY EXEMPTION APPLICATIONS AND VETERAN CREDIT APPLICATIONS.
ISSUE NOTICES FOR ANNUAL CHARITABLE, EDUCATIONAL, AND RELIGIOUS EXEMPTION APPLICATIONS. PROCESS DEEDS AND TRANSFERS.
COMMONLY ASKED QUESTIONS

1. What is a revaluation? A revaluation is an update of all assessments in the municipality conducted under the direction of state-certified assessor or contractor whose duties are to discover, list and value all taxable real property in the municipality, in a uniform and equitable manner. The assessor is not involved in the collection of property taxes.

2. Why is a revaluation necessary? The state requires that all property in a municipality be assessed at its "full and true" market value. Further the NH Constitution (Part 2 Article 6) requires that each municipality takes value anew every five years. A revaluation is the most equitable way to accomplish this.

3. Will all property values change? Most likely, yes. However, not all property values will change at the same rate. Market value will have decreased more for some neighborhoods and property types than for others. Some neighborhoods and property types may have increased in value and others may have remained the same. One purpose of a revaluation is to make sure that the assessed values reflect the changes that have occurred in property values.

4. Market value. What is it? State law requires that your property be assessed at market value. Market value is defined as the amount a typical, well-informed purchaser would be willing to pay for a property. For a sale to be a market value (arm's-length) sale, the seller and buyer must be unrelated and willing parties (not under pressure) to sell or buy, the property must be on the market for a reasonable length of time, the payment must be made in cash or its equivalent, and the financing must be typical for that type of property. RSA 75:1 further defines market value as: "... the property's full and true value as the same would be appraised in payment of a just debt due from a solvent debtor."

5. Is it necessary that you view the inside of my property? To make a proper assessment on a building, it is desirable that an inspector see the inside as well as the outside of the property. The law requires that property be valued from an actual view or the best information available. Records do not always reflect current data on the physical characteristics of each property in the municipality.

TERM DEFINITIONS

Computer Assisted Mass Appraisal System (CAMA) means a system of appraising property that incorporates computer-supported tables, automated valuation models and statistical analysis to assist the appraiser in estimating value for a revaluation, assessment data maintenance and valuation update. Rev 601.11

Contractor means the person, firm, company, or corporation with which the municipality has executed a contract or agreement for assessing services. Rev 601.14

Cyclical Inspection means the process of a systematic measure and listing of all properties within a municipality over a specified period of time. The term includes "data collection" and "data verification". Rev 601.15

Cyclical Revaluation means the process of combining a full statistical revaluation of the entire municipality with a cyclical inspection process. Rev 601.16

Data Collection means the inspection, measuring, or listing of property within a municipality. The term includes data verification. Rev 601.17

Listing means recording a description of the interior, exterior, and attributes of any improvements or the recording of the description of land features and attributes. The term includes "list". Rev 601.30

Mass Appraisal means the utilization of standard commonly recognized techniques to value a group of properties as of a given date, using standard appraisal methods, employing common data and providing for statistical testing. Rev 601.33

Measure means the physical inspection, verification, sketching and recording of the exterior dimensions and attributes of any improvements made to a property. Rev 601.34
Project Status Report  
From June Perry  
City of Nashua NH  
Date: January 13, 2022

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<thead>
<tr>
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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, December 17th, 2020, and March 18th, June 3rd, October 7th, and (November 15, 2021 with council) December 16, 2021.
• 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.

• Ward 1-9 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
  Ward 7 count 3,027
  Ward 8 count 2,764
  Ward 9 count 3,521

The following is the measure and listing numbers accountable as of January 8, 2022

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<td>Total Residential Improved Parcel Count</td>
<td>25,605</td>
</tr>
<tr>
<td>Measures</td>
<td>25,306</td>
</tr>
<tr>
<td>Total Interior Inspections</td>
<td>2253</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/301</td>
</tr>
<tr>
<td>Total Measures with refusal</td>
<td>25,607</td>
</tr>
<tr>
<td>Total Percent Complete Measured</td>
<td>100 %</td>
</tr>
</tbody>
</table>
Total Commercial/Industrial/Exempt Improved Parcel Count  1,964

Total Measures   1964
Total Interior Inspections  0
Entry Rate   0%

Total Percent Complete Measured   100%

Refusals to Date   3

The callback letter has been approved.
Ward 1 residential class mailed 6/30/2021
Ward 2 residential class mailed 8/13/2021
Ward 3 residential class mailed 11/22/2021, for December appointments
Wards 4,5,6 residential class mailed 12/21/2022 for January -March appointments
Wards 7,8,9 residential class scheduled to get ready to mail @March 18th for
April- June appointments

Data collection for Building permits is on-going.

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 3, 2021

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<td>300</td>
<td>Residential Valuation</td>
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<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/</td>
<td>Project Finalization, Change Notices, Special Land Pricing, Client Meetings, Support of Values, Goodwill</td>
</tr>
<tr>
<td>1000</td>
<td></td>
</tr>
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Task 100/200
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- 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, December 17th, 2020 and March 18th, 2021, June 3rd, 2021, October 7th, 2021.
- 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 1-9 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
  - Ward 7 count 3,027
  - Ward 8 count 2,764
  - Ward 9 count 3,521

The following is the measure and listing numbers accountable as of October 30, 2021

<table>
<thead>
<tr>
<th>Measure</th>
<th>Count</th>
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<tbody>
<tr>
<td>Total Residential Improved Parcel Count</td>
<td>25,605</td>
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<tr>
<td>Measures</td>
<td>24,574</td>
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<tr>
<td>Total Interior Inspections</td>
<td>1683</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/295</td>
</tr>
</tbody>
</table>

Total Measures with refusal 24,869

Total Percent Complete Measured 97 %
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 1901
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 97%
Refusals to Date 3

The callback letter has been approved.
Ward 1 residential class mailed 6/30/2021
Ward 2 residential class mailed 8/13/2021 Appointments ongoing
Ward 3 residential class mailing scheduled for December appointments

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.

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  • 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 12, 2021

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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.
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- An update to the Board was held on June 4th, September 18th, 2020, December 17th, 2020 and March 18th, 2021, June 3rd, 2021, October 7th, 2021.
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• Ward 1-9 Property record cards have been printed.

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• 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
  Ward 7 count 3,027
  Ward 8 count 2,764
  Ward 9 count 3,521

The following is the measure and listing numbers accountable as of November 6, 2021

Total Residential Improved Parcel Count 25,605
Measures 24,871
Total Interior Inspections 1683
Refusals to Date - Partial/Full 7/300

Total Measures with refusal 25,171

Total Percent Complete Measured 98 %
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 1964
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 100%

Refusals to Date 3

The callback letter has been approved.
Ward 1 residential class mailed 6/30/2021
Ward 2 residential class mailed 8/13/2021 Appointments ongoing
Ward 3 residential class scheduled to mail November 19, for December appointments
Wards 4, 5, 6 residential class scheduled to mail December 20th for January - March appointments
Wards 7, 8, 9 residential class scheduled to mail February 18th for March - May appointments

Task 300/400
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Task 500/600
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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 10, 2021*

**CODE** | **TASK**  
---|---
100 | Bonding, Office Set-up, Project Set-up, Public Relations  
200 | Data Collection, Data Mailers, Building Permits, Sales Inspections, Quality Control and Data Entry  
300 | Residential Valuation  
400 | Commercial/Industrial Valuation  
500 | Residential Field Review, Data Entry  
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<td>7/301</td>
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<td>Total Measures with refusal</td>
<td>25,607</td>
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<tr>
<td>Total Percent Complete Measured</td>
<td>100 %</td>
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Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 1937
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 98%
Refusals to Date 3

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Sincerely,

June Perry
Project Manager
508-351-3634
# Project Status Report

From June Perry  
City of Nashua NH  
Date: December 20, 2021

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<tr>
<td>Total Interior Inspections</td>
<td>1876</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/301</td>
</tr>
<tr>
<td>Total Measures with refusal</td>
<td>25,607</td>
</tr>
<tr>
<td>Total Percent Complete Measured</td>
<td>100 %</td>
</tr>
</tbody>
</table>
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 1954
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 98%

Refusals to Date 3

The callback letter has been approved.
Ward 1 residential class mailed 6/30/2021
Ward 2 residential class mailed 8/13/2021
Ward 3 residential class mailed 11/22/2021, for December appointments
Wards 4, 5, 6 residential class scheduled to mail @December 20th for January-March appointments
Wards 7, 8, 9 residential class scheduled to mail @February 18th for March-May appointments

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
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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.
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  - 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 28, 2021

<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, December 17th, 2020, and March 18th, June 3rd, October 7th, and (November 15, 2021 with council) December 16, 2021.
• 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.

• Ward 1-9 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
  Ward 7 count 3,027
  Ward 8 count 2,764
  Ward 9 count 3,521

The following is the measure and listing numbers accountable as of December 25, 2021

| Total Residential Improved Parcel Count | 25,605 |
| Measures                              | 25,306 |
| Total Interior Inspections            | 2120  |
| Refusals to Date - Partial/Full       | 7/301  |

Total Measures with refusal             25,607

Total Percent Complete Measured        100 %
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 1964
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 100%

Refusals to Date 3

The callback letter has been approved.
Ward 1 residential class mailed 6/30/2021
Ward 2 residential class mailed 8/13/2021
Ward 3 residential class mailed 11/22/2021, for December appointments
Wards 4, 5, 6 residential class mailed 12/21/2022 for January-March appointments
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Data collection for Building permits is on-going.

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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: January 13, 2022

<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>
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<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>
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<td>700</td>
<td>Digital Imaging, Documentation</td>
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  Ward 1 count 3,869
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  Ward 3 count 2,845
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  Ward 5 count 4,480
  Ward 6 count 3,035
  Ward 7 count 3,027
  Ward 8 count 2,764
  Ward 9 count 3,521

The following is the measure and listing numbers accountable as of January 8, 2022

<table>
<thead>
<tr>
<th>Measures</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>25,306</td>
</tr>
<tr>
<td>Total Interior Inspections</td>
<td>2253</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/301</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Measures</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Measures with refusal</td>
<td>25,607</td>
</tr>
<tr>
<td>Total Percent Complete Measured</td>
<td>100 %</td>
</tr>
</tbody>
</table>
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 1964
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 100%

Refusals to Date 3

The callback letter has been approved.
Ward 1 residential class mailed 6/30/2021
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Wards 4,5,6 residential class mailed 12/21/2022 for January -March appointments
Wards 7,8,9 residential class scheduled to get ready to mail @March 18th for
April- June appointments

Data collection for Building permits is on-going.

Task 300/400
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**Sincerely,**

*June Perry*
*Project Manager*
*508-351-3634*
# Project Status Report

From June Perry  
City of Nashua NH  
Date: January 31, 2022

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<tr>
<th>CODE</th>
<th>TASK</th>
</tr>
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<tbody>
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  Ward 5 count 4,480
  Ward 6 count 3,035
  Ward 7 count 3,027
  Ward 8 count 2,764
  Ward 9 count 3,521

The following is the measure and listing numbers accountable as of January 22, 2022

<table>
<thead>
<tr>
<th>Measure</th>
<th>Count</th>
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<tbody>
<tr>
<td>Total Residential Improved Parcel Count</td>
<td>25,605</td>
</tr>
<tr>
<td>Measures</td>
<td>25,306</td>
</tr>
<tr>
<td>Total Interior Inspections</td>
<td>2554</td>
</tr>
<tr>
<td>Refusals to Date - Partial/Full</td>
<td>7/301</td>
</tr>
</tbody>
</table>

Total Measures with refusal 25,607

Total Percent Complete Measured 100 %
Total Commercial/Industrial/Exempt Improved Parcel Count 1,964

Total Measures 1964
Total Interior Inspections 0
Entry Rate 0%

Total Percent Complete Measured 100%

Refusals to Date 3

The callback letter has been approved.
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Sincerely,

June Perry
Project Manager
508-351-3634