



*Administrative Services Division*

**Assessing Department**

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Date: May 16, 2022

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

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

Cc: Mayor Jim Donchess  
Board of Aldermen  
Board of Assessors  
Sam Greene, NH Department of Revenue Administration

Subject: City of Nashua Revaluation Status Report

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Enclosed is the quarterly update on the Nashua 2020-2022 Full Measure & List Revaluation.

Chief Assessor Rick Vincent retired on April 22, 2022.

Kim Kleiner met with NH DRA on April 14, 2022 to inform of Chief Assessors retirement.

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 – March 17, 2022

<https://www.youtube.com/watch?v=-8ylr7wAcD0>

II. Public Relations

A. Full Revaluation Updates - City Website – [www.nashuanh.gov](http://www.nashuanh.gov)

B. Assessing Quarterly Monitor Newsletter – May 2022

For more information:

June Perry  
Project Manager  
Vision Government Solutions  
[JPerry@vgsi.com](mailto:JPerry@vgsi.com)  
508-351-3634

Kim Kleiner  
Director of Administrative Services  
City of Nashua  
[kleinerk@nashuanh.gov](mailto:kleinerk@nashuanh.gov)  
603-589-3025



**CITY OF NASHUA  
ASSESSING DEPARTMENT  
QUARTERLY  
MONITOR**



May 16, 2022

Volume 22

PO Box 2019  
Nashua, NH 03061

Phone: 603-589-3040  
Fax: 603-589-3079  
Email: [Assesshelp@nashuanh.gov](mailto:Assesshelp@nashuanh.gov)  
Website: <https://www.nashuanh.gov/150/Assessing-Department>

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

**IMPORTANT DATES**

**Board of Assessors  
Meetings**

**May 19th**

**Regular Meeting**  
9:00 – 11:00 am

**June 2nd**

**Regular Meeting**  
9:00 – 11:00 am

**June 30th**

**Regular Meeting**  
9:00 – 11:00 am

Agendas and minutes  
of past meetings can  
be found here:

<https://www.nashuanh.gov/AgendaCenter/Board-of-Assessors-6>

To contact the Assessing  
Department please  
email:  
[assesshelp@nashuanh.gov](mailto:assesshelp@nashuanh.gov)  
and inquiries will be  
responded to  
accordingly.

**Equalized Ratio for 2021**

Equalization is the process by which the New Hampshire Department of Revenue Administration makes adjustments to each municipality's locally assessed values to calculate the estimated 100% market value of the municipality.

The DRA receives information for all sales that occur in the State between October 1 and September 30 from the 10 county registries and provides the sales to the municipalities' for qualification.

Assessors 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.

**Common Terms**

"Equalized Assessed Valuation" means the estimated true and market value of all taxable property in a municipality.

"Equalization ratio" means the ratio used by the Department of Revenue Administration to calculate a municipality's equalized valuation.

The NH Department of Revenue has determined a median ratio for the land, buildings and manufactured housing in Nashua for Tax Year 2021 to be 71.9%. The median ratio is the generally preferred measure for assessment equity and the monitoring of appraisal performance.

The median ratio should be the ratio used to modify the market value of properties under review for abatement to adjust them in accordance with the overall ratio of all properties in Nashua.

**ArcGIS Hub,  
Equitable  
Property  
Value, and  
Revaluation  
Solution**

City of Nashua, NH has retained Environmental Systems Research Institute, Inc. to provide consulting services for the configuration of a public facing ArcGIS Hub Site, A City-wide Property Revaluation Solution. These tools will include:

Values for similar properties in a neighborhood

Current vs new assessment values and potential outlier values

Property Tax Assessment Appeal

Tax Liability Calculator

**2022 FULL MEASURE & LIST REVALUATION**

The Revaluation project is in the final phase of the data collection. Vision Government Solutions is currently continuing interior callback appointments. We expect to be completed with both residential and commercial appointments by the end of June 2022. Data entry and the capturing of new images to the CAMA system continues.

The Commercial Industrial Exempt field review has been completed these field cards are currently being data entered. Upon completion of this task the Income and Expense forms will be entered, followed by the reconciliation of the commercial values.

The Valuation phase began next. The preliminary sales analysis was started in February. Testing was done in collaboration with the Assessor's office. Once this was reviewed and accepted the analysis database was updated with the proposed new rates, and field review cards were printed thereafter. The testing and analysis will be done again, and values will continue to be refined as we get more data entered in the CAMA system. Once finalized they will be presented to the Board of Assessors for review and acceptance.

The following is the measure and listing numbers accountable as of April 23, 2022

Total Residential Improved Parcel Count	25,605	
Measured Improved Parcel Count	25,304	
Refusals to Date - Full	<u>301</u>	
Total Measures with refusals		25,605
Total Percent Complete Measured	100 %	
Total Interior Inspections to date	4294	

Total Commercial/Industrial/Exempt Improved Parcel Count	1,964	
Total Measures	1,961	
Refusals to Date- Full	<u>3</u>	
Total Measured with refusals	1,964	
Total Percent Complete Measured	100%	
Interior Inspections to date	261	
callback appointments	<u>89</u>	
Total Interior to date	350	

**THE ASSESSING "MONTHLY MONITOR" :**

We will be issuing updates quarterly to our residents in our Newsletter. To sign up please visit the Assessing page on the Nashua city website:

[www.nashuanh.gov/assessing](http://www.nashuanh.gov/assessing).



**Project Status Report**  
**From June Perry**  
**City of Nashua NH**  
**Date: May 9, 2022**

The Revaluation project is in the final phase of the data collection. We are currently continuing interior callback appointments. We expect to be completed with both residential and commercial appointments by the end of June 2022. Data entry and the capturing of new images to the cama file continues.

The Commercial Industrial Exempt field review has been completed these field cards are currently being data entered. Upon completion of this task the Income and Expense forms will be entered, followed by the reconciliation of the commercial values.

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The testing and analysis will be done again, and values will continue to be refined as we get more data entered in the cama system. Once finalized they will be presented to the Assessors department for review and acceptance.

 **VISION**  
GOVERNMENT SOLUTIONS

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

**Task 100/200**

- Bonding is complete. GIS maps have been provided. Building permits are being completed by the City through April 1, 2020. Vision is responsible for building permits through April 1, 2022.
- Public Relations will be on going throughout the project, with on-going sample press releases provided, and meetings available upon request.
- Updates will be provided throughout the project.
- The initial startup meeting with the Board and DRA was March 2, 2020, at City Hall.
- An update to the Board was held on June 4<sup>th</sup>, September 18<sup>th</sup>, December 17<sup>th</sup>, 2020, and March 18<sup>th</sup>, June 3<sup>rd</sup>, October 7<sup>th</sup>, and (November 15, 2021 with council) December 16,2021. March 17, 2022.



VISION  
GOVERNMENT SOLUTIONS

- Project commenced March 3<sup>rd</sup>, 2020.
- Data Collection guidelines have been completed. Lister’s information has been completed and the police department has been informed of all aspects of the data collection phase of the revaluation.
- Data entry will be ongoing throughout the project, commencing after June 2020.
- Usernames and passwords have been assigned and will have people associated with them 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**
  
- Parcel Counts all classes of properties including vacants by Ward
  - 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 April 23, 2022

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Measured Improved Parcel Count                      25,304

Refusals to Date - Full                                      301

Total Measures with refusals                            25,605

Total Percent Complete Measured      100 %

Total Interior Inspections to date                    4294

 **VISION**  
GOVERNMENT SOLUTIONS

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

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Total Interior to date	350

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  
Wards 4,5,6 residential class mailed 12/21/2021  
Ward 7 residential class mailed 2/24/2022  
Ward 8 residential class mailed 2/28/2022  
Ward 9 residential class mailed 3/3/2022  
Commercial, Industrial mailed 4/1/2022

Call back Appointments are on-going.

Task 300/400

February/March/April 2022

- Residential valuation is on-going.
- Residential Sales review is ongoing.
- Preliminary analysis is ongoing.
- Residential field review cards printed from Assessor's office
- Cards received April 20, 2022,
- Field review to commence
- Income and Expense forms sent out by the Assessor's office.
- Data entry on going

Task 500/600

- Field review is on-going
- Commercial, Industrial field review -complete



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: April 23, 2022**

<b>CODE</b>	<b>TASK</b>
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200	Data Collection, Data Mailers, Building Permits, Sales Inspections, Quality Control and Data Entry
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 Ward 9 residential class mailed 3/3/2022  
 Commercial, Industrial mailed 4/1/2022

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**Task 300/400**

February/March/April 2022

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*Sincerely,*

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



**Project Status Report**  
**From June Perry**  
**City of Nashua NH**  
**Date: April 7, 2022**

<b>CODE</b>	<b>TASK</b>
100	Bonding, Office Set-up, Project Set-up, Public Relations
200	Data Collection, Data Mailers, Building Permits, Sales Inspections, Quality Control and Data Entry
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**Task 100/200**

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- Project commenced March 3<sup>rd</sup>, 2020.
- Data Collection guidelines have been completed. Lister's information has been completed and the police department has been informed of all aspects of the data collection phase of the revaluation.
- Data entry will be ongoing throughout the project, commencing after June 2020.
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  - 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 April 2, 2022

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Measured Improved Parcel Count                      25,304

Refusals to Date - Full                                      301

Total Measures with refusals                            25,605

Total Percent Complete Measured      100 %

Total Interior Inspections to date                    3862

 **VISION**  
GOVERNMENT SOLUTIONS

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

Total Measures	1,961
Refusals to Date- Full	<u>3</u>
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The callback letter has been approved.

Ward 1 residential class mailed 6/30/2021

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Ward 9 residential class mailed 3/3/2022 for April- June appointments

Commercial, Industrial mailed 4/1/2022

Data collection for Building permits is on-going.

Task 300/400

February/March 2022

- Residential valuation is on-going.
- Residential Sales review is ongoing.
- Preliminary analysis is ongoing.
- Residential field review cards once received from Assessor's office - Field review to commence
- Income and Expense forms are being sent out by the Assessor's office.

Task 500/600

- Field review is scheduled for April -June
- Commercial, Industrial field review scheduled for February/March 2022

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***Project Manager***  
***508-351-3634***





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**From June Perry**  
**City of Nashua NH**  
**Date: March 24, 2022**

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The following is the measure and listing numbers accountable as of March 19, 2022

Total Residential Improved Parcel Count	25,605
Measured Improved Parcel Count	25,304
Refusals to Date - Full	<u>301</u>
Total Measures with refusals	25,605
Total Percent Complete Measured	100 %
Total Interior Inspections to date	3618

 **VISION**  
GOVERNMENT SOLUTIONS

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

Total Measures	1,961
Refusals to Date- Full	<u>3</u>
Total Measured with refusals	1,964
Total Percent Complete Measured	100%

The callback letter has been approved.

Ward 1 residential class mailed 6/30/2021

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Ward 8 residential class mailed 2/28/2022

Ward 9 residential class mailed 3/3/2022 for April- June appointments

Commercial, Industrial scheduled to be mailed in April for April/May appointments

Data collection for Building permits is on-going.

Task 300/400

February/March 2022

- Residential valuation is on-going.
- Residential Sales review is ongoing.
- Preliminary analysis is ongoing.
- Residential field review cards are being printed by the Assessor's office. Field review to commence
- Income and Expense forms are being sent out by the Assessor's office.

Task 500/600

- Field review is scheduled for March -June
- Commercial, Industrial field review scheduled for February/March 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.
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*Project Manager*  
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**City of Nashua NH**  
**Date: March 9, 2022**

CODE	TASK
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The following is the measure and listing numbers accountable as of March 5, 2022

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Measured Improved Parcel Count	25,304
Refusals to Date - Full	<u>301</u>
Total Measures with refusals	25,605
Total Percent Complete Measured	100 %
Total Interior Inspections to date	3262

 **VISION**  
GOVERNMENT SOLUTIONS

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- Residential Sales review is ongoing.
- Preliminary analysis is ongoing.
- Income and Expense forms are being sent out by the Assessor's office.

Task 500/600

- Field review is scheduled for March -June
- Commercial, Industrial field review scheduled for February/March 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**



STARTING RATIOS FOR RESIDENTIAL PROPERTIES

SALES THAT ARE IN THE SYSTEM AS FROM 4/1/2021 TO 1/1/2022

SINGLE FAMILIES

Land Use Code:	1401	Min:	0.712	Min Ratio:	0.517
Count:	484	Median:	0.705	Max Ratio:	1.140
Standard Deviation:	0.078	Avg. Adj. Tax:	0.009	OOD:	0.201

TWO FAMILIES

Land Use Code:	1402	Min:	0.816	Min Ratio:	0.300
Count:	43	Median:	0.840	Max Ratio:	0.330
Standard Deviation:	0.008	Avg. Adj. Tax:	0.009	OOD:	10.000

THREE FAMILIES

Land Use Code:	1403	Min:	0.897	Min Ratio:	0.120
Count:	0	Median:	0.898	Max Ratio:	0.400
Standard Deviation:	0.000	Avg. Adj. Tax:	0.009	OOD:	0.000



**Project Status Report**  
**From June Perry**  
**City of Nashua NH**  
**Date: March 2, 2022**

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

Task 100/200

- Bonding is complete. GIS maps have been provided. Building permits are being completed by the City through April 1, 2020. Vision is responsible for building permits 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 4<sup>th</sup>, September 18<sup>th</sup>, December 17<sup>th</sup>, 2020, and March 18<sup>th</sup>, June 3<sup>rd</sup>, October 7<sup>th</sup>, and (November 15, 2021 with council) December 16,2021.

- Project commenced March 3<sup>rd</sup>, 2020.
- Data Collection guidelines have been completed. Lister’s information has been completed and the police department has been informed of all aspects of the data collection phase of the revaluation.
- Data entry will be ongoing throughout the project, commencing after June 2020.
- Usernames and passwords have been assigned and will have people associated with them 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**
  
- Parcel Counts all classes of properties including vacants by Ward
  - 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 February 19, 2022

Total Residential Improved Parcel Count	25,605
Measured Improved Parcel Count	25,304
Refusals to Date - Full	<u>301</u>
Total Measures with refusals	25,605
Total Percent Complete Measured	100 %
Total Interior Inspections to date	3015

  
GOVERNMENT SOLUTIONS

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

Total Measures	1,961
Refusals to Date- Full	<u>3</u>
Total Measured with refusals	1,964
Total Percent Complete Measured	100%

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 12/21/2021 for January -March appointments

Ward 7 residential class mailed 2/24/2022

Ward 8 residential class mailed 2/28/2022

Ward 9 residential class mailed 3/3/2022 for April- June appointments

Commercial, Industrial scheduled to be mailed in April for April/May appointments

Data collection for Building permits is on-going.

Task 300/400

February/March 2022

- Residential valuation is on-going.
- Residential Sales review is ongoing.
- Preliminary analysis is ongoing.
- Income and Expense forms are being sent out by the Assessor's office.

Task 500/600

- Field review is scheduled for March -June
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Task 900

- **The following timetable is for the hearing phase of the job through the project's completion.**
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