

FAIR+EQUITABLE

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A publication of IAAO on appraisal and appraisal management, within the property assessment industry.



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BUSINESS INNOVATION LAUNCHES

In coordination with the new strategic plan approved by the Board of Directors, IAAO has launched a Business Innovation Department to support business innovation.

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RESEARCH GRANT NOW OPEN

IAAO is accepting research topic submissions for the 2022 IAAO Research Grant Program and IAAO members, along with students and faculty, are eligible to submit proposals.



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... Many industry organizations haven't returned to in-person meetings or have seen significant declines in attendance. I was pleased to see our numbers this year.

GREG McHENRY, AAS

IAAO President

During the next few years, we will ... see many retirements, but I believe our new and younger members will step up to fill important roles in the industry.

With 2021 coming to a close, and this being my final president's message, I wanted to take a few minutes to reflect on our accomplishments over the past year.

Our biggest accomplishment was the return to an in-person annual conference.

More than 1,000 attendees and exhibitors were in Chicago in late August and another 180 participated online.

At a recent meeting of The Appraisal Foundation, it was noted that

many industry organizations haven't returned to in-person meetings or have seen significant declines in attendance. I was pleased to see our numbers this year.

Another major accomplishment was the completion of our new strategic plan to help guide the Association over the next few years.

The plan notes IAAO areas of focus will be on Professional Development, Community Engagement, Communications and Advocacy, and Business Innovation.

In 2021 we also saw the launch of

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the IAAO Studio, sponsored this year by Tyler Technologies; work by the Diversity and Inclusion Task Force to help create a new diversity statement and update our demographic information; and expansion of our international efforts by working with TEGoVA on standards and presenting on our AVM standard at its fall meeting.

Moving to a virtual world, we accomplished a lot in 2021. With the new studio we were able to host a town hall meeting in February, participate live with a chapter meeting in Alabama, and record several presentations for other chapter meetings around the country and in Canada, where meetings are not yet in-person.

I hope next year we will be fully back to in-person meetings, so it's never too soon to start thinking about 2022.

President-Elect Wade Patterson and members of the IAAO team were in Boston in mid-September working with the hotel, the Local Host Task Force, and various venues to plan the 2022 conference.

On a more reflective note, in each issue of F+E we mark the passing of our members, and it felt like we lost more members in 2021 than in past years.

Some were recent members, others longtime, such as Konstantins Chaks, CAE, of Canada, who had been an IAAO member since 1958.

But while we have lost members in 2021, we continue to see many new members join and achieve designations.

During the next few years, we will also see many retirements, but I believe our new and younger members will step up to fill important roles in the industry.

Several IAAO board members conclude their board service to IAAO this year, including Immediate Past President Amy Rasmussen,

RES, AAS, FIAAO; board members David Harper, AAS; David Sanford, CAE; and Donna VanderVries, CAE, AAS, PPS, Esq.; and associate board member William Birkle, AAS.

These members were recognized at the November Board of Director's meeting, and I would like to again thank them for their service to IAAO.

Donna will continue to serve the industry. She was recently appointed to a term on The Appraisal Foundation's Appraiser Qualifications Board (AQB). In addition, John Ryan, who is the 2021 vice chair of the AQB, has been named chair for 2022.

I have great faith in Wade as our next president and in our new and returning board members.

I have one more year left on the board and want to say that the past year, and past few years, on the IAAO Board of Directors, have been very rewarding.

IAAO, and every association, industry, and organization, faced many challenges and had to re-think how to operate.

IAAO moved quickly to the new, more electronic world. From virtual meetings to virtual classes, we continued to offer more educational options to our members.

I expect to see more changes over the next few years, and I'm looking forward to what IAAO offers.

Again, it has been my pleasure to serve as your president, and I look forward to continuing to work with you and in the industry.



*Donna VanderVries,
CAE, AAS, PPS, Esq.*

COMPILED BY KEITH ROBISON

CALIFORNIA

A few high-paid Santa Clara County officials give up COVID-19 hazard pay bonus

Thousands of Santa Clara County employees will receive a COVID-19 hazard pay bonus before the end of the year. Not everyone plans to keep the money.

Assessor Larry Stone said he will donate his \$2,500 bonus to charitable nonprofits, including affordable housing agencies and local arts organizations.

Earlier this month, the Board of Supervisors agreed to use American Rescue Plan funds to give more than \$76 million in hazard pay bonuses to the county's 22,000 employees.

County Executive Jeff Smith and the supervisors also decided to not award themselves the bonus.

Bonuses are a hot-button issue in local politics. San Jose Council member Matt Mahan criticized the Board of Supervisors for using federal relief dollars to give county employees hazard pay.

Thousands of county employees were forced to work on the front lines during the pandemic, including health care workers, firefighters, and law enforcement officials.

Workers in the assessor's office fought and won a battle to continue working from home during the height of the pandemic, but they returned to the office in July, following the release of a plan to vaccinate all county employees.

Stone told San Jose Spotlight he supports county workers receiving bonuses for the hard work they did during the pandemic.

But he believes the nonprofit community could use his bonus more.

"I'm well compensated," said Stone, whose minimum annual salary is more than \$265,000.



Larry Stone

"It's an individual choice. I'm not suggesting that other elected officials, county employees or department heads should do this."

— *sanjosespotlight.com*

CHINA

Why China's property tax plan is a key pillar in its 'common prosperity' drive

China's plan to introduce property taxes for unspecified regions over the next five years has ignited debate across the country, with some saying it could decimate local government revenue and shift investment preferences, while others hope it will help first-time homebuyers.

Property taxes are not new to China, with a levy on commercial buildings introduced in 1986 and limited residential taxes rolled out in Chongqing and Shanghai in 2011.

But analysts say Beijing's "common prosperity" goal, which aims to smooth out wealth distribution across Chinese society, could make things different this time around.

The central government said in October that it would tax land- and property-owners in an effort to boost housing affordability.

Legally owned rural homes will be exempted from the pilot program.

Zhejiang province, designated to become the first "common prosperity" pilot zone, is highly likely to introduce the property tax, along with tech hub Shenzhen — which is home to a housing market bubble — and the southern island province of Hainan.

Chinese leaders have been discussing a tax on property — which accounts for most household wealth — since 2003, said Yi Xianrong, a former researcher with the Chinese Academy of Social Sciences.

"Property has been the most important wealth allocation mechanism in the past 20 years ... and also the biggest source of unfairness," Yi said.

— *scmp.com*

MARYLAND

Maryland counties propose new agency to combat climate impacts

In an otherwise idyllic stretch of Charles County, Maryland, Theresa Deminne's yard is full of what she calls the circles of hell.

There's the pit, 12 feet deep, that appeared during heavy rains in summer 2020 and is slowly swallowing a ring of plastic orange fencing.

Nearby, a newer sinkhole is already nearly as deep. A dip in the lawn where the grass is greener suggests another could form, not far from the one that started to swallow the driveway. That one is patched up, for now.

This is what happens when failing infrastructure meets weather's new normal: stronger storms and more intense rainfall.

That leaves the community confronting a difficult, increasingly common question in the age of climate change: How can it afford the expensive and complicated task of adapting to new weather extremes when it also can't afford not to?

Charles County is among a handful of Maryland jurisdictions trying a new answer: a resilience authority. Unique to Maryland, the quasi-government agency can seek grants, issue bonds and even levy fees to carry out projects that would otherwise compete with schools or health or safety for public funds.

The experiment in residents' willingness to support — if not directly pay for — projects that will protect life and property from storms and heat waves is being discussed around the state.

An authority created by Anne Arundel County and the city of Annapolis is tackling a \$56 million problem, the redevelopment of the capital's often-flooded City Dock. Montgomery County leaders plan to create one to address challenges there.

Baltimore City Council leaders will soon propose creating a resilience authority as part of environmental justice efforts.

— *governing.com*

BY SANDRA PATTERSON



Assessor can't bill for back property taxes resulting from computer error

A Florida taxpayer who received an improbably low property tax bill for her waterfront estate will not have to pay back taxes on the corrected amount.

The Florida Supreme Court ruled that the error, caused by a computer glitch, did not meet the statutory criteria for “escaped taxation.”

The court said that the property was taxed, just not for the right amount.

In Florida, escaped taxation is the only reason property appraisers can use to bill for previous years’ taxes.

The error occurred when the property appraiser’s office applied a new computer-assisted mass appraisal (CAMA) system.

Under the old system, the property consisted of five lots, each with its own value. There was a main house where the owner lived and another single-family residence that was rented. The homeowner’s exemption was applied to 78% of the property.

Under the new system, the parcel appeared as one lot. The program also ignored the rental house, giving a

homestead exemption for 100% of the property.

How land value was calculated for certain properties also changed with the new system. As a waterfront property, the parcel should have been valued based on front-foot of shoreline. Instead, the parcel’s five lots were valued as one lot.

In 2013, before the system change, the property was listed at \$2,269,560.

In 2014, the value was set at \$302,400.

The county property appraiser argued that since the law allows clerical errors to be corrected (as opposed to errors in judgment), he could assess back taxes.

The court stated that there is a “common sense distinction” between property that is under-taxed and property that is not taxed at all.

The term, escaped taxation, applies to property that is taxable but for whatever reason was not added to the tax roll. By using this term, the legislature drew the line between property that is taxed and property that is untaxed, the court said.

In this case, according to the property appraiser’s testimony, the entire parcel

and all improvements were added to the tax roll, the court said. No portion was skipped. The problem was that the assessed value the program created was artificially low.

The court also rejected the property appraiser’s contention that by permitting correction of clerical errors, the statute opened the door to collection of missed taxes. Under the statute, the property appraiser can correct many types of clerical errors, such as a printing error in a property description, but is not allowed to make changes from errors in judgment; for example, a mischaracterized land use.

The court said that even if this statute supported the premise that loss of taxable value represented escaped taxation, it does not distinguish between back taxes that can be collected on the basis of errors that property appraisers can correct and those that they can’t.

Therefore, there is nothing that would prohibit collecting back taxes from errors in judgment too, the court said.

(Furst v. DeFrances, Supreme Court of Florida, No. SC19-701, September 2, 2021)

The real estate valuer — a new paradigm?



As the new millennium rolls on, our profession is faced with an existential question: Do we have a future?

BY PAULO BARROS TRINDADE

This report was originally published in the September 2021 edition of TEGoVA's European Valuer. Reprinted with permission.

In most countries, valuations for the financial sector make up the lion's share of the valuation market, and Portugal is no exception.

With close to 2,000 professionals working in valuation, almost two-thirds of real estate valuers practice in the financial sector, many exclusively so.

However, with only 200 or 300 new real estate valuers arriving on the market over the last five years, the reality is that many valuers are already over 40 years old.

This means they belong to the generation that trained toward the end of the 20th century.

Such valuers find it difficult to transition to the new reality, where the industry depends more and more on technology to improve its efficiency and, in turn, its profitability.

This is in a world where salaries have been stagnant for years or are only slowly catching up, and are not in line with increases in other essential, valuation industry-related costs, such as fuel, toll charges, etc.

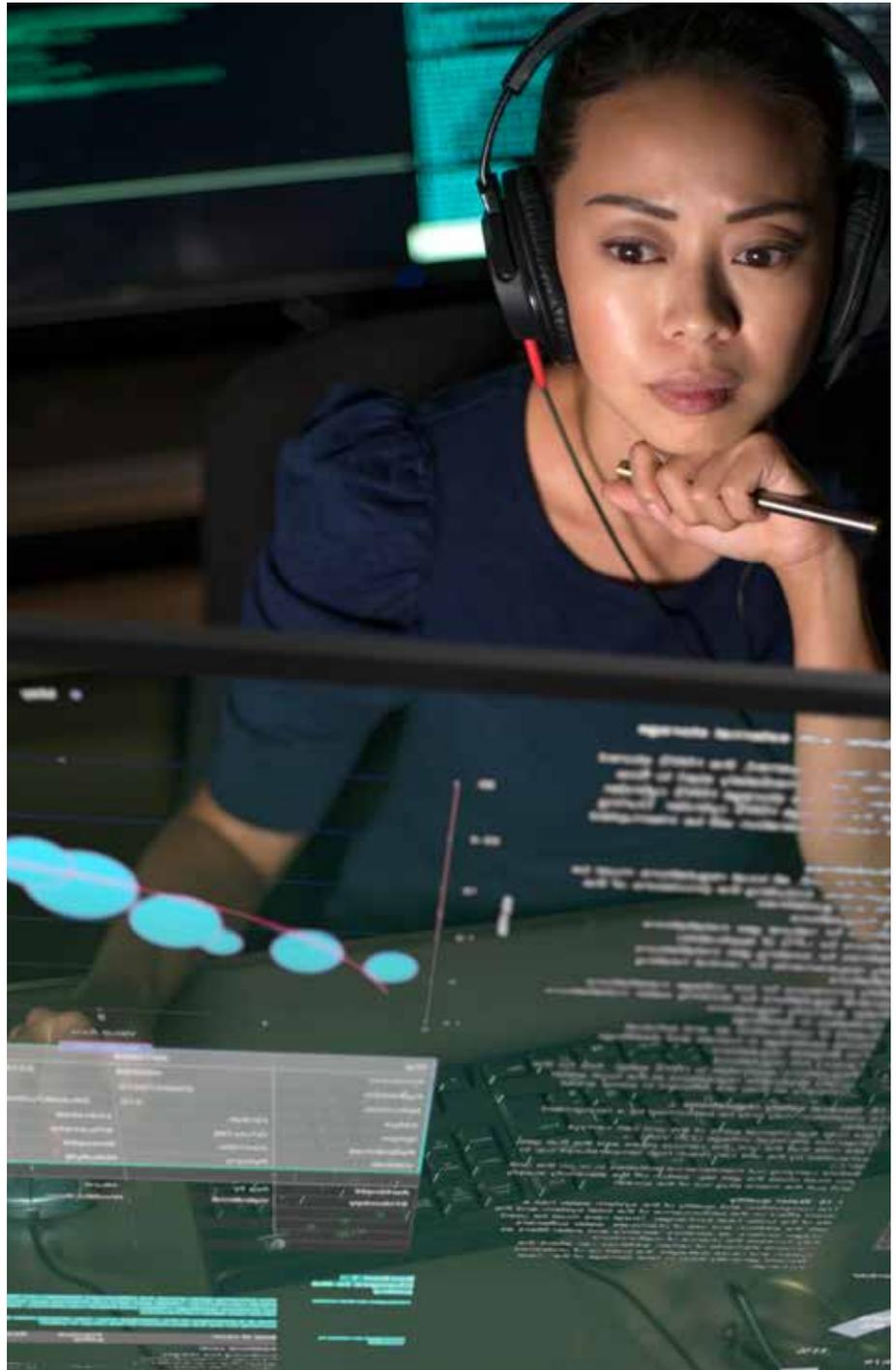
As the new millennium rolls on, our profession is faced with an existential question: Do we have a future?

By 2019, there was already growing use of new technologies in the profession, with ever more software solutions available for assisting with valuations. Those included electronic platforms for monitoring service levels, and new automated valuation models (AVMs) emerging, most of which were designed to suit the situation in other countries such as Spain but, with rare exceptions, not really accommodating the Portuguese market.

However, when COVID-19 hit, this paradigm changed.

Almost overnight it was harder to make physical inspections of real estate because of pandemic restrictions.

This created a gap for new tech companies to emerge whose core business



focused on building mega databases of asking prices and introducing data analysis algorithms to build AVMs.

By and large, these solutions still fall far short of guaranteeing reliability, a fact exacerbated by Portugal's lack of transparency in access to information about real estate transactions.

This keeps us in the valuation “dark ages,” or to put it another way, in that group who make valuations based almost entirely on market samples of an asking price.

That said, the technology is there: It's being used by many banks to perform the obligatory revaluations as per the



The Alfama District in Lisbon, Portugal

requirements of Basel II and EU capital requirements law.

Thousands of valuations are no longer being undertaken by valuers and are instead subject to automated mechanisms of varying degrees of “intelligence.”

The pressure for this kind of technology to be accepted in residential sector valuations is being felt throughout Europe, and it’s only a matter of time before it arrives at other, more conservative, shores such as Portugal’s.

There is no fighting the onward march of technology.

It exists, and the real estate valuation sector will not be immune to its advance.

However, it is important for Portugal, as for other countries, to prepare valuers for this inevitable reality and to accept AVMs, albeit as a product that will always require input from the real estate valuer.

A machine can hardly replace the sensitivity and experience of a real estate valuer, which is why no AVM must ever

operate without such a valuer, even to keep it properly calibrated and efficient.

However, while accepting the fact that stand-alone AVMs are not a credible solution for the real estate market, it is nonetheless inevitable that AVMs will penetrate the market and that even if real estate valuers are still required, technology will replace many of them.

This means that many valuers, particularly those working in the residential market, will require training to move into other areas of valuation.

This is where our profession faces its second big challenge.

How will we prepare a generation with 15, 20, or 30 years of experience in residential valuations to deal with other kinds of valuation?

Let’s not deceive ourselves — we will not all be able to remain in the profession.

Those long-term residential valuers will have to adapt to other sectors and learn new skills that enable them to undertake more complex valuations, for

example, land for potential construction, commercial and service buildings, companies, and businesses.

Here we arrive at a fundamental requirement for any real estate valuer in the third decade of the 21st century: vision.

People need vision to understand that times are changing quickly and that in a few short years, the professional scenario described above will no longer be purely speculative.

Any valuer wishing to have a medium-term future in this profession must adapt, must train, and must progress.

Gaining professional accreditation such as the REV/TEGoVA is one possible route on this journey but is by no means the only one.

Training is essential, and this is where valuers’ associations play a key role.

We need to realize that gaining knowledge in valuation must be approached from a cross-border perspective so that similar associations in

various countries can help one another.

In Portugal, it is not always easy to find specialists in certain areas of valuation while, on the other hand, it is often worth listening to, and analyzing, approaches taken by colleagues in other countries to tackle certain valuation-related issues.

TEGoVA could play a key role here, establishing a pool of trainers put forward by various associations to address a whole range of topics in real estate valuation.

It could supply this pool to members, thus enabling each association to diversify its range of educational training.

And these new fields of endeavor need to be consecrated in European Valuation Standards.

For instance, with the agricultural holdings sector evolving so dynamically over the last few years in countries like Portugal and Spain, among others, it could be useful if TEGoVA established rules for an issue as specific as this.

At least one chapter dedicated exclusively to this subject would be justified for the next edition of EVS. Thus, it is

abundantly clear that training is crucial to the future of real estate valuers. Those who do not invest in ongoing training will be hard pressed to stay in the market.

It is true that the profession is battling problems; the issue of low fees is common throughout most countries in Europe.

However, it is vital to shake off the lethargy of a poorly paid sector and to look for new solutions and positions on the market that can guarantee better profitability.

Our profession must recognize a reality that was thought to become a reality in five or 10 years but which has been accelerated by the pandemic.

It is only a matter of time before financial bodies, in their ceaseless search to cut costs, integrate the new technologies on a large scale and yield to the temptation of gradually replacing real estate valuers.

From there it is a mere hop, skip and a jump to persuading political decision-makers and regulators of the virtues and efficiency of these technologies.

Real estate valuers need to be one step ahead of this inevitable reality and need to get ready to join those who are willing to adapt to survive.

As for everybody else, well ... everybody else will be what the evolutionary process calls "maladapted," those the selection process will naturally pass over.

As Daniel Defoe wrote, "The height of human wisdom is to bring our tempers down to our circumstances, and to make a calm within, under the weight of the greatest storm without."

Our profession must take a page out of his book.



PAULO BARROS TRINDADE, REV, is president of ASAVAL, the Professional Association of Valuation Companies of Portugal.

How Mobile and Cloud-Based Platforms Increase Accessibility, Adaptability, and Productivity for Field and Office Staff

Friday, January 21, 2022 | 1:00 p.m. Eastern

If COVID taught us anything, it's that appraisal operations need the ability to adapt to changing circumstances. This webinar will discuss how your office can increase adaptability and productivity of office and field staff no matter the circumstances. Highly configurable, cloud-based solutions built on open data platforms provide unparalleled data accessibility with the best framework for seamless integration of all your appraisal technologies. It's never been a better time to empower your office to conduct mass appraisals more efficiently than ever before!

 Friday, January 21, 2022

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AVMs were the topic at the TEGoVA General Assembly Oct. 23 in Brussels, Belgium. IAAO AVM Credentialing Task Force Chair Ben Bervoets presented on “The Accuracy of AVMs.”

IAAO presents at TEGoVA in Belgium

The use of AVMs (also called desktop appraisals) has increased around the world

Automated valuation models (AVMs) and the IAAO Standard on AVMs were the focus of a presentation to The European Group of Valuers’ Associations (TEGoVA) General Assembly Oct. 23 in Brussels.

Ben Bervoets, strategic product manager at Centric Public Sector Solutions and chair of the IAAO AVM Global Credentialing Task Force, made the presentation assisted by IAAO Executive Director Debra McGuire, MBA, IOM, CAE.

IAAO was invited to address the general assembly following recent increased involvement between the two entities.

The two organizations have been discussing ways to work together, and in June, IAAO member Lisa Hobart, CAE, PPS, FIAAO, was appointed by TEGoVA to serve as the Reviewer for their new European Plant, Machinery and Equipment Valuation Standard.

During the presentation, Bervoets said AVMs were developed in the 1950s as computer-assisted mass appraisals (CAMAs) that were created to meet assessors’ demand and efficiently provide accurate, uniform, equitable estimates of fair market value.

IAAO released its Standard on Automated Valuation Models in 2018.

The standard provides principles, guidance, and best practices for developing and using AVMs for the valuation of real property.

TEGoVA members were interested in the accuracy of the results.



IAAO Executive Director Debra McGuire, MBA, IOM, CAE, met with the Netherlands Council for Real Estate Assessment before the TEGoVA Conference. Left to right are: IAAO members Luc Hermans, Marco Kuijper, Debra McGuire, Ruud Kathmann, and Ben Bervoets.

▶ **The AVM Standard**, and other IAAO standards, are available for download from the IAAO website [here](#).

Bervoets said the credibility of an AVM depends on the data used, the skills of the modeler producing the AVM, and the skills of the user interpreting the data provided by the AVM.

He said models that adhere to the best practices for data verification, data analysis, market analysis, and ongoing quality control present the most reliable value estimates.

The use of AVMs (also called desktop appraisals) has increased around the world, and new algorithms have allowed AVMs to move from low-risk valuations with sufficient comparables toward

more complex valuations for all property types.

On a related note, the U.S. Federal Housing Finance Agency (FHFA) announced in October that it would incorporate desktop appraisals into its Selling Guides for many new-purchase loans starting in early 2022.

The use of desktop appraisals was one of several temporary flexibilities initiated last year in response to the COVID-19 pandemic.

“We expect to see the use of AVMs by mass appraisers and single-property appraisers continue to increase in the future,” said IAAO President Greg McHenry, AAS.

“Through our presentation in October, as well as by providing assistance in other areas, IAAO looks forward to promoting the use of AVMs, the IAAO AVM standards, and IAAO education.”

— MIKE ARDIS



At the IRRV Conference, from left to right: Andrew Hetherington, president, IRRV; Rishie Persad, host and TV sports commentator; IAAO President-Elect Wade Patterson; Paul Sanderson, president, IPTI; IRRV Chief Executive David Magor; and IRRV Deputy Chief Executive Gary Watson.



During the Tennessee Chapter of IAAO Conference in Nashville last August, President-Elect Wade Patterson (left) visited Tennessee Comptroller of the Treasury Jason E. Mumpower (second row, center) and his staff at their office ... summertime in the south is seersucker suit season.

IAAO president-elect attends national, international events

BY L. WADE PATTERSON
IAAO PRESIDENT-ELECT

I recently attended the Annual IRRV (Institute of Revenues, Values, and Rating) Conferences as a guest of IRRV Chief Executive David Magor.

While there, Magor and Paul McDermott of Analyse Local arranged a meeting with Alan Colston, Chief Valuer, and his team at the Valuation Office Agency (VOA).

The VOA gave a presentation on the valuation process in the United Kingdom, and it included information regarding their work with the IAAO on AVMs going back to 2007.

At the IRRV Conference, I attended sessions on:

- A Post Pandemic United Kingdom – an Economic Report
- Data Sharing, Fraud, and the Cabinet

Office

- Options for Reforming the Domestic Property Tax (presented by Alistair Townsend, 2022 IRRV President)
- Transforming the Valuation Office Agency (Alan Colston)
- The Impact of COVID-19 on the Future of Property Tax and Revenue Administration
- The Challenges Facing the Ratings Surveyor Over the Next Five Years (Paul Sanderson, IPTI President)

I also attended IRRV's gala dinner as a guest of IRRV President Andrew Hetherington where I spent time speaking with IPTI President Paul Sanderson.



IAAO President-Elect Wade Patterson gives an Association update at the MAA 2021 Annual Summer Conference in Boyne Mountain, Michigan.

The trip was a fantastic opportunity to talk about identifying how IAAO, IPTI, IRRV, and others, can work together internationally.

Also, last summer, I visited the TIAAO Conference in Tennessee and the Michigan Assessor's Association Annual Summer Conference.



*Patrick Alesandrini
President-Elect*



*Rebecca Malmquist
Vice President*



*Kara Endicott
Region 1 Director*



*Greg Hutchinson
Region 2 Director*



*Bobby T. Lee
Region 3 Director*



*Ryan Cavanah
Associate*

Election ballots cast and counted

IAAO members elect new representatives to the Board of Directors

Information about the 2023 elections will be released in the spring. Interested candidates should look for updates on the IAAO website, in the Assessing Info newsletter, and in Fair+Equitable magazine.

PRESIDENT-ELECT

▶ **Patrick Alesandrini**, CAE, RES, Tampa, Florida

VICE PRESIDENT

▶ **Rebecca Malmquist**, CAE, Minneapolis, Minnesota

REGION 1 DIRECTOR

▶ **Kara Endicott**, CAE, RES, Olathe, Kansas

REGION 2 DIRECTOR

▶ **Greg Hutchinson**, Howell, New Jersey

REGION 3 DIRECTOR

▶ **Bobby T. Lee**, AAS, Esq., Mount Juliet, Tennessee

2022 PRESIDENT

▶ **L. Wade Patterson**, retired, Enid, Oklahoma

ASSOCIATE

▶ **Ryan Cavanah**, CAE, Nashville, Tennessee

AMENDMENTS TO IAAO BYLAWS

▶ **Yes**



IAAO IS COMMITTED TO DIVERSITY, EQUITY, AND INCLUSION AS A PRIMARY ORGANIZATIONAL CORE VALUE.

As a global community of diverse mass appraisal professionals, we can best fulfill our mission and vision by ensuring all individuals experience an equitable, inclusive IAAO environment. We incorporate DEI principles and practices into our goals of professional development, community engagement, communications and advocacy, and business innovation. To sustain this commitment, we implement meaningful metrics and measures.



**A DIVERSE, EQUITABLE, AND INCLUSIVE IAAO WILL CONTINUE
TO SERVE AS A LEADER IN MAKING THE ASSESSMENT INDUSTRY
MORE REFLECTIVE OF THE COMMUNITIES WE SERVE.**

iaao.org/DEIStatement

IAAO creates Business Innovation Department

In coordination with the new strategic plan approved by the IAAO Board of Directors earlier this year, IAAO has launched a Business Innovation Department in the headquarters office to support the business innovation goal of the plan.

The department staff are Ashley Lathrop, MBA, Senior Director of Business Innovation; Larry Clark, CAE, FIAAO, Director of Strategic Initiatives; and Leann Ritter, CAE, Special Projects Manager.

The three will work on projects to help IAAO achieve goals related to the strategic plan.

The plan notes under the business innovation goals that, "IAAO will maximize its potential in existing markets utilizing current offerings and also identify the unmet needs of the core mass appraisal market segment, which

includes individuals, jurisdictions, and other defined stakeholders."

Another part of the plan's goals is to determine the role of Professional Consulting Services (PCS) as it relates to the mission and vision of IAAO.

PCS supports jurisdictions with plans for improving assessment practices and provides project management, quality control, and tax policy consulting services.

PCS has worked with many jurisdictions over the past few years, including Cook County, Illinois, and Kauai County,



Ashley Lathrop

Hawaii, to update and improve their processes.

In addition, the Business Innovation Department will focus all IAAO products and services on solving identified and valuable needs of members, customers, partners, and other defined stakeholders. The department aims to:

- Demonstrate that IAAO is essential to business partners and other stakeholders in the mass appraisal marketplace.
- Establish a fund dedicated to research and development, and new initiatives.
- Ensure that IAAO is relied upon by the global mass appraisal community as the resource of choice for research and standards in mass appraisal.

For more information or to discuss a potential project, contact Ashley Lathrop at Lathrop@iaao.org.

Save the Date

GIS/Valuation Technologies Conference

March 27-30, 2022
New Orleans, Louisiana
Hilton New Orleans Riverside

IAAO | URISA



IAAO

GIVING TUESDAY

is November 30, 2021

Did you know that IAAO is a 501(c)(3) organization, and that donations to IAAO are tax-deductible to the extent allowed by the Internal Revenue Code?

When individuals give to IAAO, they are affirming their belief in the causes that uphold the IAAO community.



EDUCATION

IAAO fosters innovation and excellence through an internationally recognized designation programs, in-person and online educational courses, and workshops which equip assessment professionals with the tools needed to succeed.



RESEARCH

IAAO provides resources for members on emerging trends and topics in the assessment industry and the latest research in the field of property appraisal.



PEOPLE

IAAO is the premier platform for sharing successes, discovering best practices, and learning from expert colleagues through networking opportunities and events.

The famous author and writer William Arthur Ward once said, "Gratitude can transform common days into thanksgivings, turn routine jobs into joy, and change ordinary opportunities into blessings."

As we close out the year with the gift-giving holidays ahead of us, this is the perfect time of the year to give.

Show your passion for the organization and commitment to the future of the profession by giving to one of these funds.

- Diversity, Equity, and Inclusion Initiative
- Research Initiatives
- General Giving
- Scholarships

Or give to one of the trust funds already established.

- Barbara Brunner Scholarship Fund
- Jeff Hunt, CAE, Memorial, Candidates Trust
- Timothy N. Hagemann Memorial Membership Trust
- Friends of the Paul V. Corusy Library Trust

Will you consider donating to an IAAO charitable fund on Giving Tuesday?

www.iaao.org/donate

*Be sure to specify which fund you wish to support. For stock donations and hard-to-value assets, contact **Mary Ann Deming** at deming@iaao.org.*

IAAO Professional Development updates

Volunteer orientation module

Attention, IAAO volunteers! On Dec. 1, all IAAO committee and task force volunteers will have access to a new online self-study module that provides you with guidelines and resources to help you communicate productively, conduct meetings, and carry out the responsibilities associated with your role.

It includes three main components:

- 1) An interactive e-learning module with downloadable job aids and resource links.
- 2) A brief feedback questionnaire.
- 3) A participant policy review and agreement.

We are excited to provide you with this resource which will both enable and empower you to be a successful volunteer.

Virtual Instructor Evaluation Workshop set for March 3-5

Registration is open for the Virtual Instructor Evaluation Workshop (IEW) for prospective instructors interested in being certified to teach IAAO courses live online.

The Virtual IEW is an intensive three-day event taking place March 3-5, 2022, and offers potential instructors the opportunity to showcase instructional skills and abilities when delivering IAAO educational material virtually.

Before participating in this event, IAAO recommends that potential instructors have experience in both public speaking and in managing live online sessions using a virtual platform such as Zoom.

The Virtual IEW is open to current and prospective IAAO instructors who have a passion for teaching and developing others in the assessing profession and want to be certified to teach IAAO courses virtually.

Registrants must have completed and passed the course(s) required in the section for which they are registering, be an IAAO member in good standing, and meet the requirements for prospective instructors as outlined in the IAAO Instructor Handbook.

For more information and to register, go to www.iaao.org/view2022 by Dec. 31.



All IAAO members are welcome to apply, and we are especially looking for individuals who speak a second language. Also, IAAO offers a limited number of scholarships.

If interested in applying for a scholarship, please contact the Director of Professional Development, Heather Moser, at moser@iaao.org.

Earn your AAS designation online within a year

IAAO is initiating the AAS Fast Track Program to allow students the opportunity to achieve the Assessment Administration Specialist designation within 12 months and completely online.

Any student may participate in the online courses offered for the AAS designation. For those pursuing or considering pursuing the AAS designation, additional information and designation requirements can be found on the IAAO website at www.iaao.org/fasttrack.

Live online courses will begin in February 2022, but students can begin taking available self-study courses at any time.

The list of self-study courses can be found at learn.iaao.org/self-study-courses.

In addition, Workshop 852: AAS Case Study Review will be offered live online in 2022 for those interested in the case study exam.

Pricing for self-study courses is \$399 for members and \$625 for nonmembers. Live online courses hosted by IAAO HQ and taught by IAAO-certified instructors are \$499 for members and \$725 for non-

members.

Approved AAS candidates who register for an AAS-required IAAO live online class by Jan. 14, 2022, can receive 10% off by using coupon code **AAS2022** during online checkout.

Between live online classes and self-study options, students will now have multiple opportunities over the course of the year to complete the AAS requirements.

Currently scheduled IAAO live online courses for 2022 include:

- Course 101 — February
- Course 400 — March and August
- Course 151 — April and September
- Course 402 — May and October
- Workshop 852 — June and November

IAAO is also moving to a live exam proctoring service, which will give candidates the ability to earn the AAS designation from anywhere in the world with an internet connection. This significant career goal is now more accessible than ever before.

Experience Qualification Guidance released

Candidates for designations now have guidance on how they can apply their professional experience toward earning one of IAAO's six professional designations.

The Experience Qualification Guidance document was just developed by the Professional Development Committee and is now available on IAAO's website.

For the first time, this guidance document brings together the specific experience qualifications for each designation along with guidance on how to calculate one year of experience and the various kinds of work activities that can be applied toward qualification.

The activity categories are based on the eight Knowledge Areas found in the Appendix.

The committee believes this guidance will help candidates understand the array of professional experience that can be applied toward earning a designation, and perhaps aid in determining which designation to pursue. The document can be downloaded [here](#).

Earn the AAS designation within 12 months with the **AAS Fast Track Program!**



IAAO



Students can complete all courses needed to meet the IAAO Assessment Administration Specialist (AAS) education requirements within a year and 100% online, making this significant career goal more accessible than ever before!

Between live-online classes and self-study options, students will have multiple opportunities over the course of the year to complete the AAS requirements online.

By moving to a live exam proctoring service, IAAO offers candidates the ability to earn the AAS designation from anywhere in the world with an internet connection.

Visit our website for a complete listing of designation requirements.

AAS Candidates: Register by 1/14/2022 and receive 10% off! Use code AAS2022.

2022 IAAO Live-Online Courses

Course 101 - February

Course 400 - March & August

Course 151 - April & September

Course 402 - May & October

Workshop 852 - June & November

Live-online courses hosted by IAAO are \$499 for members or \$725 for non-members. Watch for more details including dates coming soon.

2022 IAAO Self-Study Courses

Students can begin available self-study options at any time. A list of self-study courses can be found at [learn.iaao.org/self-study-courses](https://www.iaao.org/self-study-courses).

Pricing for IAAO self-study courses is \$399 for members or \$625 for non-members.

Learn more about the AAS Fast Track Program at www.iaao.org/fasttrack



CALL FOR EDUCATION SESSION PRESENTATIONS

SUBMISSION DEADLINE: January 31, 2022

IAAO is currently seeking conference proposals that reflect innovative, cutting-edge content that stimulates and provokes discussion and audience engagement, and facilitates knowledge transfer and development of new competencies. Submissions are welcome from both seasoned professionals and those new to the profession.

SUBMISSION GUIDELINES

Topic areas are defined by the IAAO Body of Knowledge (BoK). The BoK is a framework for defining the key knowledge, skills, and sub-skills for the mass appraisal profession. Your submission should relate to one or more of these knowledge areas. Please do not feel limited to the topics listed. Back to basics sessions are requested. Inclusion of the latest in technology is encouraged.

Sessions that provide unique experiences, such as a field trip are encouraged. Post conference survey respondents request that presentations: include real-world examples or case studies, address a specific issue and how to solve it, and identify the intended jurisdiction size (requests are for all jurisdiction sizes—not just large).

Business Partners are encouraged to submit presentations related to best practices. These presentations cannot be sales pitches or commercials and must include a representative from a government assessment office as a subject matter expert.

NEW This Year—PARTNER SHOWCASE

This is an opportunity for our business partners to provide live demos in a dedicated space just off the Exhibit Hall. Attendees will be invited to experience the latest and greatest with the intent of leaving these sessions wanting MORE and having the contacts to make those connections. The Showcase takes place of the 2021 “Exhibitor Solutions” track. Response to a brief submission form will be required. See the IAAO 2022 Conference website for more information or contact

Leann Ritter ritter@iaao.org

PROPOSAL PROCESS + SELECTION CRITERIA

Peer Review

Submissions are reviewed by the Conference Committee appointed by the 2022 IAAO President and President-Elect.

Evaluation

All submissions are evaluated on each of the following criteria:

- ▶ Overall topic and how it relates to the assessment/appraisal profession
- ▶ Three clearly defined learning objectives
- ▶ Indication of how attendees will be able to apply information to their daily work.
- ▶ Program design/interactive learning elements
- ▶ Overall quality

TIMELINE

Call for presentations deadline: January 31, 2022

Conference invitations to present: March 4, 2022

NEW! For state CEU applications—all presenter biographies and a timed outline of the presentation due: June 10, 2022

Final presentation (PowerPoint and narrative) due: August 5, 2022

Check in: 30 minutes prior to the on-site session (Hynes Center, Boston)

Not quite ready to make a presentation or have a topic more suitable for a discussion? Submit a topic for a networking hub (roundtable) to ritter@iaao.org

More information at iaao.org/Boston

SUBMISSION AREAS

BOK 1. Working with the Legal Framework

This Knowledge Area includes skills related to the legal basis for assessment and valuation, reassessment and reappraisal cycles, property tax base, exemptions, and taxation.

- ▶ USPAP and the assessor
- ▶ Aligning office practices with statutes and rules
- ▶ Exemptions
- ▶ Capping and assessment/tax limitations
- ▶ Ownership transfers—wills and trusts
- ▶ Recent court decisions and legislative update
- ▶ Short term rentals legal impacts
- ▶ Highest & best use
- ▶ Legal implications of virtual inspections
- ▶ How to advocate with state legislators
- ▶ Case law research
- ▶ Unusual cases and appeals

BOK 2. Collecting and Maintaining Property Data

This Knowledge Area includes skills related to managing information necessary to the valuation of property, including ownership, transfers, identification, description, and related data management.

- ▶ Cap rate development
- ▶ Accurate definition of neighborhoods and market areas
- ▶ Are physical inspections obsolete?
- ▶ Collecting market rates (vacancy)
- ▶ Process to encourage submission of data
- ▶ Paper to digital for property data
- ▶ Desk top review—harness the power of data resources
- ▶ Optimizing data collection & maintenance
- ▶ Mobile data collection
- ▶ Virtual Inspections
- ▶ Resources/tools for collecting market data & trends
- ▶ Resources for gathering data—including drones
- ▶ Artificial intelligence

BOK 3. Developing and Managing Cadastral Data

This Knowledge Area identifies the skills required to effectively develop, manage, implement, and administer a robust Cadastral System, both digital and printed versions.

- ▶ The role of GIS in the assessment office
- ▶ Data analysis and modeling through mapping
- ▶ Value added from GIS data
- ▶ Integrating GIS/CAMA/TAX
- ▶ 3-D modeling at the unit level
- ▶ Establishing quality control methods
- ▶ Utilizing GIS for data visualization
- ▶ The role of GIS in property inspection
- ▶ Geospatial analysis

BOK 4. Appraising Property

This Knowledge Area includes skills related to discovering property, developing and reporting property value, mass appraisal and single property appraisal, using the three approaches to value, land valuation, and value reconciliation, while considering specific property types.

- ▶ Appraising property—back to basics
- ▶ Housing (affordable, subsidized, assisted living, mobile/manufactured, apartments, etc)
- ▶ Minerals—mining, drilling and fracking
- ▶ Valuing land in built-out communities
- ▶ Modeling
- ▶ AVM's, regression and statistical analysis
- ▶ Personal property (machinery & equipment, aircraft, leasehold improvements, etc)
- ▶ Telecommunications, cell towers, billboards, lease information
- ▶ Agriculture (farmland, hydroponic, crop rates, tourism, apiculture, aquaculture, cattle operations, row crops, etc)
- ▶ Identify and analyze relevant general, economic and market data
- ▶ Investigating racial disparity
- ▶ Modeling wow to: cost, sales & income
- ▶ Business enterprise value
- ▶ How contamination affects value
- ▶ COVID impact on valuation and appeals
- ▶ Special use properties
 - Power plants
 - Marijuana facilities—growing, processing & dispensing
 - Solar, wind and renewable
 - Warehouses and industrials
 - Storage facilities
 - Technology campuses
 - Water resources / water treatment plants
 - Breweries
 - Short term rentals—Airbnb, Bed & Breakfast
 - Fuel storage facilities
 - Parking structures
 - Pipelines
 - Manufactured home parks / RV parks

BOK 5. Leading and Managing the Assessment Office

This Knowledge Area is concerned with assessment administration and includes skills related to leadership and management, such as planning, organizing, directing, and controlling.

- ▶ Effective communication skills
- ▶ Recruitment / Staffing / Employee Retention
- ▶ De-escalation tactics
- ▶ Creating safe & inclusive workspace
- ▶ Effective position descriptions
- ▶ Designation programs
- ▶ Multi-generation integration
- ▶ Managing and influencing office culture
- ▶ Succession planning
- ▶ Measuring staff performance
- ▶ Developing plans & goals in the assessor's office
- ▶ Work / life balance in a virtual world
- ▶ Developing performance metrics
- ▶ Leadership vs management
- ▶ Budgeting / financial best practices
- ▶ RFP development: pitfalls, highlights, wins
- ▶ Pandemic preparation and response
- ▶ Management best practices
- ▶ Developing leadership qualities
- ▶ Managing the remote workforce
- ▶ Recruitment / staffing / employee retention
- ▶ Staff training & development
- ▶ Staff motivation and recognition
- ▶ Coaching and mentoring
- ▶ Interns in the assessor's office
- ▶ Tools and resources for career advancement

Submit proposals
at iaao.org/Boston

2022 **IAAO** Annual
Conference
& Exhibition
August 28-31 ★ Boston, Massachusetts

RULES OF ENGAGEMENT

Submit presentations using the online form.

Upon submitting a presentation, you will receive an automatic confirmation for your records.

Limit to two submissions. IAAO is looking for a diversity of thought. Presenters should be listed on no more than two submissions.

List the primary point of contact. The person submitting the proposal is considered the primary point of contact. This individual receives communications and is responsible for sharing information with any co-presenters. Provide the biography of this person at the time of submission.

List all presenters at the time of submission. Information needed will be name, professional designations, jurisdiction or company and email address. Biographical information will be requested after acceptance and per the Timeline.

Limit to the number of presenters in each session. Presenters should be limited to three in a one hour or 90-minute session.

Use clear, appropriate, error free language. Proposals require concise titles (limit of 12 words), a persuasive outcome-focused short description limited to 50 words (and suitable for publication), a longer description (limited to 200 words), three well thought out learning objectives, description of how attendees will be able to apply the information to their daily work, and a description on how you plan to engage the audience. IAAO may modify the titles and short descriptions for editing and marketing purposes.

Don't underestimate the importance of instructional flow/design. Adult learning theory suggests that the best learning environments are the ones that are collaborative and use a problem-based approach. For example, what is the problem you are addressing? What solutions will you provide? What skills are needed?

Register for the conference. Presenter registration discounts may be available. If a presenter plans to participate only in his or her own session, registration costs may be waived. Scholarships may be available. Information will be available on the IAAO website. Funds are limited. Scholarship applicants should apply in early 2022. Other potential discounts to registration (e.g. exhibitor) take precedence.

Submit a final presentation. Presenters are expected to submit a slide (PowerPoint) presentation along with a minimum one-page narrative or summary of the final presentation. Longer "papers" are encouraged.

Participate in available presenter training.

SUBMISSION AREAS *(continued)*

BOK 6. Managing Complaints and Appeals

This Knowledge Area is concerned with inquiries, complaints, and valuation/assessment appeals.

- ▶ Analyzing fee appraisals
- ▶ Dispute resolution
- ▶ Appeal litigation & strategy
- ▶ Defending value—single property vs mass
- ▶ Using depositions to your advantage
- ▶ Virtual / socially distanced hearings
- ▶ Expert witness tips and tricks
- ▶ Mock trial (interactive)
- ▶ Board of Review training
- ▶ Pandemic response

BOK 7. Managing Public Relations and Communications

This Knowledge Area focuses on communicating with the public, government stakeholders, and the media.

- ▶ Social media influences on the profession
- ▶ Social media best practices
- ▶ Sharing false information
- ▶ Open access to public records (data transparency)
- ▶ Web based interaction with property owners/ self service website
- ▶ Effective data visualization
- ▶ Educate the public on the appeals process
- ▶ Diversity, equity and inclusion awareness and education
- ▶ How to communicate with your elected officials
- ▶ Communicating with other government agencies and partners
- ▶ Communication with the media
- ▶ Preparing annual reports
- ▶ Public appearances / interviews
- ▶ Townhalls / community meetings
- ▶ Data dashboards (Excel, PowerBI, Shiny, etc)
- ▶ Recruitment and outreach (including internships)
- ▶ Addressing racial disparity issues
- ▶ Community advocacy / betterment
- ▶ Advocacy of the profession
- ▶ Communications in a virtual world
- ▶ Developing, evaluating or updating your public relations plan
- ▶ Public relations best practices

BOK 8. Oversight and Compliance Review

This Knowledge Area deals with the skills necessary for audit, oversight, and compliance reviews at a macro level (i.e., State/Province/National).

- ▶ Department of Revenue role in assessment—similarities / differences in various states
- ▶ Monitoring the performance of local assessors and property tax officials
- ▶ Setting standards and specifications
- ▶ Ratio studies
- ▶ Horizontal & vertical equity
- ▶ Auditing the assessor
- ▶ Oversight agencies and their role in the appeal process
- ▶ Advocating with the oversight agency
- ▶ Assessing and implementing legislative changes

PRESENTATIONS ON OTHER TOPICS RELATED TO THE BOK ARE ALSO ENCOURAGED.

Submit proposals
at iaao.org/Boston

2022 **IAAO** Annual Conference & Exhibition
August 28-31 ★ Boston, Massachusetts

I'm glad I said 'yes' to presenting

Nobody knows everything, but everybody knows something ...

BY SHILA KIANDE

Shortly after the "Call for Presentations" for the 2021 IAAO Annual Conference announcement went out to membership, my phone rang.

Cindy Dodge, one of my colleagues, told me that we had to put in a presentation submission.

We decided on communications because we recently taught on this subject.

Before we knew it, we were selected to present and the work began.

Presenting at an IAAO conference doesn't just happen. There are deadlines for materials to meet, as well as review-

ing procedures and practicing material.

Our presentation, "Communication as an Opportunity," was about how every time we have to communicate in our profession, we should use it as an opportunity to educate others and learn ourselves.

To communicate effectively, we need to be knowledgeable and confident in the requirements, laws, and procedures for assessment administration in our state.

We also have to communicate effectively, which involves active listening and understanding how others may receive information.



Shila Kiander

It isn't always easy to have to communicate hard things with taxpayers, but that is part of the job.

Customer service is an important part of what everyone in assessment administration does.

Everyone in our profession should work on being a great communicator.

I was honored to present at the 2021 IAAO Annual Conference in Chicago, and I would encourage every IAAO member to consider what you have to offer others.

Nobody knows everything, but everybody knows something.

When the call for presentations comes out for the 2022 IAAO Annual Conference, consider what you can offer to others. I am glad I said yes!

SHILA KIANDE is Equalization Director with Mecosta County in Big Rapids, Michigan.

Communication is an opportunity

► Presented by Shila J. Kiander, MCAO, Mecosta County, Michigan, and Cindy S. Dodge, MCAO, Michigan Townships, on Aug. 31 at the 2021 IAAO Annual Conference in Chicago.

What does it take to communicate effectively in today's environment?

How do you explain a complex assessment administration system to officials and taxpayers?

In order to use communication as an opportunity you must:

- Know what you need to communicate.
- Know how to communicate effectively.
- Know when to speak and when to listen.

1. Know what you need to communicate.

The assessor's office is responsible for providing fair and equitable assessments for property taxation — this directly translates into tax revenue so the local government can provide for its residents.

Assessors also serve and help the citizens of the community by providing information and answering questions. To take advantage of this opportunity, we must understand our job and the laws that direct what we do.

Every time we interact with taxpayers is an opportunity for us to educate others about assessment administration. It is also an opportunity for us to listen and learn about what is going on in the community and in the market.

Knowing what you need to communicate requires:

- Keeping accurate records.
- Being knowledgeable and confident.
- Staying abreast of laws, requirements, and technology.

2. Know how to communicate effectively.

As assessors, we must communicate with others in four ways: verbal/voice, non-verbal, in writing, and online.

We also need to understand that

people from different generations face challenges with the different forms of communication. Knowing how to communicate requires:

- Finding common ground with others.
- Knowing your strengths and weaknesses.

3. Know when to speak and when to listen.

The assessor's office often must tell taxpayers things that they don't want to hear.

For assessors it is professional, but for taxpayers it is personal. As assessors, we can't control a property owners' actions, but we can control our reaction. Knowing when to speak and when to listen requires:

- Engaging in active listening.
- Finding common ground.
- Understanding professional vs. personal.
- Not apologizing for doing your job.

AAS

ASSESSMENT ADMINISTRATION SPECIALIST



APRIL GAYLORD, AAS, earned the Assessment Administration Specialist designation. She is a Specialist with the Tennessee Comptroller of the Treasury Division of Property Assessments. She's

been in the profession for four years and holds a Bachelor of Science in business administration from Tennessee Tech University in Cookeville, Tennessee.



JANICE LILLY, AAS, earned the Assessment Administration Specialist designation. She is a Commercial Real Estate Appraiser Analyst I with the Orange County, Florida, Property Appraiser.

She's been in the profession for five years, is a Certified Florida Evaluator, and holds a Bachelor of Arts in business administration from the University of North Carolina-Charlotte.

CMS

CADASTRAL MAPPING SPECIALIST



MECHELLE DUNCAN, CMS, earned the Cadastral Mapping Specialist designation. She is Deputy Assessor/Mapping with the Pike County, Mississippi, Tax Assessor's Office and has been in the profession for six years.

RES

RESIDENTIAL EVALUATION SPECIALIST



DONNETTE ANTHONY, RES, earned the Residential Evaluation Specialist designation. She is an Appraiser III - Residential with the Charlotte County, Florida, Property

Appraiser's Office. She's been in the profession for 17 years and holds an Associate of Arts degree from Florida Southwestern State College in Punta Gorda, Florida.



BRYAN MCGEHEE, RES, earned the Residential Evaluation Specialist designation. He is a Senior Residential Appraiser with the Charlotte County, Florida, Property Appraiser's

Office. He's been in the profession for 32 years and holds a Bachelor of Science in finance from University of South Florida in Tampa, Florida. He is a State Certified General Appraiser and a Certified Florida Evaluator.



HUSAIN JAFFER, RES, earned the Residential Evaluation Specialist designation. He is a Real Estate Residential Analyst with the Orange County, Florida, Property Appraiser. He's been

in the profession for four years and holds a Master of Business Administration from Rollins College Crummer Graduate School of Business in Winter Park, Florida.

Charity assessment organization gives IAAO a perfect score

Just in time for GivingTuesday, Nov. 30, Charity Navigator scored IAAO 100 out of 100 on their Encompass Rating System.

Charity Navigator is a charity assessment organization that evaluates hundreds of thousands of organizations based in the United States, operating as a free 501(c)(3) nonprofit organization.

IAAO members and others interested in assisting the organization in its educational and other outreach activities are encouraged to look at making a donation on GivingTuesday.

GivingTuesday is the Tuesday after Thanksgiving in the United States and has been described as a "global generosity movement unleashing the power of people and organizations to transform

▶ [Contribute to IAAO:
iaao.org/donate](https://iaao.org/donate)

their communities and the world."

GivingTuesday began in 2012 as a day that encourages people to do good.

The initiative was developed at the 92nd Street Y in New York City and the co-founding organization was the United Nations Foundation.

IAAO is a 501(c)(3) organization, and donations are tax deductible to the extent allowed by the Internal Revenue Code.

When individuals give to IAAO, they are affirming their belief in the causes that uphold the IAAO community.

You can show your passion for the organization and commitment to the future of the profession by giving to one of these funds:

- Diversity, Equity, and Inclusion Initiative
 - Research Initiatives
 - General Giving
 - Scholarships
- Or give to one of the trust funds already established.
- Barbara Brunner Scholarship Fund
 - Jeff Hunt, CAE, Memorial Candidates Trust
 - Timothy N. Hagemann Memorial Membership Trust
 - Friends of the Paul V. Corusy Library Trust



Research Grant Program now open to members, faculty, and students

IAAO is accepting research topic submissions for the 2022 IAAO Research Grant Program, and IAAO members, along with students and faculty, are eligible to submit proposals.

The IAAO Research Grant Program provides financial support for research in areas related to property appraisal, assessment administration, and property tax policy.

Submissions will be accepted until Feb. 12, 2022.

The grant program was renamed, updated, and revised to allow members to also participate, potentially to solve a problem that is of interest to IAAO membership.

Acceptance of a grant carries with it an obligation to submit a satisfactory report for publication in *Fair+Equitable* or the *Journal of Property Tax Assessment and Administration*. Presentation at an IAAO conference may be requested.

The 2021 grant recipients were Michael McCord, Ph.D., and Peader Davis, Ph.D., both at the Ulster University in Northern Ireland.

Research Grant Program guidelines

All IAAO members, graduate/postgraduate students, and faculty at accredited colleges/universities are eligible to apply for a grant.

International and domestic students are eligible; however, the final report must be in English.

Funding for each approved project will be between \$2,500 and \$5,000, and grants are awarded for one year.

Subject areas for submissions can include:

- Valuation of any property type (real or personal) for property tax purposes.

- Assessment administration trends including methods, procedures, and use of technology.

- Property tax policy and its impact, including evolving global policies, initiatives, and economic development strategies.

- Assessment and valuation standards that affect assessment professionals and property owners.

Application guidelines

To apply for the grant, download the application at www.iaao.org/researchgrant and submit the proposal packet via email no later than Feb. 12, 2022.

In the subject line of the email, enter your last name, then first name (Doe, Jane). Recipients will be notified by March 31, 2022.

Direct questions to the IAAO Library at library@iaao.org.

DATA SCIENTIST/ VALUATION SPECIALIST

VISION GOVERNMENT SOLUTIONS

HUDSON, MASSACHUSETTS

Vision Government Solutions is a leading Government technology firm providing cutting-edge CAMA and Tax software along with Appraisal Services to more than 450 communities nationwide.

Vision is searching for stars in the Appraisal and Property Tax industry to join our rapidly growing team. We are seeking ambitious team members who yearn to push the boundaries of the assessment industry in exciting yet pragmatic ways.

SUMMARY OF ROLE AND RESPONSIBILITIES

The Data Scientist/Valuation Specialist role reports to the Project Management Office Director and will collaborate closely with the Project Management, Sales, and Product teams.

A brief description of responsibilities is as follows:

- Primary roles and responsibilities: Crafting custom data mapping and valuation models for assigned Vision CAMA implementations, including designing creative system configurations, table setup, cost, income, and regression modeling, statistical analysis, and advanced valuation consulting services
- In addition to the primary roles and responsibilities, this person will serve as a valuation Subject Matter Expert, who may also:
 - Spearhead innovative “continuous improvement” approaches to reduce project timelines and increase customer happiness during implementations, with a particular focus on strategies that generate scale across multiple implementations
 - Support the sales and marketing teams by participating in demos of Vision CAMA with a unique focus on valuation capabilities (ex: MRA, sales analysis, comp sales, income, etc.) and developing educational webinars and resources to be disseminated to Assessing organizations across the country

WHO WE ARE LOOKING FOR

The ideal person for this role will have:

- An obsession with customer happiness and loyalty:
 - Deep commitment to long-term customer happiness
 - Strong passion for a partnership approach to customer management vs. a transactional approach
 - Commitment to promising what we can deliver and delivering what we promise
 - Interest in balancing new customer growth with realistic expectation setting
 - The aspiration to invest in their team and customers
 - Desire to span departmental boundaries to enhance the customer experience
 - Values competitiveness as a team; collaboration with each other
 - Refusal to settle for the status quo
- A willingness to think creatively about the future of the assessment industry to set Vision apart from other CAMA vendors
- A combination of valuation and CAMA product expertise:
 - Highly regarded for their proficiency in valuation using various CAMA systems. Specific focus on table adjustments, cost model development, MRA, sales analysis/comp sales, commercial valuation, reporting, and GIS
 - Preference to experience with Vision CAMA, but not required
 - Eight+ years of appraisal/valuation experience
 - Skilled in SQL, R, Python, MS Office, PowerBI, etc.

REMOTE WORK AND TRAVEL EXPECTATIONS

Due to COVID-19, Vision is currently working remotely. After COVID-19, this role is designed to stay remote, with oc-

casional visits to Vision headquarters for collaboration purposes (six to 10 times per year). Also, after COVID-19, we expect this role will involve 10%-20% travel to client sites, in alignment with periodic consultative sales meetings with Vision CAMA prospects.

TOTAL COMPENSATION PACKAGE

To be discussed

BENEFITS PACKAGE

Vision offers health, dental, and vision plans, as well as a 401(k)-matching program. We also provide reimbursements for remote work setup, professional memberships, and IAAO- accredited continuing education.

APPLY FOR THIS JOB

Contact Person: Jenifer Rukstela

Email Address: pm@vgsi.com

Phone: 860-961-6671

REAL PROPERTY APPRAISER

SEMINOLE COUNTY PROPERTY APPRAISER

REAL ESTATE, COMMERCIAL, PROPERTY, RESIDENTIAL APPRAISER

SANFORD, FLORIDA

JOB DESCRIPTION

- As assigned, appraise all new construction, additions, rechecks on all applicable properties for a given year.
- As assigned, appraise land on all applicable properties for a given year.
- As assigned, perform a parcel-by-parcel inspection on all applicable properties in a given area.
- Use the three recognized and accepted approaches to value.
- Must be proficient in the use of provided agency software, including sketch packages, spreadsheet and time management software.
- Under immediate supervision, contact sellers, purchasers, attorneys, brokers, or others involved, to verify sales of

properties as necessary.

- Under immediate supervision, assists in developing rates for improvements including buildings, extra features, and depreciation.
- Under immediate supervision, use legal descriptions and or parcel numbers to identify parcels on maps and locate them in the field.
- Under immediate supervision, use the office computer and/or handheld computer with the various programs available, the microfiche and microfilm reader to assist in the completion of assigned tasks.
- As assigned, work with other departments within the office and other county or city departments researching and analyzing records necessary for building and land appraisal.
- Under immediate supervision, advise property owners or their representatives concerning methods and procedures used in determining property assessments and answer questions relative to assessments and appraisal techniques, with tact, impartiality, and firmness.
- Work is performed in accordance with general appraisal techniques, Department of Revenue Guidelines and Florida Law.
- The Appraisal Manager shall provide direct supervision and guidance for this position. Work is reviewed primarily for achievement of the desired results in a timely and accurate manner and for adherence to the established policies, through performance expectations/evaluations via coaching and counseling sessions.
- Ability to work overtime when necessary.
- Performs other duties as assigned or as may be necessary.

JOB REQUIREMENTS

- Ability to exercise good judgment in evaluation of situations even under stressful and/or unpleasant circumstances involving staff and/or the public.
- Ability to communicate effectively both orally and in writing.
- Ability to use a personal computer and

a variety of other specialized computer applications to accomplish assigned tasks.

- Ability to access and observe property in the field.
- Must successfully complete any examinations that are deemed appropriate by the Appraisal Director for an individual to work in the position of Appraiser.
- Must successfully complete the formal education courses required to be eligible for the designation of Certified Florida Evaluator by the Florida Department of Revenue.
- Must have a valid Florida drivers license with acceptable driving record.
- Associates degree or a minimum of 60 hours of college at a regional accredited college or university. Preference will be given to those individuals who possess or are actively pursuing a four-year college degree in a professionally accredited program in a field of study that the Appraisal Director feels would be beneficial to the Appraisal Department. Must have a minimum of two-years' experience in appraisal or other related field.

APPLY FOR THIS JOB

Contact Person: Katie Grasso

Email: katie@scpafl.org

Phone: 407-665-7500

Apply URL: <https://www.scpafl.org/Portals/0/LinkFile/SCPA%20Employment%20Application%20-%20fillable.pdf?ver=2021-09-13-081942-750> or <https://bit.ly/3nC6hmu>

REAL ESTATE APPRAISER II

FAIRFAX COUNTY GOVERNMENT

FAIRFAX, VIRGINIA

APPLY FOR THIS JOB

Apply URL: <https://www.governmentjobs.com/careers/fairfaxcounty/jobs/2952015/real-estate-appraiser-ii?keywords=real%20estate%20appraiser&pagetype=jobOpportunitiesJobs>

JOB DESCRIPTION

This announcement will be used to fill multiple positions.

Makes appraisals of all classes of non-residential properties. Non-residential classes include rental apartments, industrial property, retail, office building, hotels, condominium, office/industrial buildings, vacant land zoned for non-residential uses, service stations, fast food restaurants, nursing homes, day care centers, and other properties as directed.

Defends assessments in the administrative appeal process, at the Board of Equalization level and in Circuit Court. Meets with taxpayers, property tax representatives and attorneys.

Prepares special reports and analysis of economic data. Assists in the quality review of appraisals and training of both new and seasonal staff.

Note: Salary offer will be commensurate with related work experience, licenses and/or designations and may not exceed the mid-point of the advertised salary range.

Please review our generous retirement benefit package as we do not participate in the VRS retirement system.

JOB REQUIREMENTS

MINIMUM QUALIFICATIONS:

Any combination of education, experience, and training equivalent to the following:

(Go to <https://www.fairfaxcounty.gov/hr/equivalencies-education-and-experience> to learn how Fairfax County interprets equivalencies for "Any combination, experience, and training equivalent to")

Graduation from an accredited four-year college or university with a Bachelor's degree; plus four years field experience in the appraisal of real property.

CERTIFICATES AND LICENSES REQUIRED:

Possession of a valid motor vehicle drivers license.

NECESSARY SPECIAL REQUIREMENTS:

The appointee to this position will be

required to complete a criminal background check and a driving record check to the satisfaction of the employer. Ability to work overtime hours on an as needed basis.

All newly hired employees are required to be fully vaccinated as a condition of employment or obtain approval of a medical or religious exemption before **their start date**.

Proof of an exemption or vaccination status will be required during the pre-employment onboarding process.

New employees who obtain an exemption from the vaccine mandate for medical or religious reasons will still be subject to the weekly testing requirement.

Otherwise, vaccinated employees will complete the attestation online in the first day of employment.

PREFERRED QUALIFICATIONS:

Certified Residential or Certified General Appraisal License, or Designation from the International Association of Assessing Officers (RES, CAE) or the Appraisal Institute (MAI, SRA, SRPA). Experience in mass appraisal for real estate assessments. Three years of experience equivalent to the Real Estate Appraiser I level.

Experience with macro analysis on commercial properties for tax assessment purposes. Real estate appraisal experience, to include fee appraisal and assessment.

PHYSICAL REQUIREMENTS:

Must be able to physically measure residential and non-residential property in the field. All duties performed with or without reasonable accommodations.

SELECTION PROCEDURE:

Panel interview and may include exercise.

This position is listed as "open continuous." Interested applicants are advised to submit their applications as soon as possible.

Applications will be reviewed, and qualified applicants referred on a continuous basis. Interviews will be conducted on a regular

basis throughout the recruitment with candidates whose qualifications best fit our needs.

If your application is received later in the recruitment process, it may not be reviewed or considered.

The application process will close when the position(s) have been filled or when a sufficient number of qualified applications have been received.

Fairfax County Government prohibits discrimination on the basis of race, color, religion, national origin, sex, pregnancy, childbirth or related medical conditions, age, marital status, disability, sexual orientation, gender identity, genetics, political affiliation, or status as a veteran in the recruitment, selection, and hiring of its workforce.

Reasonable accommodations are available to persons with disabilities during application and/or interview processes per the Americans with Disabilities Act. Contact 703-324-4900 for assistance. TTY 703-222-7314. EEO/AA/TTY.

APPLY FOR THIS JOB

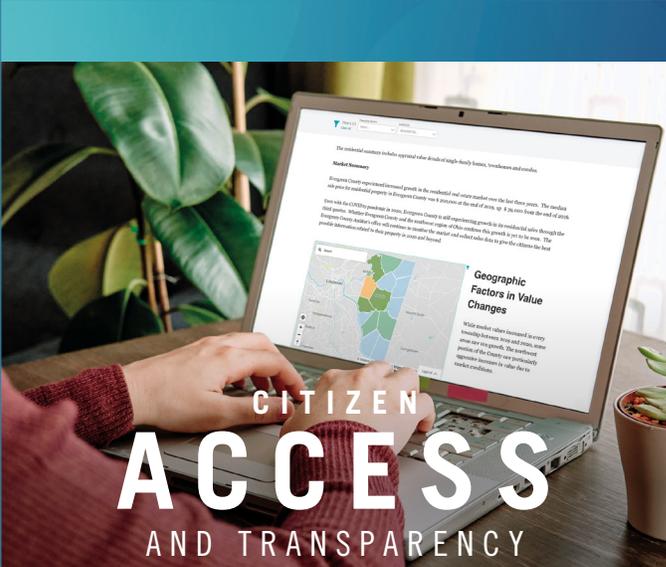
Apply URL: <https://www.governmentjobs.com/careers/fairfaxcounty/jobs/2952015/real-estate-appraiser-ii?keywords=real%20estate%20appraiser&pagetype=jobOpportunitiesJobs> or <https://bit.ly/3mm44Mo>



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Dec. 2-3

Fort Lauderdale, Florida

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Jan. 25-26, 2022

Kansas City, Missouri

▪ BOARD OF DIRECTORS MEETING

Jan. 27-29, 2022

Kansas City, Missouri

▪ GIS/VALUATION TECHNOLOGIES CONFERENCE

March 27-30, 2022

New Orleans

▪ 2022 ANNUAL CONFERENCE

Aug. 28-31

Boston

▪ 2023 ANNUAL CONFERENCE

Aug. 27-30

Salt Lake City

Do you have an idea for a Fair+Equitable article?

Have you solved a problem others in the assessing industry might benefit from learning about, or have you noticed an emerging trend? Share it with your fellow members by sending an email to **Keith Robison**, IAAO Publications Manager, at robison@iaao.org.

IN MEMORIAM

KONSTANTINS CHAKS

Konstantins “Kon” Chaks, CAE, died on Feb. 4 in Lachine, Quebec.

He was 94. Konstantins was an IAAO member for 63 years. He was born in Rezekne, Latvia, in 1927. He lost his parents, Janis and Helena, and his brother Antons during World War II.

He lived in Belgium before settling in Mansfield, England, and moved to Canada in 1954.



ROBERT T. DUNNE

Pinellas County, Florida, Property Appraiser employee Robert “Rob” Dunne, RES, passed away on Sept. 7 at his home in Pasco County, Florida. He was 57.

He was a director of Residential Appraisal with Pinellas County for more than 15 years and an IAAO member since 2011.

Rob served in the U.S. Army for seven years and was for a time stationed in Japan.



NILS E. HALLBERG

Nils Eric Hallberg Sr., 66, of Land O’ Lakes, Florida, passed away Oct. 8.

He was born in Butler, Pennsylvania, and moved to Florida in 1957. Nils served in the United States Air Force and later was Director of Personal Properties with the Pasco County Property Appraiser’s Office. He was an IAAO member for six years.



WILLIAM H. INGALLS JR.

William Herbert Ingalls Jr., of Dunbarton, New Hampshire, suffered a fatal heart attack on May 17, 2021.

He was Assessor with the Town of Bedford, New Hampshire, and a 20-year member of IAAO.

BYRON THOMAS

Byron Thomas, Residential Land Appraiser with the Leon County, Florida, Property Appraiser’s Office, died on Oct. 2. He was 53.

Byron went to work for the Leon County Property Appraiser’s Office in 2006 after attending Florida A&M University in Tallahassee.

He had been an IAAO member since 2011.



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