

# HIDALGO COUNTY APPRAISAL DISTRICT



## ADMINISTRATION

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## 2020 INFORMAL PROTEST PROCESS

### Property Tax Consultants:

The Hidalgo County Appraisal District (HCAD) will continue operations but will no longer provide face-to-face services to the public inside the building effective immediately, as part of the effort to reduce the spread of the COVID-19 virus.

HCAD is committed to being responsive to you. However, we believe it to be in the best interest of the community and its employees to temporarily suspend direct face-to-face contact with the public while continuing to provide services through other options, such as its website, online, and phone services.

"Social distancing" is one of the best ways to support the health of the entire community. HCAD will be mailing the appraisal (valuation) notices to property owners on April 17th. We would like to remind you that the valuation notices we plan to send in April will represent property values as of January 1, 2020, per the Texas Property Tax Code. Any impact on values from the current health crisis will be reflected in the 2021 property valuations. There are currently no provisions in the Tax Code to allow for reduced values for 2020 based on an event such as the current health crisis. HCAD's current plan for the property owner walk-in period for the 2020 appraisal protest season will also be eliminated.

Below is a description of what HCAD will be implementing as a hybrid system this year; described below for the **Informal protest process** which is scheduled to begin in April:

- Property Tax Consultants/Agents who wish to protest their property values are strongly encourage to file their protests as soon as possible, preferably electronically. This is being encouraged in order to allow Agents to handle the entire process from the comfort of their own office, including submitting and reviewing evidence and managing their settlement offer.
- The elimination of face-to-face meetings means that the informal meeting with an HCAD employee is strongly encouraged through telephonic conference and/or email communication with your assigned appraiser.
- We have instituted definitive informal dates along with formal dates for protest hearings. The informal time slots are from April 13, 2020 through May 1, 2020. The informal slots will be filled on a first come first serve basis. HCAD has set up the concentrated informal times with a set number of appraisers for each of you. During this time slot our appraisers are dedicated only to you, to help you finish your accounts.
- Any evidence that you would like to present before your informal meetings should be emailed to help with this process, the property values will be available by April 13, 2020 upon request. Keep in mind that any accounts not worked during your informal slot will be set directly for formal hearings. All this should be considered in your planning.
- Hearings scheduled with the Appraisal Review Board (ARB) will have the option of offering their evidence by affidavit.
- It is imperative that this process be implemented so we can better serve you and therefore the public. Your cooperation during these trying times is greatly appreciated. Contact Michael Lopez via email at [malopez@hidalgoad.org](mailto:malopez@hidalgoad.org) or phone (956)381-8466 ext. 138 to schedule your informal time slot.

Thank you for your cooperation.

Rolando Garza  
Chief Appraiser  
Hidalgo CAD