



2500 Handley – Ederville Road  
Fort Worth, TX 76118  
resagent@tad.org

## Residential – Informal Agent Properties and Information Review

### **COVID-19: Residential Informal Agent Meetings will be handled exclusively online**

For a detailed video on “**Residential Agent Informal Process**” please visit: <https://www.tad.org/resources/helpful-videos/>.

1. LEGISLATIVE UPDATE: Texas Property Tax Code. Sec. 23.01. Appraisals Generally. (e) [Effective January 1, 2020] Notwithstanding any provision of this subchapter to the contrary, if the appraised value of property in a tax year is lowered under Subtitle F, the appraised value of the property as finally determined under that subtitle is considered to be the appraised value of the property for that tax year. In the next tax year in which the property is appraised, the chief appraiser may not increase the appraised value of the property unless the increase by the chief appraiser is reasonably supported by clear and convincing evidence when all of the reliable and probative evidence in the record is considered as a whole.
2. Contact us: You must contact us to request an informal review. Our official email address for residential agents is [resagent@tad.org](mailto:resagent@tad.org). The residential department works exclusively online. Walk-ins at the service counter will be asked to contact us by email.
3. Informal Deadline: First come, first serve. Do not wait. The deadline to complete a Residential informal review is 2 business days prior to your scheduled Tarrant Appraisal Review Board hearing begin date. If you are within 2 business days of your scheduled hearing date, you are too late. You will need to attend your hearing. This is subject to change depending on available resources.
4. 41.461 Information: All evidence that TAD will present in a hearing is readily available at [www.tad.org](http://www.tad.org) using an online account. If you need assistance using an online account, please email [resagent@tad.org](mailto:resagent@tad.org). If you require a hard copy or a disc, please send all requests to: [resagent@tad.org](mailto:resagent@tad.org) and include an account list with each request. Hard copies and discs will be delivered by mail.
5. Offers: Offer sheets will be sent by email to the email address provided by the requesting party. You must record all responses in the google sheet. Do not email spreadsheets. Do not mail signed settlement and waivers. Return all signed settlement and waivers electronically or in-person at our service counter. For in-person drop-off, we will provide a receipt for all returned settlement and waivers.
6. Evidence: Supporting evidence must be submitted on all value requests lower than the TAD offer. The protesting party must provide evidence for justification. The protesting party is responsible for maintaining this evidence.
7. Appointment of Agents (AoA): Settlement and waiver of protests require a designation of representation according to Tax Code Section 1.111 and Comptroller Rule 9.3044. You can download a list from the search results. For specific questions about an AoA designation, please call 817-284-8884. NEW – the [www.tad.org](http://www.tad.org) search engine has a selection for Agent Name & Agent Number.
8. Data Downloads: There are many data downloads available on our website [www.tad.org](http://www.tad.org). If you need assistance, or if a data element is missing or incorrect, please email [resagent@tad.org](mailto:resagent@tad.org).
9. Rescind: Rescinding an agreement is not common practice and requires special circumstances. All requests to rescind an agreement must be made in writing by email to [resagent@tad.org](mailto:resagent@tad.org) prior to the certification date. This determination is at the sole discretion of the Residential Department.
10. Validation: You must validate all value agreements prior to the certification date. All value agreements go through a quality control and approval process. Not all value agreements are approved due to exceptions and conflicts.
11. Void: Offer sheet final values without an accompanying signed settlement and waiver are void. Untimely, unauthorized representation, clerical errors, and rescinded settlement and waivers are void. All agreements will be reviewed for clerical errors.

**We will continue offering an informal review to every agent that provides professional courtesy and maintains a productive working relationship.**

**Thank you for your partnership and your assistance.**