

FAQ's FOR 2020 NOTICE OF ASSESSMENT CHANGE

Will the COVID-19 Pandemic affect my appeal rights for my assessment?

No, the Village of Elm Grove is still holding 2020 Open Book and Board of Review. However, the way the appeals are being done will be different. We will be holding Open Book through a virtual or mail in form for 2020 instead of in-person meetings with property owners. Please see the included **Notice of Changes to 2020 Open Book Process Due to COVID-19** document for further information.

Is holding Open Book virtually and not in-person legal?

Holding Open Book virtually and/or over the phone is in response to Governor Tony Evers issuance of the "Safer at Home" Order, which states **"...All businesses, including Essential Businesses and Operations, shall, to the greatest extent possible, use technology to avoid meeting in person, including virtual meetings, teleconference, and remote work (i.e., work from home)..."** **"...All public and private gatherings of any number of people that are not part of a single household or living unit are prohibited..."**

What if I believe that my taxes are too high?

If your concern is taxes, contact the elected officials responsible for making spending decisions: Village Board, and School Board members for the Village of Elm Grove and Technical College. Those are the individuals that determine what public services are provided and approve the spending that pays for them. Once they determine the amount of tax to be collected, it is proportionately distributed based on property values. Assessment staff can only speak about property values, not property taxes. To find out more about taxes, visit the [Finance & Budget](#) section of the Village's website.

Why did my assessment change?

The Village of Elm Grove Assessor's office has completed a "Full Revaluation Assessment" which simply means updating all values to 100% level of assessment.

- Examples of changes are new construction, combining or splitting of parcels, remodeling, demolition and any other occurrence that might affect value or the attributes of the parcel.

What if I think my assessed value is not a reasonable estimate of my property's market value?

Assessment law provides appeal opportunities through Open Book and Board of Review. Please review your 2020 Notice of Assessment Change for available Open Book dates, and the included **Notice of Changes to 2020 Open Book Process Due to COVID-19** document for further 2020 Open Book information.

What happens during an Open Book appointment?

Please see the **Notice of Changes to 2020 Open Book Process Due to COVID-19** document for instructions on the 2020 Open Book process.

How do I prepare for an Open Book appointment?

- Review the data the Village of Elm Grove has listed on your [Property Record Card](#).
- Familiarize yourself with the assessment process by reviewing the [Department of Revenue's Guide for Property Owners](#).
- Please see the included **Notice of Changes to 2020 Open Book Process Due to COVID-19** document for more information on 2020 Open Book preparation.

Why might an assessed value be different than a private appraiser or realtor's value?

All valuations are "opinions" based on a specific date and are subject to the best information available to the person making the valuation and the assumptions made during the process. Opinions of value vary for many different reasons, including, but not limited to:

- Private appraisers manually complete single property valuations while assessors complete mass appraisal valuations using computer models.
- The intended use of private appraisals may be for reasons other than taxation, such as to obtain a mortgage, settle an estate or divorce, or for insurance purposes.
- The "as of" date of the valuations may be very different. Private appraisals state the exact date of the valuation. Mass appraisal assessments are always as of January 1st of each year. Additionally, mass appraisal values will be based on sales data from the last revaluation year.
- And finally, there's no absolute answer. All valuations are opinions of value. If made at the same time and based on the same data, conditions and assumptions, they should be close – but they're rarely exactly the same.

What rules govern how property values are estimated by the Assessor's Office?

Wisconsin State Statute Chapter 70 and the Wisconsin Department of Revenue's Property Assessment Manual contain the rules assessors must use to value property. Those rules require that all property be valued uniformly based on market value, which is the price a typical buyer would pay for a property under normal market and physical conditions.

How do I know if my property assessment is accurate and uniform?

The use of Computer Assisted Mass Appraisal (CAMA) results in uniform assessments as it values thousands of similar properties using the same methodologies.

Your assessment is accurate if the data used for your property is correct.

The Village of Elm Grove Assessor's Office strives for accuracy by periodically inspecting properties to verify and update the physical and economic data used in the computer models.

The property data used by the Assessor's Office may be viewed [online](#).

If you have questions,

Please call the Village of Elm Grove Assessor's Office between 9:00 AM - 4:00 PM, Monday through Friday at (262) 782-6700.