



## So what do I do if I don't agree at the Informal Hearing?

If you don't come to an agreement during the Informal Hearing or you would like to bypass the Informal process, you can ask for a formal hearing with the ARB.

## What can I expect at the ARB Hearing?

The following things will happen during the ARB Hearing:

- Both the property owner and the appraisal district will present evidence and rebuttal to the evidence may be offered.
- Both parties make closing arguments.
- The ARB panel deliberates the issues presented and votes on the matter.
- The ARB panel thanks the parties and announces a determination.

For additional information, please visit:

[Texas Comptroller Homeowners Protest](http://www.epcad.org/Protests)  
[www.epcad.org/Protests](http://www.epcad.org/Protests)

## About Us

The primary function of the El Paso Central Appraisal District (EPCAD) is to provide a timely and accurate appraisal roll to the taxing entities of El Paso while providing quality service to the taxpayers of El Paso in the most cost effective manner possible.

The El Paso Central Appraisal District is supported entirely by the participating taxing entities of El Paso County.

The mission of the El Paso Central Appraisal District is to accurately and equitably interpret the market value of all taxable property in El Paso County.

## EL Paso Central Appraisal District

Phone: (915) 780-2000

Address: 5801 Trowbridge Drive  
El Paso, TX, 79925

Email: [admin@epcad.org](mailto:admin@epcad.org)

Web: [www.epcad.org](http://www.epcad.org)

Hours of Operation:

Mon-Thurs: 7 a.m. to 6 p.m.

Fri: 8 a.m. to 5 p.m.



EL PASO CENTRAL  
APPRAISAL DISTRICT

## FILING A PROTEST

*General Information on filing a  
Protest for homeowners*

**Dinah L. Kilgore, R.P.A.**  
Executive Director/ Chief Appraiser



## Home Value and Taxes

### How does my value affect my taxes?

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Placing a value on your home is the first step in the property tax process. The appraisal district sets the taxable value of all property in the county. Your local governments, like the county, city, school districts and special purpose districts like a water and emergency districts, will use the total value of property in their jurisdiction to set a tax rate according to the local government's budgets, which are set based on the amount of money it will take to provide public services.

So, the first step in trying to limit your tax bill is to make sure the appraisal district places a fair value on your home. The Texas Legislature has created a legal process for property owners to appeal the appraisal district's value.

The Appraisal District will send you a notice by April 1, or as soon thereafter, of the market value of your home with an estimate of how much tax you would have to pay based on the same tax rate your city, county, school district and any special purpose district charged the previous year. The notice of appraised value should explain how and when you can file a protest with the Appraisal Review Board (ARB), and should include a protest form.

## What can I do?

First, Review your Notice of Appraised Value. There may be information regarding the appraisal district's informal review process.

File a written notice of protest by the protest deadline. The appraisal notice may include a form for your convenience.

## What can I protest?

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Excessive Value: if you believe the appraisal district's value on your home is too high.

Unequal appraisal: if you believe the appraisal district appraised your home at a higher proportion of its value than comparable properties.

Failure to grant exemptions: if the chief appraiser denied your exemption application.

Failure to provide notice: if the appraisal district failed to provide notice that the value of your home changed.

## Keep in Mind

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It is very important that you preserve your right to protest to the ARB by filing your notice of protest by May 15 or no later than 30 days after the appraisal district mailed a notice of appraised value to you, whichever date is later, even if you hope to resolve your concerns at the informal meeting with the appraisal district.



## So what do I do if I don't agree with my set value?

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You may resolve the matter with the appraisal district at an informal hearing. An Informal Hearing is a meeting where you can sit down one on one with an appraiser and discuss the value of your home. In most cases, the vast majority of disputes are settled during the informal process.



In attending an informal meeting, be sure to bring any evidence such as pictures, repair receipts, quotes for repairs, or closing statements, that can be used to increase your potential for receiving an adjustment at this meeting and avoid having to present your case in front of the ARB.