



New Castle County Reassessment 2025

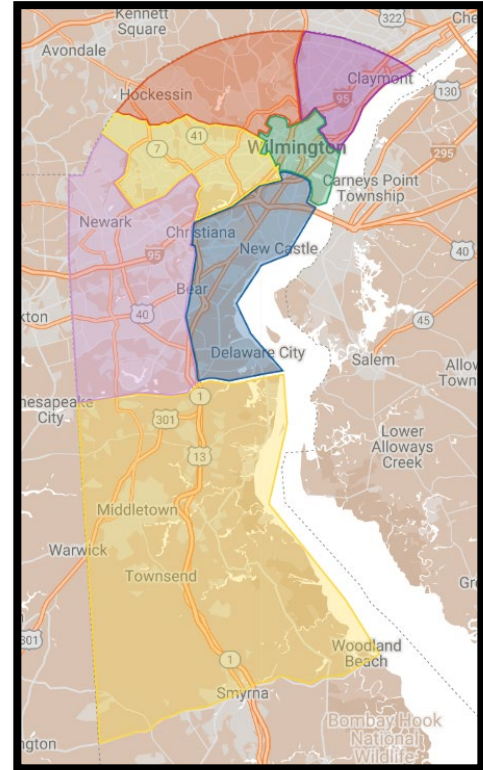
Tyler Technologies

New Castle County Update
August, 2024



Field Inspection – Update

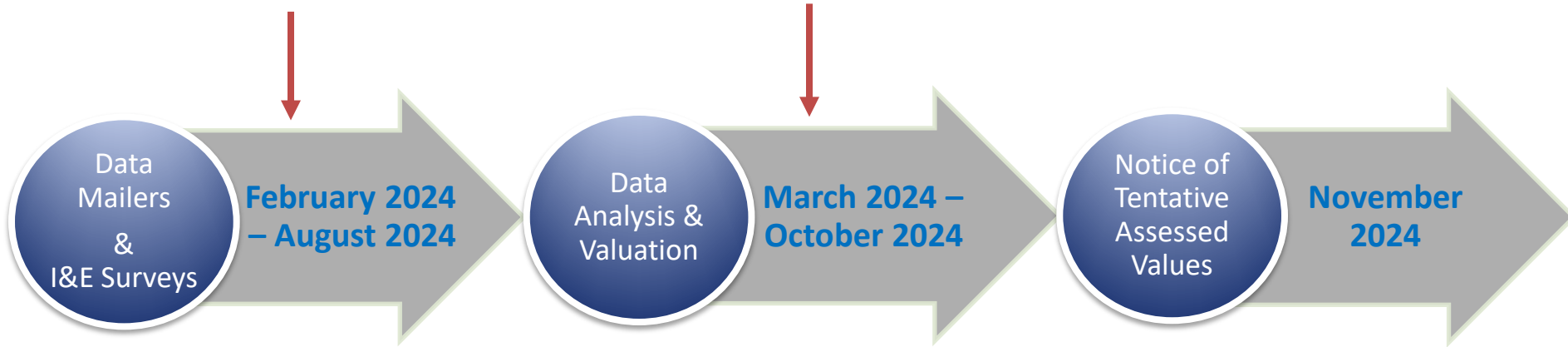
- ❑ All parcels throughout New Castle County have been inspected.
- ❑ Once the physical inspection of improved parcels has occurred, residential data mailers are distributed to represent what was observed from an exterior inspection of the home.
- ❑ Tyler has sent approximately 120,000+/- residential data mailers
- ❑ The remaining 60,000+/- data mailers will be sent by 8/31/2024



Project Timeframe – Update

ALMOST COMPLETE

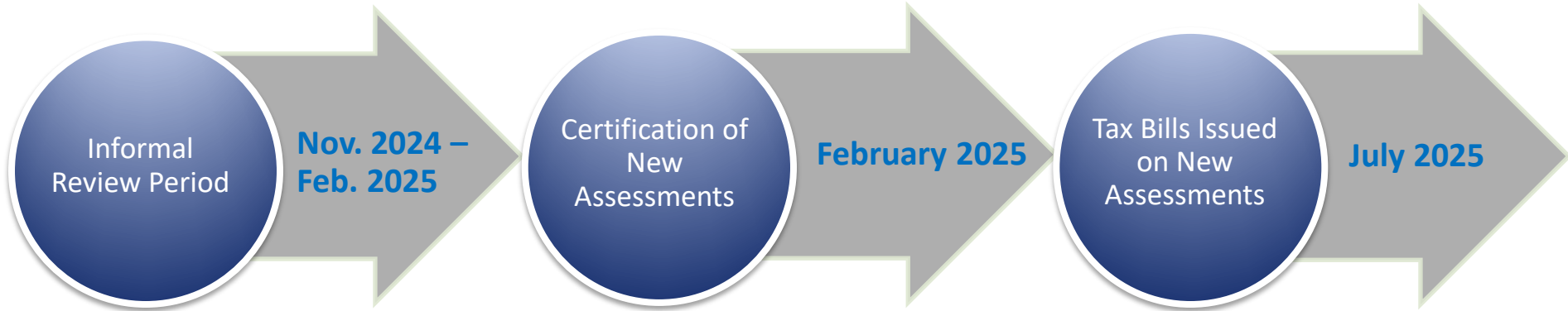
IN PROGRESS



Data Analysis is a comprehensive, multi-level review of all parcel data collected to ensure accuracy & completeness of the parcel record.

Once all parcel records have been reviewed for quality & accuracy, Tyler will value all parcels within New Castle County specific to their property class, use, location, & parcel attributes collected during the field inspection phase of the reassessment.

Project Timeframe – Update



Data Mailers (for Residential Parcels, Only)

tyler technologies

Residential Property Data Mailer

Tyler Technologies [insert owner name]
57 Reads Way [insert mailing address]
New Castle, DE 19720 [insert mailing address 2]

Date of Issue: [insert date]
Parcel ID: [insert PARID]
Address: [insert address]

Tyler Technologies, Inc. has been contracted by New Castle County to conduct a reassessment for all real estate for property purposes. Using the Glossary of Terms found on the back of this form, carefully review your property data listed below. Correct any inaccuracies and return this form to us within 14 days. Any reassessment questions? Please call 302-395-3620.

*** YOU NEED NOT REPLY IF THE BELOW INFORMATION IS CORRECT ***

Building Information			
Number of Living Units	1	Total Rooms	8
Style	Conventional	Total Bedrooms	4
Approximate Year Built	1980	Total Full Bathrooms	2
Number of Stories	2	Total Half Bathrooms	1
Attic	None	Basement	Full
Heating System	Gas - F/WA	Finished Basement	0
Central Air Conditioning	Yes	Garage Spaces	1
Fireplaces	1	Rec Room Area	0
Utilities	All Public	Total Living Area	2,400


Sales Information			
Sale Price	\$250,000	Financing	Conventional
Sale Date	01/04/2022	Concessions	\$0

Name: _____ Daytime Phone: _____ Date: _____


Kindly return to: 57 Reads Way, New Castle, DE 19720

- ❑ Residential Data Mailers are being sent to all improved residential parcels within New Castle County
- ❑ Data mailers will present the owner with the real property characteristic data collected at the time of inspection
- ❑ Owners should review the information for accuracy
- ❑ If any errors, owners should make corrections, & return the mailer to the appropriate “return to” address
- ❖ ***This form does not contain the future assessed value related to the reassessment***

Income & Expense Surveys for Non-Residential Parcels



2025 New Castle County Reassessment
COMMERCIAL INCOME & EXPENSE WORKSHEET



PROPERTY INFORMATION

Parcel ID: 12-34-567	Total Leasable Building Area (Including owner-occupied space)	Sq Ft
Property Address: 5217 SOUTH MAIN STREET	Owner-occupied Area	Sq Ft
Property Use (Check all that Apply): <input type="checkbox"/> Apartment <input type="checkbox"/> Office <input type="checkbox"/> Retail <input type="checkbox"/> Mixed Use <input type="checkbox"/> Shopping Center <input type="checkbox"/> Industrial <input type="checkbox"/> Other:	Net Leasable Area (Not including owner-occupied space)	Sq Ft
Is any part of this property owner-occupied? <input type="checkbox"/> Yes <input type="checkbox"/> No	Rental Units (Including owner-occupied units)	
	Parking Spaces	
	Year Built (If Known)	
	Year Remodeled	

ACTUAL GROSS INCOME - YEAR ENDING 2023

Apartment Rent (from Schedule A)	\$
Office Rent (from Schedule B)	\$
Retail Rent (from Schedule B)	\$
Mixed Use Rent (from Schedule B)	\$
Shopping Center Rent (from Schedule B)	\$
Industrial Rent (from Schedule B)	\$
Other Rent (from Schedule B)	\$
Parking Rent (from Schedules A & B)	\$
Miscellaneous Income (CAM/Insurance/Tax Reimbursement)	\$
Total Actual Gross Income (Total All Rents & Misc. Income)	\$
Actual Vacancy & Credit Loss (Do Not Estimate)	\$
Effective Gross Income (Total Gross Income - Vacancy Loss)	\$

ACTUAL EXPENSES - YEAR ENDING 2023

Heating Fuel	\$
Gas & Electricity	\$
Water & Sewer	\$
Other Utilities	\$
Payroll (Not including Management)	\$
Supplies	\$
Management	\$
Insurance	\$
Common Area Maintenance	\$
Leasing Fees/Commissions/Advertising	\$
Legal & Accounting	\$
Elevator Maintenance	\$
Tenant Improvements	\$
General Repairs	\$
Other* (specify)	\$
Other* (specify)	\$
Reserves	\$
Security	\$
Total Actual Expenses	\$
Net Operating Income (Eff Gross Income - Actual Expenses)	\$

*Do not include taxes, depreciation, amortization, or mortgage payments in expenses.

CONFIDENTIALITY NOTICE

We are committed to maintaining the confidentiality of all income and expense information that you provide to us. This form and all financial information provided within are NOT subject to public inspection.

- All parcel owners determined to have an income producing parcel were sent an Income & Expense Survey

- I & E Surveys are open-ended forms allowing the owners of income producing properties to provide rent & expense information specific to the real estate parcel in question

- An explanatory cover letter has been provided with the survey to provide more specific instructions on how to properly populate the form

- Tyler + NCC have a platform allowing for e-submission of the I & E survey

- ❖ ***This form does not contain the future assessed value related to the reassessment, nor does it contain property characteristic information observed at the time of physical inspection; this form is strictly looking at financials specific to the real estate***

Public Information Campaign - Update

As of 8/16/2024, our analysis indicates the following:

- ❑ 5.5 % response rate of calls & emails
- ❑ Approximately 4,100 +/- calls to the Tyler NCC Assessment Line
- ❑ Averaging 450+/- phone calls per week
- ❑ Approximately 2,895 +/- emails to the Tyler NCC Assessment Email Address
- ❑ Changes made to a PRC (property record card) from a returned Data Mailer are in progress

Enterprise Assessment CAMA System - Update

- ❑ **The Enterprise Assessment CAMA system is currently live, & in production for the New Castle County Assessment Office**
- ❑ **A few months trailing the official go-live of Enterprise Assessment, all NCC Assessors will be utilizing Tyler's Field Mobile platform (a tablet-based software) to perform all field-related activities**
 - ❑ **For example, all property characteristic data including sketches of improvements (buildings) will be collected at or near the time of physical inspection**
 - ❑ **This eliminates the duality of sketching or notating observations on paper, only to have to reenter all paperwork in the legacy system when back in the office**

Reassessment Fears | More Taxes?



Will a new assessment mean that I pay more in taxes?

A property's assessment should reflect its market value. As market values increase or decrease, assessed values may not reflect these changes. This means that some taxpayers could be paying more than their fair share of taxes, while others may be paying less than their fair share.

A reassessment does not necessarily mean that your assessment will increase. **If your assessment does increase, it does not necessarily mean your taxes will increase.**

Reassessment Fears | More Taxes?

Will New Castle County collect more taxes as a result of the reassessment?



The county is capped by State law on how much additional revenue can be generated from reassessment. Following the reassessment, property tax rates will be adjusted to ensure the County does not collect more than allowed by statute. Per State law, the County is capped at a 15 percent increase in tax revenue following a reassessment.

New Castle County has committed to raising NO additional revenue with this reassessment!

Reassessment Fears | More Taxes?

Will the local School Districts collect more taxes as a result of the reassessment?



School Districts are capped by State law on how much additional revenue can be generated from reassessment. Per State law, the School Districts are capped at 10 percent in additional revenue.

If you are concerned that the School District portion of your real estate taxes will increase, please contact your School District to address your concern.

Reassessment Fears | More Taxes?

Will a municipality collect more taxes as a result of the reassessment?



A municipality may increase its property tax rate following reassessment. There is no statutory limit on the amount of additional tax revenue a municipality may raise. In New Castle County, municipalities use the County's assessments.

If you live in a municipality, you should contact your municipality regarding any concerns you have specific to post-reassessment municipal taxes.

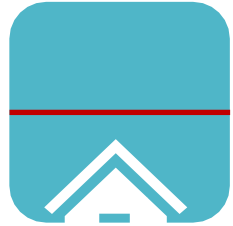
Reassessment Fears | Government Spending



A reassessment does not increase or decrease tax revenues. It only apportions the total tax burden more fairly by setting new assessed values.

While the overall impact on a community is capped by State law, individual property owners may see their taxes decrease or increase.

Countywide Reassessment | Revenue Neutral



YOUR PROPERTY VALUE CHANGE

Lower than average change
for property class

PROPERTY TAX IMPACT

Taxes likely
decrease



Similar to the average
change for property class

Taxes likely
do not change



Higher than average change
for property class

Taxes likely
increase

Assessment Notices to Taxpayers



Late in 2024, property owners will receive a notice of the new tentative appraised value. Property owners are encouraged to evaluate whether the assessment appears to be at market value. If one believes the appraised value to be at market value, no further action is required.

Informal Hearings

Informal Meetings with Tyler Appraisal Staff:



If you believe the proposed assessment does not reflect the current market value, instructions will be provided with the notice on how to arrange an informal review of the assessment with Tyler.

These reviews give the property owner a simple & efficient means for resolving any discrepancies.

Informal Property Review



Informal Review Goals:

- One on one meetings with property owners
- Review property data
- Collect new information
- Correct existing data as needed

Quality-Drive Process = Quality Results

Quality Data Collection

Detailed Analysis & Modeling

Accurate Valuation Review
& Hearings



TYLER TECHNOLOGIES CONTACT INFO

Michael McFarlane

Manager – Southern Region & Consulting Services

302.395.3620

NewCastleCounty@tylertech.com

COUNTY ASSESSMENT CONTACT INFO

Denzil Hardman

Accounting & Fiscal

Manager Assessment

(302) 395-5083



Reassessment Project Website

For further information:

empower.tylertech.com/New-Castle-County-Delaware



THANK YOU FOR YOUR TIME TODAY!

We would be happy to answer any questions at this time.

Empowering people who serve the public[®]



tyler
technologies