



## What is a reassessment?

A property reassessment is a process whereby Tyler Technologies and New Castle County work together to determine the current, fair market value of every property across the entire County for real estate tax assessment purposes.

## Will I know when data collectors will be in my neighborhood?

You may see notices in the local newspaper or on the County website, [www.nccde.org](http://www.nccde.org). Data collectors will measure buildings and talk with property owners. All Tyler staff will wear photo ID badges and vests identifying them as part of the project. Local police and officials will also receive advance schedules listing the areas where Tyler staff will be working.



## Do I have to let the data collectors inside my home?

No. Data collectors will ask questions at the door and then measure building exteriors. Characteristics will be estimated if they cannot be observed or provided by the owner or occupant. Data collectors will verify items such as:

- year house was built
- general construction & materials
- physical condition of the exterior & interior
- number of bedrooms
- number of bathrooms
- types of heating & cooling systems

Please note that personal items such as furniture or décor do not influence the value of a house; they will not be part of the data collection process. All information collected will be handled professionally and according to local project procedures.

## What to expect during our visit:

- All Staff Clearly Identified by Tyler Technologies Vest & New Castle County ID Badge
- Strict Adherence to Current Local COVID Protocols
- Professional & Courteous Staff

### PLEASE NOTE

Data collectors have been trained to identify and record necessary property characteristics quickly and accurately. However, they are not appraisers and will not be able to answer questions regarding your current property assessment and/or related taxes.

## What if I am not home?

Data collectors will attempt to inspect your property during normal business hours Monday through Friday. It is possible that some field inspections will occur over the weekend. If no one is home, the data collector will complete an exterior inspection, including exterior measurements and an estimate of interior data. The collector will leave a document asking the occupant to provide further information. If the data collector cannot gain access to your property, Tyler will estimate what is in the interior of your property based on similar properties or existing assessment files.

## Will I be able to review the information that was collected?

Yes. Once the data has been collected for your property, you will receive a data mailer that details the information collected. You will be encouraged to correct any data prior to the value being placed on your property.

**For even more information,** please visit our reassessment website @: <https://empower.tylertech.com/New-Castle-County-Delaware.html>

## What is the next step?

After data collection is complete, Tyler will perform valuation analysis using computer-assisted mass appraisal (CAMA) techniques. During this process, Tyler appraisers will analyze local building costs, property sales, commercial income and expense information, and other valuation factors to establish preliminary market values. These initial values are then reviewed to check for accuracy and consistency. Appraisers conduct a final review to make any necessary changes to ensure all parcels are valued at current market value.

## How can I tell if my new value is correct?

You should ask yourself, could I or would I sell my property for the amount listed as my new assessment. You can check this against sales of similar properties in your neighborhood. To help you compare, listings of preliminary values and other data for all properties in the County will be available for comparison on the internet on the County's website. Properties currently for sale can be found on the internet at various real estate sites.

New Castle County has engaged Tyler Technologies to conduct a real estate reassessment project. Tyler has more than 80 years of experience and is North America's only national appraisal services company. Tyler has completed programs in nearly every state, and has appraised more than 33 million parcels since 1938. Tyler's team includes expert appraisers, highly skilled computer programmers and analysts experienced in residential, commercial, industrial, and agricultural mass appraisal.

### Tyler Technologies New Castle Project Office

57 Reads Way,  
New Castle, DE, 19720

Phone: 1-302-395-3620  
E-mail: [NewCastleCounty@tylertech.com](mailto:NewCastleCounty@tylertech.com)



## NEW CASTLE COUNTY PROPERTY REASSESSMENT

# Frequently Asked Questions

