

As your Property Appraiser, it is my responsibility to ensure that all residential, commercial, and tangible personal properties are valued correctly and to assist our residents in receiving tax saving exemptions. This makes certain that property owners pay only their fair share of property taxes – no more, no less. In these newsletters, I explain who is entitled to common exemptions, and who is not. For full information on exemptions please visit our website at <u>www.bcpa.net</u> or call us at (954)357-6904.

## THE FIRST 100 DAYS

It has been just over 100 days since I was sworn into office as Broward County's Property Appraiser and we have hit the ground running. The Property Appraiser's Office is responsible for determining the taxable value of all residential, commercial and tangible personal property located in Broward County. We also grant tax-saving exemptions and classifications to qualified individuals. The amount of property taxes a property owner pays is based on the assessed value less any exemptions. The tax rates are set by the various taxing authorities. Our Compliance Department works to ensure no property benefits from an exemption or classification it is not entitled to. If a property owner defrauds the system, it forces others to pay more than their fair share.

We have taken great strides in a short time. Nowhere is this more evident than in the level of community outreach and education we are engaged in. Over the past 100+ days, our Community Outreach Department has attended 309 events serving 12,859 residents with exemption filing and providing other important information. Through these events, we were able to grant 2,135 exemptions to qualified individuals resulting in tax savings on their upcoming 2017 property tax bills. I have personally spoken at 75 events. The Property Appraiser's Community Outreach Department visits homeowner associations, community groups, realtors, business groups, places of worship and local organizations all over Broward County as part of our ongoing commitment to educate residents. If you would like our Outreach Representatives to attend one of your events, please contact them directly at (954)357-6905

Communication is a key part of our current success and long-term goals. The Property Appraiser's Office inspects all property on a three-year review cycle unless there is a permit issued on the property or we are notified of a change. We have started using door hangers when we inspect the property to let the owner know we were there and to provide our contact information should the owner have any questions. Our social media presence has been a key component of our success and ability to reach people wherever they may be.



## Did you know...

Our website <u>www.bcpa.net</u> receives more than 1 million hits each day? To further improve our ability to not only educate but also provide a one-stop place for information, we are working on an improved website. This website will still contain the information you are used to but also will be responsive allowing you to access enhanced information and to apply for exemptions on your smartphone or tablet.

Customer service remains a priority in my office. Our Customer Service Department has assisted 11,518 visitors in our office since January 3 and has served thousands more online and by telephone. Along with our Outreach Department, they have approved 22,889 Homestead Exemption applications; 22,096 Additional Low-Income Senior Exemptions; 8,941 Portability applications; 2,827 Veterans, Military, Disability and Widowed Exemptions; and 2,493 Non-Profit Exemptions. When visiting our office or interacting with our customer service representatives online or on the phone, rest assured you will be treated in a friendly and efficient manner. We will work to provide you with every taxsaving exemption you are entitled to and get you on your way quickly.

Our progress over the past 100 days is just the start. Thank you for allowing me to serve as your Broward County Property Appraiser. If my office can ever be of assistance to you, please do not hesitate to contact us directly at (954)357-6904 or email me at martykiar@bcpa.net

If my office can be of assistance to you with Homestead Exemption or other available exemptions, please visit our website at <a href="http://www.bcpa.net\_or">www.bcpa.net\_or</a> contact our Customer Service Department at (954)357-6830.

Take care,

Marty Kiar, Broward County Property Appraiser