

## COUNTY ASSESSOR'S RIGHTS

In return for respecting the rights of all Saint Louis County property owners, the Assessor and his staff can expect ...

- ✓ To be held accountable for what they are bound by state law to do, namely, estimate the value all property to reflect fair market value
- ✓ Property owners to understand that the Assessor and his staff have no control over tax rates or the amount of taxes levied on a property
- ✓ Property owners to understand that the Assessor and his staff do not realize any personal benefit from changes in property values, and that they do not engage in selective or discriminatory assessment practices

## PROPERTY OWNERS' BILL OF RIGHTS

*A summary of the treatment and consideration that Saint Louis County property owners can expect from the County Assessor.*



Saint Louis  
**COUNTY**  
**REVENUE**

Department of Revenue  
Assessor's Office  
41 South Central Avenue  
Clayton, MO 63105

Phone: (314) 615-4230  
Monday–Friday: 8:00am to 5:00pm  
Website: <http://revenue.stlouisco.com>

This brochure documents the values the Assessor and his staff strive to demonstrate in their daily operations. It is intended to assist property owners, but does not replace or supersede the State laws and County ordinances that govern the Assessor's practices and procedures.

Saint Louis  
**COUNTY**  
**REVENUE**

## Property owners have the right to...

1. An Assessor's Office with an "open door" policy, with timely access to individuals who can explain the assessment and appeal process
2. A just and equitable assessment of their property, conducted not only in accordance with Missouri statutes, but also with the best professional efforts of the County Assessor and his staff.
3. Access to information which is the basis for the Assessor's property valuation and assessment process, including property records, market data, and a reasonable explanation of the approach used to estimate the appraised values.
4. In reassessment years, receive a Change of Assessment Notice that clearly explains the determination of value, indicates the change from the previous assessment, lists the comparable properties used to determine the value under the market approach, and explains the appeal process.
5. Obtain, upon request, a copy of their property record, a copy of the computerized 'comp sheet' illustrating the details of the comparable properties used to estimate the value of their property, and a brochure explaining the valuation, assessment and appeal process.

## Property owners have the right to...

6. Appeal the appraised value determined by the Assessor: at an Informal Conference with a member of the Assessor's staff; with a formal hearing before the Board of Equalization; and with a formal hearing before the State Tax Commission.
7. Within the operational constraints of the appeal process, a choice of Informal Conference hearing time and place, with accommodation for special needs.
8. Request a re-inspection of their property to review new or updated information revealed during a hearing or previous inspection; however, the necessity and scheduling of such inspection would be determined by the Assessor.
9. Upon validation of factual evidence, require the Assessor to correct any aspect of the property record, including any measurement, clerical input, mathematical computation or other data used in the valuation of the property.
10. Have the value determined in an appeal decision be considered in the next reassessment.

### *Please Note:*

*These rights do not substitute for any law or ordinance governing the reassessment process.*