

# Procedures for Telephone Hearings

Please read carefully.

1. A property owner wishing to appear for a hearing by telephone conference call **must**:
  - a. notify the Appraisal Review Board (ARB) in writing not later than the tenth day before the date of the hearing; and
  - b. provide any evidence in the form of a written, sworn (notarized) affidavit filed before the hearing begins. (The property owner may use Texas Comptroller Form 50-283). IF AN AFFIDAVIT IS NOT SUBMITTED PRIOR TO YOUR TELEPHONE HEARING, THE ARB WILL NOT CALL YOU AND YOU WILL BE CONSIDERED A “NO SHOW”.**
2. The ARB will call the phone number on the protest form approximately five minutes before the hearing is scheduled to start.
  - a. When the owner answers, the owner should be prepared to give:
    - i. the owner’s name;
    - ii. the protest/case number(s) identifying the protest(s); and
    - iii. the telephone number at which the owner can be reached.
  - b. The owner is responsible for keeping the line clear and answering promptly when the ARB calls. If the ARB cannot reach the owner after a second attempt approximately 5 minutes apart, the owner will forfeit the opportunity to participate in the hearing by telephone, and the hearing will be conducted based on the affidavit previously submitted.
  - c. If a property owner not represented by an agent has had to wait more than two hours from the time scheduled for his/her hearing and the hearing has not begun, the owner may terminate the call if he/she is on hold. The owner may call the ARB and state that he/she is exercising the right to request a postponement of the hearing.
3. The property owner is responsible for ensuring a clear connection from his/her end of the telephone connection;
  - a. The property owner should use a land-line telephone or, if the owner uses a cell phone, he/she should call from a place with a strong, reliable connection to a cellular network.
  - b. The owner should separate himself/herself from background noises like televisions and barking dogs, etc.
  - c. If a call is dropped or if the property owner’s speech is unintelligible, the ARB may terminate the call and try to call the property owner back. If the connection cannot be reestablished within five minutes, the ARB will proceed with the hearing and the owner will have no further opportunity to participate in the hearing by telephone.
4. If the property owner provides documents, photographs, tables or other items with his/her affidavit, the owner should label those items prominently with exhibit numbers or page numbers. To limit confusion, put documents and images in the order you want to present them. If you wish to emphasize certain portions of an item, you should highlight those portions or otherwise set them off with colored marking. The ARB reserves the right to reschedule a hearing if disorganization of evidence is causing unnecessary delays.
5. **A property owner may not offer additional evidence by telephone. Evidence includes facts and opinions. You may comment only on evidence that is presented through your affidavit or by the Appraisal District.**
6. The property owner is responsible for providing access to another person that the owner invites to participate in the hearing.

(Adopted May 13, 2021)