



Town of Manchester
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FOR IMMEDIATE RELEASE

Manchester Revaluation to Begin

MANCHESTER, CT, **June 29, 2020** - In accordance with Connecticut General Statutes, the Town of Manchester is conducting a real property revaluation as required for the Grand List of October 1, 2021. This revaluation will correspond to the tax bills that will be due beginning in July 2022.

The Town of Manchester undertook a Request for Proposal (RFP) in order to solicit bids from revaluation firms. Three firms submitted proposals in this RFP and the bidder selected in this process was Vision Government Solutions Inc. of Northboro, Massachusetts. Vision also performed Manchester's revaluations in 2000, 2006, 2011 and 2016. Vision is an industry leader, having been in business for over 30 years and performed hundreds of revaluations in Connecticut.

This revaluation will determine the fair market value of every property in town and equalize the values of all properties for the purpose of a fair distribution of the tax burden.

More information is available on the Town of Manchester's website at this link:

<http://assessmentandcollection1.townofmanchester.org/index.cfm/2021-revaluation-information/>

Additional information will be available on the Town of Manchester's social media pages:

[Facebook @townofmanchesterct](#)

[Twitter @manchesterCTown](#)

[Instagram @manchesterctown](#)

You can visit the Vision Government Solutions website for information explaining each stage of the revaluation process as well as answers to Frequently Asked Questions at this link:



<https://www.vgsi.com/taxpayer-revaluation-information/>

Information on all of these links will be updated throughout the revaluation project.

The major phases of this municipal revaluation are:

- Data Collection
- Market Analysis
- Valuation
- Field Review
- Informal Hearings

The 2021 revaluation in Manchester is a “full measure and list” revaluation, meaning all properties in Manchester will be visited and reviewed. Manchester’s most recent full measure and list revaluation was in 2011. Starting in July 2020, Data Collection will begin. Vision Government Solutions will proceed with exterior data collection. This data collection is critical as it enables us to ensure accurate measurements both on main structures and outbuildings and to visually verify exterior characteristics of the property and condition. This is the most time-intensive phase of the project, but the most critical for data accuracy and integrity.

Data collectors generally work between the hours of 8 a.m. and 7 p.m. Monday through Saturday.

The Town of Manchester and Vision Government Solutions continue to actively monitor the evolving health situation regarding COVID-19 and we are deeply committed to the continued health and safety of Manchester residents. Based on the recommended social distancing protocols established by the Center for Disease Control, the Town will be delaying interior inspections until it is deemed safe again to resume these procedures. This approach accomplishes the goal of ensuring the utmost safety of our residents and data collectors by aligning with the social distancing protocols that are recommended at a federal and state level.

In order to ensure continued accuracy in data, data collectors will go to each property and physically inspect the exterior only, to verify the measurements of each building as needed. The data collector will note a building’s size, condition, and quality of construction, improvements, topography, utilities, and numerous other characteristics. Data collectors will not enter any structure. All data collectors will be wearing masks, wearing reflective clothing, carrying an identification badge and a letter of introduction; and have an “Assessor’s Office” sign posted on the vehicle. The data collection staff and their vehicles will be registered with the Police as well as the Town of Manchester.



Vision Government Solutions will send a letter to the property owner of properties having received an exterior inspection during this period requesting that the property owner call to arrange for an interior inspection at a future date.

After the initial Data Collection phase, market analysis and valuation will begin, followed by field review of properties to check and re-check values to ensure uniformity and accuracy of information. This will be followed by a Notice of New Values mailed to each property owner and an Informal Hearings phase, which enables anyone with questions concerning the revaluation process an opportunity to meet with a member of the Assessor's staff to discuss their property value.

Homeowners are encouraged to ask for this identification prior to admitting anyone into their homes. If a homeowner has a question as to the identity of a data collector, they may call the Manchester Police at 860-645-5500, or the Town of Manchester Office of Assessment & Collection at 860-647-3016 for further confirmation.

Homeowners are reminded that specific questions regarding their current assessment and taxes due should be directed to the Town of Manchester Office of Assessment & Collection. Data collectors are not prepared to answer questions concerning current values or town laws. The data collector's sole purpose at a property inspection is to gather information. Actual assessed values will be determined later, during the market analysis and valuation phases of this project.

Although new values will not be known until late 2021, it is worth noting that most revaluations typically experience a shift in the tax burden between commercial and residential real estate, and a shift within those categories as well. The main purpose of a revaluation is to correct inequalities in the tax burden that have developed since the last revaluation. Revaluation is a revenue neutral process. When a municipality conducts a revaluation, the tax levy is not changed by the revaluation, thus the total amount of taxes the Town will need to collect will be the same, regardless of whether or not a revaluation takes place. What does change in a revaluation is the amount of taxes individual taxpayers pay, not the total amount of taxes paid. Thus, in a revaluation, other things being equal, for every dollar that one taxpayers' tax bill goes up, someone else's tax bill goes down by the same corresponding amount.

In July 2022, the first tax payments under this revaluation will be due.

The Town of Manchester asks for patience in this process. It is a statutory process that is required, and will take time to complete properly.

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