

# Property Tax Statements Mailed October 5th



## **10-7-2022**

It has been a busy year leading to this point. We began the 2022 appraisal year knowing that 2021 was a record year for the real estate market in Rockwall County. With the directive from the Texas Property Tax Code that all taxable property is appraised at its market value as of January 1, RCAD was prepared for a busy protest season.

Rockwall County's certified 2021 appraisal roll totaled \$16,814,761,953 in market value and the 2022 certified appraisal roll totaled \$22,827,984,716 in market value with \$820,664,920 contributed to new value. New value is anything that was not on the appraisal roll in 2021 and was added for 2022.

We began holding formal protest hearings May 11, 2022, and settled a total of 11,432 protest both formally and informally. Even though we faced an additional 3,000 more protest than in 2021, RCAD was still able to satisfy the Texas Property Tax Code and certify values to the entities on July 15<sup>th</sup>, 10 days ahead of the statutory requirement of July 25<sup>th</sup>.

The end of the protest season brought a beginning to the assessment and collection phase at RCAD. We sent certified values to each entity shortly after certification of the appraisal roll, and the entities began the process of adopting their tax rates. RCAD received all adopted tax rates on or before September 27<sup>th</sup>, and began preparing property tax statements. Tax statements were mailed October 5<sup>th</sup>.

A final note, we have successfully converted our collection software and have a new collection website. Therefore, the collection reports submitted to the entities will have a new look. Feel free to contact our office with any questions you may have.

## **MISSION STATEMENT**

Rockwall Central Appraisal District's mission is to develop and maintain appraisals of property in the District in a fair and equitable manner, ensuring the accuracy and uniformity of all appraisals; to ensure that the appraisals are performed by professionals in the property tax field, and to promote the education of said professionals; to develop procedures that grant the property owners due process in protesting said appraisals; to furnish the taxing entities an accurate appraisal roll in a timely manner; and to continually improve district operations and policies in order that the district may provide more efficient services to property owners and taxing entities served.

# ***RCAD Will Have a New Look in 2023***

Over the past several years since being appointed Chief Appraiser I have received many suggestions and critiques of our office from staff, our entities and property owners. Those suggestions and critiques were not ignored. They were heard and it has taken some time to arrive at a place where we could implement positive changes. It has been said, “the first step toward change is awareness. The second step is acceptance”. With each suggestion and critique RCAD became aware that change was necessary. We accepted the fact that there needed to be change. Therefore, we are pleased to announce that there are several positive changes coming to Rockwall Central Appraisal District in 2023.

The first change that property owners will notice is the new look of the property tax bills that were mailed October 5<sup>th</sup>. This look comes on the heels of new collection software and a new collection website. The new software and new website will make the process more streamlined and help eliminate the possibility of mistakes when paying property taxes online. Accessibility of the collection website is faster and more efficient with the incorporation of a QR code on each bill. This QR code is unique to each property and once scanned will take you directly to your account. The new collection website can also be accessed by visiting [www.rockwallcad.com](http://www.rockwallcad.com) and clicking on the payment portal link on the home page. Within the collection website you can estimate taxes for a property, view and print property tax statements, see current and past amounts due and pay your property taxes using an e-check or credit card.

Another change that you will notice is the addition of the new appraisal district website. Next week RCAD will go live with a new appraisal software and with this comes the new appraisal district website. Though the website has changed the domain name did not. You can still access the website @ [www.rockwallcad.com](http://www.rockwallcad.com) The new appraisal software will help RCAD staff be more efficient in our daily appraisal duties, allowing us to continually meet the expectations set forth by the Texas Property Tax Code, and allowing us to continue to improve our customer service. The new website is a nice upgrade that is easy to navigate and contains information to help answer a host of questions that property owners typically have. You can access entities’ web pages, the comptroller of public accounts, other appraisal district websites, and many more websites from within our new site.

The final change will be the completion of our new appraisal office directly behind our current location at 841 Justin Rd. in Rockwall. The current office that houses both collection and appraisal staff built in 1997 became too small several years ago. Upon the completion of the new facility in early 2023, the current building will be utilized as our collection office and is where property owners will go to pay their property taxes. On the west side of the current building (once the remodel is complete) will be a new drive thru that property owners can utilize to drop off documents and property tax payments, eliminating the need to park and come inside. The new facility will solely be utilized by the appraisal department. There will be 3 board rooms to help with the efficiency of yearly protest hearings, helping to decrease the previously long wait times. The new building will also have ample room for property owners to wait inside during the protest season, eliminating the need to request property owners wait in their cars as has been the case in the past few years. Additional parking has also been added on the east and west sides of the buildings to accommodate property owners during our busy seasons.

RCAD strives to offer a high level of customer service and transparency to the entities and citizens we serve. As always, it is an honor and a privilege to serve Rockwall County in the capacity of Chief Appraiser.

Regards,



Kevin Passons  
Chief Appraiser

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