

# 2013 Appeal Instructions

## Gwinnett County Tax Assessor's Office

Our main website: [www.gwinnett-assessor.com](http://www.gwinnett-assessor.com) provides various resources such as how to read your Annual Notice of Current Assessment and tools used to determine property assessments in your neighborhood area. Please visit the frequently asked questions (FAQs) section and various menu options for additional information.

**Requirements for Filing an Appeal of your Property Value:** To appeal your property value, a signed Georgia state appeal form, (PT311A) must be filed within 45 days from the date of the Assessment Notice. The form must be submitted electronically, mailed or hand-delivered to the Assessor's Office by the deadline date. Appeal forms filed via email or fax **will not be accepted**.

**To access the PT311A Appeal form:** Visit our website: [www.gwinnett-assessor.com](http://www.gwinnett-assessor.com) and click on the link: **PT311A** or copy the following link into your browser:  
<http://gwinnettassessor.manatron.com/IWantTo/Forms/RealProperty/PT311A.aspx>

### Instructions to complete the PT311A form using eFile

- Select one of the following options:
  - **Register** – this option is the preferred method for property owners and tax agents who are filing for multiple properties. Registering simplifies the tracking of your appeal should you need to contact us at a later time. An email address is required to register. Select the Register/Login button to begin:

**Register / Login**

- **Unregistered** – Choose this option if you do not have an email address or do not want to register an online profile. Select "Click here" in the blue lettering to begin.
- **Property Search**
  - Enter the Parcel ID Number located on your 2013 Notice of Current Assessment. It must be entered exactly as listed including any lettering and spacing. Then click "Search".
  - Once the parcel information appears, click blue lettering (generally, the owner of record) on the desired property record, to proceed to the next step.

#### ➤ **Questions on the PT311A Appeal form:**

##### **Question #1: Online Communication**

- Select "Yes" if you would like to Opt In to receiving communication online via email.

##### **Question #2: Are you filing as an agent?**

- Select "Yes" if you registered, as an agent at log in, if you are an agent representing a client, or if you are not the property owner listed in this section.
- Select "No" for all other reasons not listed above.

##### **Question #3: Grounds for Appeal (select all that apply)**

- Value and uniformity are the most common reasons to appeal. Taxability refers to whether your type of property is taxable such as a church or school. It does not refer to your tax bill amount which cannot be appealed. Appeal reasons apply to property values and the other listed reasons on this form.

**Question #4: Select type of hearing for appeal decisions**

- The Board of Equalization (BOE) is free of charge and most commonly selected.
- Fees and/or certain criteria are required for Arbitration, Hearing Officer, and Superior Court.

**Question #5: Values**

- Please provide an opinion of value for your land and improvements under the **Appeal Value** heading. Use whole numbers without commas or periods (i.e. 50000 not 50,000.00). The **Total** field will automatically sum the amounts entered in the **Land** and **Improvement** fields.

**Question #6: Comment Section**

- A brief explanation or additional information may be provided in this section you would like to be considered regarding your appeal. There is a 300 character limit.
- You may upload supporting documents pertinent to your appeal on the next screen.

**Supporting Documents Screen:**

- You have the option of uploading supporting documentation for the appeal.

**Question #7: Contact Information**

- A phone number is required to be entered in each field. You may list the same phone number in both the Home and Work/Cell field.
- Providing an email address required whenever you opt in to online communication (Question 1) or when you file as an agent (Question 2).

**Question #7: Online Communication**

- Select "Yes" if you would like to Opt In to receiving communication online via email.

➤ **Sign your Appeal**

- Type your name in the box
- Type the Generated Signature Key in the empty Signature Key box.
- **NOTE: Once you select "Continue" on this screen, your PT311A Appeal form will be submitted electronically and cannot be retrieved for corrections. Select "Back" if you wish to review your information prior to submitting. You will be able to print a copy of the form after submission.**

➤ **Appeal Electronically Submitted**

- Your appeal is assigned a Case Number. This is your record that your appeal has been submitted electronically.
- Your PT-311A is ready for downloading. Click the link provided to either open or save the document.

➤ **It is strongly suggested you save or print a copy of the Case Number and the Appeal Form for your records.**

Once you file the appeal, an appraiser will review the appeal value and make a decision concerning an amended value. If your value is changed, the Board of Assessors will notify you. You will be notified either by U.S. Mail if you did not opt in for electronic communication or by email if you did opt in for electronic communication. You will have 30 days from the date on the amended notice to accept or decline the new proposed value. If you opted in to electronic communication you will be able to accept or reject online. If you did not opt in to electronic communication you will need to return your decision by mail within 30 days from the date on the amended notice. Accepting the new values in the amended notice will finalize your appeal. Failing to respond in 30 days is treated as an acceptance of the most recent proposed decision by the county and the appeal will be closed.

If you opted to decline the new proposed value within the allotted time frame or if the appraiser does not change your property valuation after review of your appeal, your information will be forwarded to the Clerk of Courts to

schedule a hearing. The Clerk of Courts will notify you by U.S. Mail the date and time of your scheduled hearing. You will need to be present and prepared for the hearing.

If you have any questions about your appraisal, please feel free to contact us at 770.822.7200 or [assessor@gwinnettcountry.com](mailto:assessor@gwinnettcountry.com).

**Recommendation:** The Assessor's office mails approximately 270,000 notices in April. We may experience extremely high phone call volume during this time period causing extended hold times. We apologize for any inconvenience. Our goal is to assist you as quickly as possible. The appeal period is 45 days from the date of the Assessment notice. The deadline will be May 20, 2013 for the majority of notices which were mailed on April 5, 2013. It may be more convenient to wait to call our office at a later date or visit our website for more information: [www.gwinnett-assessor.com](http://www.gwinnett-assessor.com)