

BOD-002.02 Public Access to Board Meetings

Bastrop Central Appraisal District board of directors shall conduct all meetings in accordance with the Texas Open Meetings Act. The board shall also provide regular opportunities for the public to speak to the board on issues under the board's jurisdiction.

The agenda for each regularly scheduled meeting of the board shall include an agenda item for public comments. At each such meeting, the chairman shall announce that anyone wishing to address the board on issues under the board's jurisdiction may do so. The chairman shall allow each speaker five minutes but may expand the time as needed if doing so will not interfere with the board's completing its business and adjourning its meeting at a reasonable time. The board may refuse to hear comments on subjects not reasonably related to the policies and procedures of Bastrop Central Appraisal District or Bastrop County Appraisal Review Board and comments not reasonably related to other issues under the board's jurisdiction.

The board will receive public comments during the period specified by the agenda for public comments or during the board's consideration of an open meeting agenda item. The Chair, in their sole discretion, will decide whether to hear specific public comments during the agenda item for public comments or during the consideration of a specific open meeting agenda item.

If a person who does not speak English or a person who communicates by American Sign Language notifies Chief Appraiser in writing at least five business days before a regularly scheduled meeting that he or she desires to address the board and is unable to provide an interpreter, the district shall make reasonable efforts to secure the services of translator or interpreter at the meeting.

Bastrop Central Appraisal District strives to provide reasonable access to the board by disabled persons. As part of this effort, the District restricts four parking spaces to use only by disabled persons and maintains wheelchair accessibility to the customer service area and to the boardroom. A person who needs additional assistance for entry or access should notify the chief appraiser in writing at least five business days before a regularly scheduled meeting.

BOD-002.03 Resolving Complaints

The board will consider written complaints about the policies and procedures of Bastrop Central Appraisal District, Bastrop County Appraisal Review Board, and the Bastrop CAD Board of Directors concerning matters within the board's jurisdiction.

Complaints against the appraisal district and its operations may be filed with the board in accordance to complaint filing procedures established by the board. ([Appendix A](#))

The board will not consider complaints addressing any of the grounds for challenge, protest, or motion for correction of appraisal roll that are specified in Section 41.03, 41.41, and Section 25.25, respectively.

The board of directors has no authority to overrule an agreement between the chief appraiser and a property owner on a matter specified in Section 1.111(e) or a determination of Bastrop Central Appraisal District Appraisal Review Board on a challenge, protest, or motion for correction made under authority of Section 41.07, 41.47, and Section 25.25, respectively.

Written complaints received by the board are forwarded to the board chairman. The agenda for each regularly scheduled meeting of the board shall include an agenda item, if necessary, for a report by the chief appraiser. At each such meeting, the chief appraiser shall report to the board of directors on the nature and the status of resolution of all complaints filed.

Board deliberations concerning complaints must comply with the applicable provisions of the Texas Open Meetings Act. Until final disposition of each complaint and unless doing so would jeopardize an undercover investigation, the board shall notify the parties to the complaint at least quarterly of the status of the complaint.

BOD-002.04 Authority of the Board

The board of directors establishes general policies in conformity with the requirements of state law. The board may exercise its authority only by majority vote with a quorum present in a properly posted meeting. An individual member may not bind the board by any statement or action.

BOD-003 STATUTORY RESPONSIBILITIES OF THE BOARD

BOD-003.01 Establishment of an Appraisal Office

The administrative offices of Bastrop Central Appraisal District are located at 212 Jackson Street, in Bastrop, Texas. The board may lease additional office spaces as needed.

The district's normal business hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. Departments involved in public contact must maintain sufficient personnel throughout these hours. The board and the chief appraiser periodically review office space requirements, lease arrangements, and other requirements related to the establishment of appraisal district offices. (Section 6.05, Property Tax Code)

BOD-003.02 Appointment of Chief Appraiser

The chief appraiser is appointed by the board and serves as the appraisal district's chief administrative officer, implementing the goals and objectives set by board policy in compliance with Section 6.05 of the Property Tax Code, Comptroller rules, and other applicable laws. The chief appraiser is selected in accordance with procedures as approved by the board ([Appendix B](#)).

The chief appraiser is an officer of the district for purposes of the nepotism laws. The district may not employ or contract with the chief appraiser's spouse, parent or stepparent, child or stepchild, or the spouse of any of these.

The qualifications for the chief appraiser are determined by the board and set forth in the document, "Chief Appraiser Qualifications" ([Appendix C](#)). The chief appraiser is expected to competently and effectively perform his or her duties. ([Appendix D](#)).

The chief appraiser serves at the pleasure of the board of directors. The board evaluates the chief appraiser annually in September of the following year of review, or as soon thereafter as practicable. The board uses a written form to assist in the evaluation of the chief appraiser ([Appendix E](#)).

APPENDIX A

INSTRUCTIONS FOR FILING A COMPLAINT

(Modified in part from Taxpayers' Rights, Remedies, & Responsibilities as published by the Texas Comptroller of Public Accounts)

If you have a complaint concerning the appraisal district and its operations, with the exception of the valuations and exemptions which fall under the jurisdiction of the Appraisal Review Board (ARB), you may file your complaint with the district's chief appraiser. If the complaint is about the chief appraiser, the complaint is forwarded to the board chairman.

In order to file a complaint, the following procedures should be followed:

1. The complaint must be in writing and must adequately describe the specific facts which give rise to the complaint.
2. The chief appraiser will research the complaint for remedies. If the chief appraiser and the taxpayer can resolve the problem, the chief appraiser will report the complaint along with the resolution to the board. If the complaint cannot be resolved through the chief appraiser, the complaint will be placed on the agenda as an action item at the next meeting of the board. At this meeting, the taxpayer will be given the opportunity to present the complaint to the board in person.
3. The taxpayer must give the chief appraiser adequate time to research the complaint and attempt to resolve the situation. If the complaint must be presented to the board, adequate time must be allowed in order for the district to call a meeting and comply with the posting requirements of the Open Meetings Act.
4. A taxpayer must further outline to the chief appraiser any special assistance or arrangements that will be required in order to make his presentation to the board, such as translators for non-English speaking or deaf persons, or special needs for a person having any physical, mental, or development disability. The services must be requested at least five (5) working days in advance of the meeting.
5. If a taxpayer has a physical impairment and cannot present his complaint in writing, the complaint can be recorded and the recording will be played for the Board in lieu of the written complaint. Hearing impaired persons who TTY or TDD may call (512) 303-1930.

While a complaint is under investigation, the chief appraiser must report on the status of the complaint to both the taxpayer and to the board at their monthly meeting until the complaint is resolved, unless notification would jeopardize an investigation.

APPENDIX A (cont'd)

INSTRUCTIONS FOR FILING A COMPLAINT

Please remember, the board of directors does not participate in the appraisal process. If you have a complaint concerning the appraisal of your property, this matter does not fall under the jurisdiction of the board of directors. Property valuations and exemption issues must be protested to the Appraisal Review Board pursuant to Section 41.41, Texas Tax Code.