

**Minutes of the Board of Assessors
Meeting of November 19, 2020**

An online meeting of the Board of Assessors was held via Zoom on Thursday, November 19, 2020. The meeting was called to order at 9:00 AM by Chair Daniel Hansberry

Members Present:

Daniel Hansberry

Robert Earley

Paul Bergeron

Assessing Staff Present:

Greg Turgiss

Michael Mandile

Louise Brown

Doug Dame

Other City of Nashua Staff Present:

Administrative Services Director Kimberly Kleiner, Rex Norman CAE

Mr. Hansberry

I will call the meeting of the Nashua Board of Assessors to order at 9:00 AM on Thursday, November 19th, 2020. I would ask everyone to bear with me because I'm obliged to read a fairly lengthy opening statement.

Good morning and welcome to the November 19th, 2020 Board of Assessors Meeting. As Chair of the Board of Assessors, I find that due to the State of Emergency declared by the Governor as a result of the COVID-19 pandemic and in accordance with the Governor's Emergency Order #12 pursuant to Executive Order 2020-04, this public body is authorized to meet electronically.

Please note that there is no physical location to observe and listen contemporaneously to this meeting, which was authorized pursuant to the Governor's Emergency Order. However, in accordance with the Emergency Order, I am confirming that we are:

a) Providing public access to the meeting by telephone, with additional access possibilities by video or other electronic means:

We are utilizing Zoom through the City's IT Department for this electronic meeting. All members of the Board of Assessors have the ability to communicate contemporaneously during this meeting through this platform, and the public has access to contemporaneously listen in to this meeting through dialing the following number 929-205-6099, once again that number is 929-205-6099 and using meeting ID number 822-4878-5345, once again the meeting ID number is

822-4878-5345 and the password number of 989839 once again the password number is 989839. The Public may also view this meeting on Comcast Channel 16.

b) Providing public notice of the necessary information for accessing the meeting:

We previously gave notice to the public of the necessary information for accessing the meeting, through Public Postings. Instructions have also been provided on the City of Nashua's website at nashuanh.gov and publicly noticed at City Hall and the Nashua Public Library.

c) Providing a mechanism for the public to alert the public body during the meeting if there are problems with access:

If anybody has a problem accessing the meeting via phone or Channel 16, please call 603-821-2049, once again the number to call is 603-821-2049 and they will help you connect.

d) Adjourning the meeting if the public is unable to access the meeting:

In the event the public is unable to access the meeting via the methods mentioned above, the meeting will be adjourned and rescheduled. Please note that all the votes that are taken during this meeting shall be done by roll call vote.

Let's start the meeting by taking a roll call attendance. When each member states their presence, the reason they're not able to attend the meeting in person, please state whether there is anyone in the room with you during this meeting, which is required under the Right-To-Know Law. So at this point I will pause and call the roll. Mr. Earley?

Mr. Earley

This is Robert Earley, a member of the Board of Assessors. I'm following the Governor's guidelines and joining the meeting electronically from my home. No one else is in the room with me.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

This is Paul Bergeron, a member of the Board of Assessors. I'm following the Governor's advisory and joining the meeting remotely from home. There is no one in the room with me.

Mr. Hansberry

And I'm Dan Hansberry, a member of the Board of Assessors. I'm joining the meeting remotely from home following the Governor's advisory, and there is no one in the room with me. Please direct all testimony to this board and not to anyone in the audience. If you have questions, they

are to be directed to the Board, and we will do our best to get them answered. When directing testimony to this board, please announce your name clearly for the record. Ms. Brown, are there any changes to today's agenda?

Ms. Brown

There are no changes.

Mr. Hansberry

Does anyone have any questions before we begin? Seeing none, is there a motion to waive the reading of the minutes of the meeting of the Board of Assessors which was held November 5, 2020, accept them and place them on file?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second that.

Mr. Hansberry

Are there any errors or corrections? Seeing none, I will call the roll. Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry, yes. So the minutes are accepted as presented. Is there a motion to waive the reading of the minutes of the non-public session which was held during the meeting of the Board of Assessors on November 5, 2020, accept them and place them on file?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second that.

Mr. Hansberry

Are there any errors or corrections? Seeing none, I will call the roll. So all those in favor of accepting as presented-- Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry, yes. At this time, I would like to recognize the Director of Administrative Services, Kimberly Kleiner. Director Kleiner?

Ms. Kleiner

Good morning. I'm going to share my screen so that members of the public can see this as well. At your last meeting on November 5th, there was some comments given regarding a number of properties. The board was asked how there would be a response, and while I don't want to make it practice for me to bring forward each at meeting, response to these public comments, I did want to briefly speak about some of the alleged deficiencies noted at that meeting. So as you'll find in the minutes, it was noted 41 Brookline Street. There is no such property, but there is a 14, so I'm assuming that's the home that was spoken about that sold for \$450,000 in 2020. As we've stated, 2020 sales are currently being qualified by assessors. They'll be reported on the sales ratio study in December. So the resident claimed that this property had clearly been updated over the past year, so we focused looking at that. The building permits filed—there's a closed permit in 2016 and an open permit in 2020 for solar. The open permit has not been closed as of yet. We

have to look for proof in any alleged upgrade—you know, was there a building permit pulled, was there some type of indication to us that there were upgrades on a property. And clearly looking at this, although they're still going through sales review, the building permits do not speak to something of that sort. The same situation was for 28 Stevens Street. It's a 2020 sale, still in review, but that property had no permits, so we're not looking at that any further. Changes on property record cards are being noted. 14 Thorndike, we've discussed this property before. It has a 2013 building permit that was closed; one of the reasons for closing that permit is the age of the permit. Further work regarding that permit would require an updated permit. The owner has indicated that they do not intend to finish the project. The EYB on that property on the 2019 and 2020 card is 1995. It's still 1995. 6 Bates Drive had a permit dated 7 July 2019, was closed in September 2020. Notes are in the comments section on that property record card. The assessment went from \$301,000 to \$312,500. The EYB is 1979 with a 27% depreciation—that has remained unchanged on the 2020 card. 12 Ritter Street--permit dated October 2019 was closed by an assessor in September 2020. The EYB was changed on this property from 1959 to 1974. The home had upgrades, all noted on the property record card by the assessor; it went from poor to average condition, and it's noted on the card that the home was flipped, which was confirmed by the owner and by MLS. Again, this is all clearly noted on the property record card. We were notified by Treasurer Fredette that tax bills were mailed on November 12; they actually went out late that evening. If residents have questions on their assessments, they may contact the department by phone or e-mail. The abatement form and instructions for applying for an abatement are posted to the city website on the assessing page, and you'll find it looks just like this here—the abatement form, the link is here, it's a fillable form. However, we strongly encourage residents, if they click on the link and fill out the fillable form, to then print and sign the form and either mail it or hand-deliver it; there is a city drop-off box in the entrance to city hall on the Elm Street location that you may drop things in 24/7. It is secure and it is emptied many times a day. We want residents to understand that it's a clear process; when the Assessing Department receives an abatement—when we receive any mail, we time and date stamp those documents. We do not normally return the time-stamped document to the resident. We'll review the abatements and assign them to an assessor who will contact the resident. Due to COVID-19 restrictions on interior inspections, we'll be asking the Board to approve the process of using the residential abatement questionnaire, similar to what we did last June for the 19 abatements, but we want to look at that form, we'd like to consult with our expert, and we'll bring that to the Board of Assessors for the first meeting in December for your review. We have a little bit of bad news. We have been informed by the contractor, DL King, who was hired to do our City Hall renovations, that materials have been delayed. Most construction projects are faced with these long wait times and major shutdowns, especially in China. Therefore it's projected that assessing and motor vehicles will not be physically returning to the office until late December, possibly January. We're working as hard as we can to change that. The assessing department is also working very hard with information technology to place the 2020 property record cards on our website. This is a process, we've upgraded our software, there's things that need to be run, things

that need to be checked. In the meantime, if a resident needs a copy of their card, they may call or e-mail the department; we'll make sure we get that 2020 property record card to them. The last meeting, I informed you that our GIS department—specifically Pam Andruskevich—has been working with CDM Smith on a new sales tool. This will allow the resident to enter an address and they will get a listing of very detailed information on sales within a certain radius from that address. Final testing is complete; Ms. Andruskevich is working very hard with CDM Smith and our IT department, and we should have it by the end of the month. And obviously we know people are interested in this, so they're working very hard on that. As soon as possible. And as I always do, attached to my update to the board is Vision's update on the full revaluation; they're about 57% complete. And this information is posted on our website, as we always share Ms. Perry's updates with us. And that's all I have, Chair.

Mr. Hansberry

Thank you. Are there questions for Director Kleiner?

Mr. Earley

I don't have any questions.

Mr. Hansberry

Director Kleiner, going back to those three residential properties—in essence you were chasing ghosts, is that correct?

Ms. Kleiner

So I'm going to say- I'm going to go out on a limb here, and I'm going to say that when I look at a property record card--when I look at a property record card, I have assessors around me, right? So I'm speaking with the assessors, and we're—I have the ability to look at multi-years of cards, and I think that's a best practice. Some things, if you're not careful about what year's card you're looking at, sometimes it's a little hard to decipher exactly what the time and chain of events is. That's why we have assessors, that's why they're certified by the state, and that's why we're fortunate to have a very talented staff.

Mr. Hansberry

Thank you. Vision is scheduled to come in next month, right? We're having them come in every three months, so ...

Ms. Kleiner

Yes.

Mr. Hansberry

...that would be the end of another quarter. Can they be prepared to answer some concrete questions? You pointed out they're about 57% of the way through; so it's November and they started in March, so they're going to have 2/3 done in eight months, roughly. Right?

Ms. Kleiner

Right.

Mr. Hansberry

Can they be prepared to tell us when they think the remaining three wards would be completed? I'm guessing maybe sometime in March or early April? Can they be prepared to speak to that?

Ms. Kleiner

Yes, I'll make sure they are; I mean, we did speak, we talk very often, but we have a meeting every other week. We did discuss, you know, had there been an update from the state, which there has not, as to what's going to happen with COVID and interior inspections. There has not been any new direction. Both Ms. Perry and I do keep in constant contact on that issue with the DRA. But we did think now that they've started commercial, and they're out there--and remember, they went back and started with Ward 1, because when they were initially going through the wards, they weren't doing commercial properties. We were still working on the commercial data collection manual. So now that they're actually doing commercials, it may slow down. You may not see them actually done until June-July. But I'll have June kind of do some projections and bring them forward for you.

Mr. Hansberry

Thank you. So are they gaining access to the interiors of the commercial and retail properties?

Ms. Kleiner

I asked the same question; I was told some commercial properties, if the property is open and they are able to, but I think that it's limited. And now the situation is rapidly changing; if you heard the news today, our positive rates have skyrocketed again; we're not quite sure where things are going to go. And we're hoping the DRA is going to give us some type of forecast and where they see things going for the rest of the year. There are other communities with revaluations that are asking the same thing we are.

Mr. Hansberry

All right, thank you. So we plan on having them at the first meeting in December?

Ms. Kleiner

If it's okay with the board, if I could leave it up to Ms. Perry? We did indicate that she may have a conflict on the third.

Mr. Hansberry

Okay.

Ms. Kleiner

But if she can, she'll be here the third; if not, then the second meeting.

Mr. Hansberry

Okay. Alright, thank you. Is there motion to accept and place on file a communication from a member of the public dated October 14, 2020?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second that.

Mr. Hansberry

Is there any discussion? Seeing none, I'll call the roll. Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry, yes. Communication is accepted and placed on file. At this time I would recognize Mr. Greg Turgiss for a report. Mr. Turgiss?

Mr. Turgiss

Good morning. Thank you, Chair. Good morning, Board. The proration I have in front of you is for a damaged building; in a storm, a tree fell on this building, causing structural damage, and it was deemed uninhabitable. I worked with the homeowner; she supplied all the proper documentation, which I believe I produced in my report. They're back in the house, everything's all done, buttoned up; they're back in the house, and I've calculated out the proration for the time they were unable to use the structure.

Mr. Hansberry

Are there any questions for Mr. Turgiss?

Mr. Earley

I don't have any questions.

Mr. Bergeron

No.

Mr. Hansberry

Is there a motion to approve the prorated amount of \$968.90 for the property located at 35 Nottingham Drive?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second that.

Mr. Hansberry

Is there any discussion? Seeing none, I will call the roll. Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry, yes. Does that conclude your report, Mr. Turgiss?

Mr. Turgiss

It does; thank you, Chair.

Mr. Hansberry

Thank you. At this time I would recognize Mr. Mandile for a report. Mr. Mandile?

Mr. Earley

Mike, you've muted.

Mr. Mandile

That's okay, it wasn't important. Good morning, Mr. Chairman, board. I have a supplemental bill and two in-house corrections to present to the board. I also have to note that on the cover letter for the supplemental bill I have an incorrect address; it should read 21 Saturn Lane. The address I have on the cover letter is the mailing address for the owners. The supplemental bill, as I said, is for 21 Saturn Lane. It's prorated for a 2020 assessment of \$77,100.

Mr. Hansberry

Any questions for Mr. Mandile?

Mr. Earley

No questions.

Mr. Bergeron

No.

Mr. Hansberry

So is there a motion to approve the supplemental tax bill for the property located at 21 Saturn Lane for \$1,132.86?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second that.

Mr. Hansberry

Is there any discussion? Seeing none, I will call the roll. Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry, yes. Motion is adopted. Mr. Mandile?

Mr. Mandile

I have an in-house correction for 11 Skyview Drive. A shed was removed prior to April 1st. I'm recommending a rebate for \$47.48.

Mr. Hansberry

Are there any questions for Mr. Mandile?

Mr. Earley

No questions.

Mr. Hansberry

So is there a motion to approve the rebate of taxes for the property located at 11 Skyview Drive for \$47.48?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second that.

Mr. Hansberry

Is there any discussion? Seeing none, I will call the roll. Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry, yes. Motion is adopted. Mr. Mandile?

Mr. Mandile

An in-house correction for 14 Oak Grove Trail and again, it's another shed that was removed prior to April 1st. I'm recommending a rebate for \$27.13.

Mr. Hansberry

Are there any questions for Mr. Mandile?

Mr. Earley

No.

Mr. Bergeron

No.

Mr. Hansberry

When the sheds are removed, do you have to go out and physically inspect that, Mr. Mandile?

Mr. Mandile

Yes, I do.

Mr. Hansberry

Okay. Is there a motion to approve the rebate of taxes for the property located at 14 Oak Grove Trail in the amount of \$27.13?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second that.

Mr. Hansberry

Is there any discussion? Seeing none, I'll call the roll. Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry, yes. Motion is adopted. Does that conclude your report, Mr. Mandile?

Mr. Mandile

It does; thank you, Mr. Chairman.

Mr. Hansberry

Thank you very much. Okay, unfinished business, none. We have come to the period in the meeting for public comment. A couple things, I would remind everyone for public comment; the public comment period is limited to five minutes per person. Would the first person who's going to speak state their name and address for the record, please?

Ms. Colquhoun

Laura Colquhoun, 30 Greenwood Drive.

Mr. Hansberry

Good morning. Go right ahead.

Ms. Colquhoun

Good morning. First, I'm still waiting for answers I have not gotten. However, I have no faith in Ms. Kleiner because she has no knowledge of the assessing, and that's is clearly shown by the e-mails, some of her replies to me. When I informed her of 12 Ferry, she had the assessors go out; however, if you look at the property, they only closed half the permit and not the full one. So my question is very simple: if the city is not willing to change data that is found by a resident, do you want us to go to the state? Obviously, nobody in the city is willing to listen to any of this, so I just want permission from the Board of Assessors to tell the... that we can go to the state with this stuff, because obviously it's not being dealt with. Thank you.

Mr. Hansberry

Is there anyone else who's waiting to speak?

Ms. Ortolano

Yes, Laurie Ortolano. Can you hear me?

Mr. Hansberry

Yes. Yes. If you could state your address, please?

Ms. Ortolano

Sure. 41 Berkeley Street, Nashua. Just quickly—Yes, did you say something?

Mr. Hansberry

I just said go right ahead.

Ms. Ortolano

Okay. So on the abatement application, Ms. Kleiner made the statement that we ordinarily do not give a date stamped copy back. She's very wrong on that, and I think it might be written down somewhere, but as a matter of procedure, I know I saw many, many people come into the Assessing office and drop off their applications. Without even asking, the clerical staff makes a copy, date stamps it, makes a copy of the front page, and gives it to you. And they tell you it's very important to have that for your records, which I happen to believe it is. We've had a history of tracking these abatements that's been a little problematic, and that is basically their receipt, that it has been received and accepted. I put mine in last Friday, heard nothing back. I specifically asked about time stamping it, I heard nothing. Then I was worried that maybe I submitted it too early, that the tax bill didn't go out on the fifteenth, I found out today it went out on the twelfth. I resent it yesterday, saying "I want to make certain someone got this", so, you know, I think she is very wrong on that. We give out that front page, and the clerical staff does that as a matter of business without even being requested to, so that property owners have that for their records. And I think it's important with the assessing office closed that we continue somehow to do that—e-mail them a copy, or e-mail them and say it was date stamped this day and this is your receipt so we know. The other thing is, I'm really concerned about is how we process applications this year because you know we lost our clerical coordinator and our board clerk who had a lot of experience; Ms. Cameron came in to fill it, take over the job, did it for about eight months, and then she left. Louise Brown is now on deck to do that position, the clerk to the board, and the supervisory position. And there's been no replacement for Ms. Cameron, and that's a lot of work. That's a lot of work for Louise. And, you know, that office is already short staffed, and that means there's potential for mistakes to be made with these applications. And the board doesn't receive them or review them. So, you know, I'm aware of that. I'm going to be putting in a request to get all of them submitted on a regular basis every two weeks. I'm going to work with legal on how to structure that. But I would like to track them. I understand how easy it is for information to get lost, and I'd like to understand what role Rex Norman will play in this abatement process. I CC'd it to him; I didn't hear anything back. I actually sent my abatement last night to his work address in Windham. It is so important for me to know that there is a certified supervisor who's going to look at these things, because for me, that process just

hasn't worked. And I don't want this ball dropped on me again. It's just not right. And I'm going to do everything I can to make certain my abatement has eyes on it from certified, qualified people that are supposed to be looking at it based on state regulations. One other quick thing is...um... Rex Norman... Oh, when we pay an appraisal, Attorney Bolton informed me on a Facebook post that we typically—that the legal office typically pays appraisals, for appraisers to perform appraisals on properties without going to them. I didn't know that. So the taxpayer pays for these appraisals not knowing that the appraisal's been done on their property. When they settle on a property, will that appraisal go back into the property owner's file as a public record? How do we see this work we paid for? Or is it still a legal document that is not public and stays in the legal office? I'm really curious because I think those appraisals should be part of the record once the settlement is done and whatever is public is public. The settlement is public; I don't know why the appraisal wouldn't be. Because I got ahold of the appraisal for 12 Beasom Street which was done without ever going to the property, and it piqued my interest because the appraisal value that their expert put on it would have given the Corazzini's an abatement level that I thought they deserved. It was right in line with what the Corazzini's wanted, but the legal office negotiated a pretty—significantly higher assessment level because the Corazzini's never knew that this assessment was done, because no one had ever come to the house. So the city gets to hold these cards, have this data, and then it gets released after, and you can see in their case, they were right on their assessment level. But they would never know. And I would never have known if I hadn't put a Right-to-Know in to get it. I think this documentation, for paid appraisals by taxpayer dollars should be part of the citizens' or the—the property file for all of us to be able to look at. And also, one last thing—EYB changes, Ms. Kleiner talked about property record cards with EYB changes, she doesn't say when they were done. We all know there's been an issue with that—a property that was changed from '59 to '79, I don't know when that change was made. When she looks at permits and she says we closed that permit, we all know that many permits have been closed without EYB changes made that should have been done, and that's been an inconsistent factor. And I recognize we're all trying to clean it up, but that's where the error in data occurs. Thank you.

Mr. Hansberry

You're welcome. Comments by members of the board?

Mr. Earley

No comments.

Mr. Bergeron

I don't have any comments.

Mr. Hansberry

I just want to go back to what the first citizen said as far as there not being any follow up and follow through— well, that individual raised questions on multiple properties at the prior meeting. They were all researched and there were no basis—there was no basis to the concerns that were raised. Is there a motion—and let me get the reading of the motion. Is there a motion to go into non-public session to discuss matter which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of this board, unless such person requests an open meeting? This exemption shall extend to include any application for assistance or tax abatement, or waiver of a fee, fine, or other levy if based on inability to pay or poverty of the applicant pursuant to RSA 91-A:3 II (c).

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second that.

Mr. Hansberry

I'll call the roll. Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry, yes. Let the record show that we have entered non-public session at 9:34 AM.

Let the record show that we have exited non- public session at 9:42 AM. Is there a motion to seal the minutes of the non-public session because divulgence of the information likely would one affect adversely the reputation of any person other than a member of this public body and two render the proposed action ineffective?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I'll second that.

Mr. Hansberry

I will call the roll. Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry? Yes. Motion is adopted. I just want to thank everybody; I want to thank the IT. I want to wish everyone a Happy Thanksgiving. Is there a motion to adjourn?

Mr. Earley

So moved.

Mr. Hansberry

Is there a second?

Mr. Bergeron

I will second that.

Mr. Hansberry

I will call the roll. Mr. Earley?

Mr. Earley

Yes.

Mr. Hansberry

Mr. Bergeron?

Mr. Bergeron

Yes.

Mr. Hansberry

Mr. Hansberry? Yes. The meeting is adjourned at 9:43 AM.