



CERTIFIED CONNECTICUT REVALUATION EMPLOYEE

Guidebook

Office of Policy and Management

2011

QUESTIONS AND ANSWERS RELATED TO THE CONNECTICUT REVALUATION EMPLOYEE PROGRAM

1. What is a Connecticut Revaluation Employee designation?

A Connecticut Revaluation Employee designation is required for all persons who are employed by a Certified Connecticut Revaluation Company and who perform valuations of real and personal property for assessment purposes.

2. What are the different levels of certification?

Currently there are four levels of certification:

- Residential and Land Valuation
- Commercial and Industrial Valuation
- Supervisor
- Personal Property

3. Who has to be certified?

Any person who performs a valuation of real or personal property for a municipal assessor as part of a revaluation as required by §12-62 of the Connecticut General Statutes.

4. Are all employees of a Revaluation Company required to be certified?

No. Persons who perform the following functions are not required to be certified:

- Measurers and listers
- Photographers
- Linguists
- File clerks
- Typists
- Stenographers
- Cartographers

Hearing clerks, provided their duties are specifically limited to general information purposes

Ancillary personnel necessary for routine office functions.

5. What is the difference between a Certified Revaluation Employee and a Certified Revaluation Company?

These are two separate certifications. Certified employees are employed by and working for a Certified Revaluation Company and not employed by or contracted directly with the town. Only a Certified Revaluation Company may contract for real estate revaluation services with a town. However, a Certified Personal Property Employee may conduct personal property audits as a designee of the assessor.

6. Is there a comprehensive examination in order to receive the Revaluation Employee Certification?

All four certifications (Land/Residential, Commercial/ Industrial, Supervisor and Personal Property) have a comprehensive examination. Applications for the examination(s) are submitted to the Office of Policy and Management for approval.

7. Are there minimum requirements to take the examination?

Yes. See page 3 for the experience requirements for the four certifications.

8. Is there a charge for the examination?

No. There is no fee for the examination.

9. How often are the examinations given?

The examinations are generally given once a year during the month of March.

10. Can an applicant take more than one examination at one time?

Yes, two examination periods are held on the examination day. The first time period is in the morning and the second in the afternoon. Applicants may take any one examination in either the morning or afternoon period.

11. If one fails an examination, may it be retaken?

Yes. The examinee may reapply to sit for the next scheduled examination.

12. Once the certification has been earned, is it permanent?

No. Recertification is required as of the fifth anniversary of the date when the certification was awarded.

13. What are the requirements for recertification?

Beginning with renewals on or after April 30, 2004, during the five-year certification period, the employee must complete at least 50 hours of property assessment or appraisal courses and/or workshops. Proof of successful completion of the courses/workshops must be submitted to OPM, along with an application for recertification. The individual seeking recertification is responsible for maintaining the documentation concerning courses/workshops taken during the 5-year period.

14. What courses or workshops will be acceptable?

OPM will annually list and post on its Internet site approved courses and/or workshops that satisfy the continuing education requirements. Generally the list is the same used by the Certificated Connecticut Municipal Assessor Committee and is published annually in the Connecticut Assessor newsletter the *Assessorreporter*.

15. Will recertification require the taking and passing of an examination?

No, recertification will be based on completion of 50 hours of approved courses only.

16. Who can one contact for more information?

The OPM contact person is Frank Intino.

The mailing address is:

Office of Policy and Management, Intergovernmental Policy Division,
450 Capitol Ave. MS#54GSU,
Hartford CT 06106-1379

Telephone (860) 418-6357

Fax: (860) 418-6493.

Information is also available on the OPM Internet website at:

<http://www.ct.gov/opm>

A. Certification Requirements

Experience in the fields of Assessing, Revaluation or Appraising means employment as a:

- Real Estate Appraiser
- Real Estate Broker
- Real Estate Salesperson
- Assessor
- Assistant Assessor
- Lister for a Municipal Revaluation Company
- Appraiser for a Governmental Jurisdiction
- Appraiser for a Municipal Revaluation Company

Land/Residential Certification

- (1) Minimum of two (2) years experience in the field of assessing, revaluation or appraising.
- (2) Passing Grade (70%) on examination in the area of valuation of Land and Residential Properties.

Commercial/Industrial Certification

- (1) Minimum of three (3) years experience in the field of assessing, revaluation or appraising.
- (2) Passing Grade (70%) on examination in the area of valuation of Commercial and Industrial Properties.

Personal Property Certification

- (1) Minimum of two (2) years experience in the field of assessing, revaluation or appraising.
- (2) Passing Grade (70%) on examination in the area of valuation of Personal Property.

Supervisor Certification

- (1) Minimum of three (3) years experience in the field of assessing, revaluation or appraising.
- (2) Hold current Land/Residential Certification.
- (3) Hold current Commercial/Industrial Certification.
- (4) Passing Grade (70%) on examination in the areas of mass appraisal, Connecticut revaluation legal requirements, sales analysis and statistical evaluation of the revaluation.

B. Waiver of Examination and Temporary Certification

Waiver of Examination

Individuals who hold current designations from appraisal or assessment organizations may apply for a waiver of the examination for certification. The examination may be waived by the Secretary for an applicant who has obtained a designation from an appraisal sponsor of the Appraisal Foundation. The designation must have been obtained through a combination of both examinations(s) and the writing of a demonstration narrative appraisal report. The designation must be for the same property type for which the examination waiver is requested, for example, a waiver of the land/residential examination can be granted to holders of the SRA or RES designation, or the MAI, SREA, CAE designations for a commercial/industrial examination waiver, or a PPS or an ASA in Personal Property for a personal property examination waiver. However, the supervisor examination may be waived if the applicant holds designation related to mass appraisal project supervision, such as an ASA in Mass Appraisal or an AAS from the International Association of Assessing Officers.

See page 22 for a copy of the “*Application For Waiver of Revaluation Examination*”.

The Sponsoring Organizations of the Appraisal Foundations are:

American Society of Appraisers

American Society of Farm Managers & Rural Appraisers

Appraisal Institute

International Association of Assessing Officers

International Right of Way Association

National Association of Independent Fee Appraisers

National Association of Master Appraisers

Temporary Certification

An employee of a Connecticut Certified Revaluation Company may apply for temporary certification without passing an examination. The Connecticut Certified Revaluation Company and the employee must jointly apply to the Office of Policy and Management. The application must list and describe the experience and educational background of the employee and state the reason for such request. Both the applicant and an official of the company must jointly sign the application.

If approved by the Office of Policy and Management, a temporary certification is issued for a limited period of time. **The temporary certification is generally granted until the next scheduled examination date, and cannot exceed one hundred-eighty days.** A temporary certification will not be granted to an individual who has taken and failed the certification examination.

See page 25 for a copy of the “*Application For Revaluation Temporary Certification*”.

C. Recertification

Beginning with renewals on or after April 30, 2004, the Connecticut Revaluation Employee Certification must be renewed every five years. This process requires every certified employee to submit an application in order to receive a new five-year designation. The staff of the Intergovernmental Policy Division of the Office of Policy and Management (OPM) will review the application and submit to the Secretary of the Office of Policy and Management the names of those persons recommended for renewal.

Continuing Education Requirements

Each applicant must have completed a minimum of 50 hours of approved property assessment or appraisal courses or workshops during the five-year period prior to the recertification date. Credit will be granted for each hour of a course or workshop that the designee actually attends. Instructors will receive credit for the hours of an assessment or appraisal course or workshop they teach. Instructors who teach different courses during the five-year period will receive credit hours for each such course. A course taken or instructed more than once during the five-year period will be credited only once.

The Office of Policy and Management will annually publish a list of approved courses and workshops on its Internet WEB Site (<http://www.ct.gov/opm>) and in the Connecticut Association of Assessing Officers, Inc. newsletter "*Assessorreporter*". If a course or workshop is not listed and a designee would like OPM to consider the course or workshop for credit, he or she may write to OPM requesting such approval. The request must include the name of the course or workshop, the sponsoring organization, the name(s) of the instructors, the number of hours, and an outline of the areas covered by the course or workshop. Any additional supporting documentation should also be included with the request. OPM will review the request and notify the applicant of its decision in writing within two weeks. If the request is denied, the applicant may appeal to the Secretary of the Office of Policy and Management within ten business days. Information on the appeal process will be included with the denial notification.

Application for Recertification Renewal

A written application for renewal of the Connecticut Revaluation Employee Certification must be submitted to OPM prior to the expiration of a current certification. A copy of this renewal application is on page 23. There is no fee for the renewal. The application must be on the required form, and include documentation of the 50 hours of continuing education credits. The application must be sent to Office of Policy and Management, 450 Capitol Ave. MS#54GSU, Hartford CT, 06106-1379. OPM will review the application for renewal and recommend to the Secretary of the Office of Policy and Management all persons whose certificates should be reissued for another 5-year period.

All designees are responsible for maintaining the documentation of the courses and/or workshops that satisfy the continuing education requirements. A copy of the "Uniform Request for Recertification Credit" that is used by most appraisal and assessment organizations can be found on page 26. OPM will accept this form when it is properly completed and signed. Undocumented courses or workshops will not be considered.

Recertification Application Denial - Appeal

If, after reviewing the application, OPM denies the request for renewal, the applicant will be notified. A denial shall not take effect until the employee is notified of the circumstances warranting denial and the opportunity to comply with the requirements of recertification. The notification, sent by certified mail, shall include, 1) notice of time, place and nature of the hearing; 2) a statement of the statutory authority and jurisdiction for the proceedings; 3) a reference to the statutes or regulation allegedly violated; 4) a short and plain factual statement of the acts or practices allegedly in violation of the law, and: 5) a statement that the employee may be represented by an attorney.

D. Examination Guides

LAND/RESIDENTIAL CERTIFICATION EXAMINATION

I. Concept of Value

- A. Value in use
- B. Value in exchange
- C. Market value
- D. Nature of value
- E. Elements of supply and demand
- F. Concepts of cost, price, and value
- G. Assessor's rule of valuation
- H. Economic Principles of Value
- I. Arms length transaction

II. Property Tax Assessments, Levies, Rates

- A. Taxable Values
 - 1. Appraised Values
 - 2. Assessed Values (Assessments)
- B. Effective Tax Rates
 - 1. Effective tax rate formula

III. Ratio Statistics

- A. Measuring level of assessment
- B. Measure of assessment uniformity
- C. Calculations
 - 1. Mean
 - 2. Median
 - 3. Coefficient of Dispersion
 - 4. Price Related Differential
- D. Sales Ratio Studies
 - 1. Purpose
 - 2. Design
 - 3. Stratification of data

IV. Legal Concepts and Theory of Value

- A. The concept of property
 - 1. Property rights
 - 2. Property classification (Situs and legal description)
- B. Appraisal theory and economic theory
- C. Appraisal principles
- D. Highest and best use (Types, tests and analysis)
- E. Mass appraisal (Valuation model building and calibration)
 - 1. Sales comparison model
 - 2. Cost model

V. The Appraisal Process

- A. Defining the appraisal problem
- B. Preliminary survey and planning
- C. Data collection, market analysis and highest and best use analysis
- D. Neighborhood factors
- E. Property factors
- F. Using the three approaches to value
- G. Correlation
- H. Final estimate of value
- I. The appraisal report
- J. Characteristics of mass versus single property appraisal

VI. Land Valuation

- A. Identification of property
- B. Units of comparison
- C. Mapping systems
- D. Valuation methods (single property appraisal)
 - 1. Sales comparison
 - 2. Abstraction
 - 3. Allocation
 - 4. Land residual technique
- E. Valuation methods (mass appraisal)
 - 1. Comparative unit method
 - 2. Base lot method
- F. Land description system
 - 1. Metes and bounds
 - 2. Rectangular land surveys
 - 3. Lot and block
 - 4. Rectangular coordinates
- G. Appraisal principles
- H. Factors affecting land value

VII. Measuring and Listing of Residential Property

- A. Data collection
- B. Inspection of properties

VIII. Cost Approach

- A. Definition of cost approach (cost approach formula)
- B. Model for the cost approach
- C. Steps in the cost approach
- D. Elements of cost

- E. Types of cost
 1. Original
 2. Reproduction
 3. Replacement
- F. Characteristics that influence cost
 1. Quality
 2. Design
 3. Construction type
 4. Floor area
 5. Building shape
 6. Story height
- G. Methods of estimating cost
 1. Quantity survey
 2. Unit-in-place
 3. Trending
 4. Comparative unit
- H. Depreciation
 1. Understand definition of accrued depreciation
 2. Causes of accrued depreciation (i.e., physical deterioration, functional and economic obsolescence)
 3. Concept of estimating total economic life, effective age and remaining economic life
 4. Direct methods of measuring (i.e., overall age life, engineering breakdown, observed condition breakdown)
 5. Indirect methods of measuring depreciation (i.e., sales comparison, capitalization of income)
- I. Final valuation of property

IX. Market Data (Sales Comparison) Approach to Valuation

- A. Definition
- B. Sales comparison model
- C. Selecting comparable sales
- D. Units of comparison
- E. Developing the value of units of adjustment
- F. Adjusting sale prices to the subject property
- G. Developing the market value
- F. Comparing the three approaches to value

COMMERCIAL/INDUSTRIAL CERTIFICATION EXAMINATION

I. Cost Approach- Commercial Properties

- A. Using a commercial building cost manual
- B. Replacement vs. reproduction cost
- C. Calculator Cost Method
 - 1. Data collection
 - 2. Sketching of building
 - 3. Classification of building
 - 4. Building quality class
 - 5. Using cost tables
 - 6. Using current cost multipliers
 - 7. Using local multipliers
- D. Using Segregated Cost
 - 1. Description of segregated method
 - 2. Unit in place concepts
 - 3. Calculation of volume of the building
- E. Using combined Segregate and Calculator
 - 1. Applications
 - 2. Examples
- F. Using cost indexes
 - 1. Trending historical cost to current cost
 - 2. Trending back to revaluation date
 - 3. Mixed used for component parts
 - 4. Equipment cost indexes
 - 5. Examples and problems

II. Basics of Income Approach

- A. Present value of future benefits
- B. Introduction to capitalization
- C. IRV formula
- D. Types of values derived from the Income approach
- E. Economic and appraisal principles

III. Mathematics Review

- I. Decimals, ratios, percentages,
- II. Mill rates
- III. Averages

IV. Income, Expense and Lease Analysis

- A. Income analysis
 - 1. Potential gross rent
 - 2. Market rent
 - 3. Contract rent
 - 4. Miscellaneous income
- B. Expenses
 - 1. Vacancy and collection allowances

- 2. Operating expenses
- C. Net operating income
- D. Leasing and financing

V. Capitalization

- A. Capitalization rate
 - 1. Discount rate
 - 2. Recapture rate
 - 3. Effective tax rate
- B. IRV formula
- C. VIF formula
- D. Direct capitalization
 - 1. Overall capitalization
 - 2. Gross income multiplier
- E. Development of net income estimate
 - 1. Types of rent
 - 2. Leases
 - 3. Rental units of comparison
 - 4. Potential gross income
 - 5. Vacancy and collection loss
 - 6. Income and expense statement (operating expenses, reserves for replacement and non-allowable expenses)
- F. Use of land and building capitalization rates in income approach to value
- G. Capitalization methods
 - 1. Direct capitalization
 - a. IRV formula
 - b. Land to building ratios
 - c. Remaining economic life
 - d. Steps in direct capitalization (i.e., data collection, data analysis, develop cap rate, capitalize net income)
 - e. Development and application of an overall capitalization rate
 - f. Income multipliers - rental periods and typical usage's
- H. Yield capitalization
 - 1. Six functions of a dollar
 - 2. Use of compound interest tables
 - 3. Annuity capitalization method
 - 4. Discount cash flow
 - 5. Mortgage equity method

SUPERVISORS CERTIFICATION EXAMINATION

I. The Goals of Revaluation

- A. Phases of a revaluation
- B. Internal controls
- C. Scope of revaluations

II. Evaluation of Existing Resources

- A. Preparing for a revaluation
- B. Obtaining additional personnel
- C. Public relations

III. Components of a Mass Appraisal System

- A. Data management system
- B. Sales analysis system
- C. Valuation system
- D. Administrative system

IV. Functions of Mass Appraisal

- A. Steps in a reappraisal
- B. Data maintenance
- C. Value updates

V. Estimating Time and Costs Requirements

- A. Establishing work units
- B. Establishing production goals
- C. Scheduling production and time requirements
- D. Summarizing staff requirements and costs

VI. Principles of Mass Appraisal

- A. General model
- B. Model calibration
(Cost, income and sales comparison)

VII. Controlling and Monitoring the Revaluation

- A. Time and production record keeping
- B. Controlling the revaluation program
- C. Developing revaluation unit costs
- D. Reporting revaluation program progress

VIII. Data Collection and Management

- A. Determining data needs
 - 1. Data accuracy
 - 2. Methods of evaluating data accuracy
- B. Describing and coding property characteristics
- C. Property record forms
- D. Data inventory manuals
- E. Field data collection
- F. Data edits
- G. Data conversion

IX. Sales Analysis and Mass Appraisal Performance Evaluation

- A. Computation of Ratios
- B. Aspects of mass appraisal performance
 - 1. Uniformity within groups
 - 2. Uniformity within groups
- C. Design for ratio studies
- D. Statistical terms applicable to ratio studies
 - 1. Measures of appraisal level (mean, median, weighted mean)
 - 2. Measures of appraisal uniformity (Range, average absolute deviation, coefficient of dispersion, standard deviation, coefficient of variation, price related differential)
 - 3. Data displays (arrays, histogram, frequency distributions, scatter diagram)
- E. Connecticut Performance-Based Revaluation Standards
 - 1. Appraisal Level Test
 - 2. Appraisal Uniformity Test
 - 3. Coefficient of Dispersion Test (COD)
 - 4. Price Related Differential Test (PRD)
 - 5. Sold/Unsold Property Test

PERSONAL PROPERTY CERTIFICATION EXAMINATION

I. Administration of Personal Property Valuation

- A. Assessment Dates
- B. Assessment Ratios
- C. Declarations of Personal Property to Local Assessor by taxpayers
- D. Property Exempt from the Personal Property Tax
- E. Ownership of Personal Property
- F. Taxability of Personal Property

II. Definitions

- A. Terminology and definitions

III. Discovery

- A. Physical methods
- B. On-site inspections
- C. Non-physical methods

IV. Audits

- A. Authority to conduct personal property audits
- B. Methodology
- C. Notices of audit findings
- D. Penalties for failure to report personal property
- E. Time Frames for audits
- F. Data Sources

RECOMMENDED STUDY MATERIALS

- “Property Assessment Valuation”***, Second Edition, International Association of Assessment Officers, 1996
- “Property Appraisal and Assessment Administration”*** International Association of Assessment Officers
- “Mass Appraisal of Real Property”*** Robert J. Gloudemans, International Association of Assessment Officers, 1999
- “The Appraisal of Real Estate”***, 12th Edition, Appraisal Institute
- “Appraising Residential Properties”***, 3rd Edition, Appraisal Institute, 1999
- “Property Inspection: An Appraiser's Guide”***, John A. Simpson, MAI, Appraisal Institute, 1997
- “Glossary for Property Appraisal and Assessment”*** International Association of Assessment Officers, 1997
- “The Dictionary of Real Estate Appraisal”*** 3rd Edition, Appraisal Institute, 1992
- “Questions and Answers To Help You Pass the Real Estate Appraisal Exams”***, third edition, Jeffrey D. Fisher and Dennis S. Tosh, Dearborn Real Estate Education, 2000
- “Mathematics for Real Estate Appraisers”*** Clifford E. Fisher, Jr., MAI, Appraisal Institute, 1996
- “Handbook for Connecticut Assessors”*** Connecticut Association of Assessing Officers, Inc

E. CONNECTICUT GENERAL STATUTES - SECTIONS 12- 2b and 12-2c

Duties of Secretary of Office of Policy and Management re municipal assessment. Certification of Revaluation Companies.

Sec. 12-2b The Secretary of the Office of Policy and Management shall: (1) In consultation with the Commissioner of Agriculture, develop schedules of unit prices for property classified under sections 12-107a to 12-107e, inclusive, update such schedules by October 1, 1990, and every five years thereafter, and make such data, studies and schedules available to municipalities and the public; (2) develop regulations setting forth standards and tests for: Certifying revaluation companies and their employees, which regulations shall ensure that a revaluation company is competent in appraising and valuing property, certifying revaluation companies and their employees, requiring that a certified employee supervise all valuations performed by a revaluation company for municipalities, maintaining lists of certified revaluation companies and upon request, advising municipalities in drafting contracts with revaluation companies, and conducting investigations and withdrawing the certification of any revaluation company or employee found not to be conforming to such regulations. The regulations shall provide for the imposition of a fee payable to a testing service designated by the secretary to administer certification examinations; and (3) by himself, or by an agent whom he may appoint, inquire if all property taxes which are due and collectible by each town or city not consolidated with a town, are in fact collected and paid to the treasurer thereof in the manner prescribed by law, and if accounts and records of the tax collectors and treasurers of such entities are adequate and properly kept. The secretary may hold meetings, conferences or schools for assessors, tax collectors or municipal finance officers.

Sec. 12-2c "Revaluation company" shall mean any person, firm, association, corporation, limited liability company or other entity, other than a municipal assessor or assistant assessor, which performs property valuations for a municipality for assessment purposes. On and after June 25, 1991, no revaluation company shall perform any valuation for a municipality for assessment purposes unless such company is certified by the Secretary of the Office of Policy and Management. Such certification shall be renewed every five years.

F. REGULATIONS OF CONNECTICUT STATE AGENCIES

Certification of Revaluation Companies and Their Employees

Part I

Certification Procedure: Companies

Section 1. Section 12-2b-1 Definitions

As used in these regulations, the following terms have the meaning ascribed to them in this section.

“Secretary” means the Secretary of the Office of Policy and Management, or his designee.

“Certification” means the certification of competency issued by the Secretary stating that the company or employee has met the requirements of the certification program.

“Company” means a revaluation company as defined in Section 12-2c of the General Statutes.

“Employee” means an individual who is certified in accordance with these regulations.

“Appraisal Foundation” means the not-for-profit corporation referred to in section 1121 of Title XI of the Financial Institutions Recovery, Reform, and Enforcement Act of 1989.

Section 12-2b-2 Certification of Companies

No company shall perform any revaluation in Connecticut, unless such company is certified by the Secretary. No company shall be certified for the revaluation of real property unless such company employs at least one individual certified by the Secretary as a supervisor. No company shall be certified for the revaluation of personal property unless such company employs at least one individual certified by the Secretary for Personal Property Value Estimation.

Section 12-2b-3. Form, content and filing of applications

(a) A company shall submit its application for certification on a form prepared by the Secretary. The application for certification shall include:

(i) The exact legal name of the company, any name under which the company is doing business and the address of its principal place of business;

(ii) The company’s state of incorporation;

(iii) The name, title, address and telephone number of the person to whom correspondence and communications regarding the application are to be addressed. Notice and other papers may be served upon the person so named, and such service shall be deemed service upon the company.

(b) Applications shall be submitted to the Secretary of The Office of Policy and Management.

Section 12-2b-4 Annual Reports

A company shall annually file a report with the Secretary on a form prepared by said Secretary. The annual report shall include a complete list of the company’s certified employees, a list of all Connecticut municipalities under contract and the name, title, address and telephone number of the person to whom correspondence and communications regarding the company are to be addressed. The report shall be filed with the Secretary not later than March 1st of each year.

Section 12-2b-5 Renewal of certification

(a) Certification of a company shall be valid for five years and shall expire on March 31st of the fifth year of certification.

(b) Not later than thirty days prior to the expiration of certification, the company shall file with the Secretary all materials and information necessary for recertification. The requirements and procedures for original applications set forth in Section 12-2b-3 of these regulations shall be applicable to applications for renewal of certification.

(c) After receipt of all materials and information necessary for completion of the recertification process, the Secretary shall complete an initial evaluation of the company's application for renewal. Each company's five-year performance will be reviewed by the Secretary before issuance of a renewal certificate.

(d) If the Secretary determines that the company has satisfactorily fulfilled the requirements provided herein he shall issue the renewal of the company's certification.

(e) If the Secretary determines that the company has not satisfactorily fulfilled the requirements provided herein, the provisions of Section 12-2b-13 through Section 12-2b-16 of these regulations shall apply.

Part II

Certification Procedure: Employees

Section 12-2b-6 Certification of employees

All employees of a company, who estimate, set or adjust the valuation of real and personal property during any part of the revaluation process, are required to hold a valid certificate issued by the Secretary. Employees who perform the following functions must be certified by the Secretary:

- (a) Residential Value Estimation
- (b) Commercial and Industrial Value Estimation
- (c) Personal Property Value Estimation
- (d) Supervisor.

Section 12-2b-7 Non-certified employees. Temporary certification

(a) The following employees of a company need not be certified, provided that they perform routine, non-supervisory duties and do not estimate, set or adjust the valuation of real and personal property during any part of the revaluation process:

- (i) Measurers and listers;
- (ii) Photographers;
- (iii) Linguists;
- (iv) File clerks;
- (v) Typists;
- (vi) Stenographers;
- (vii) Cartographers;
- (viii) Hearing clerks, provided their duties are specifically limited to general information purposes; and
- (ix) Ancillary personnel necessary for routine office functions.

(b) A non-certified employee of a company may receive temporary certification from the Secretary, provided the company and the employee jointly apply to the Secretary, describing the experience and educational background of the employee and stating the reason for such request. A temporary certification shall be valid for a period not to exceed one hundred-eighty days.

Section 12-2b-8 Application for certification. Qualifications

(a) An individual desiring to be certified shall file an application with the Secretary not later than fourteen days preceding the date of the examination on an application form provided by the Secretary. Applications shall be submitted to the Secretary of the Office of Policy and Management.

(b) For the purposes of these regulations experience in the fields of assessing, revaluation or appraising shall include employment as a real estate appraiser, real estate broker, real estate salesperson, assessor, assistant assessor, lister for a municipal revaluation company, appraiser for a governmental jurisdiction or an appraiser for a municipal revaluation company.

(c) Applicants for certification in Residential Value Estimation shall furnish documentary evidence of having not less than two years of experience in the fields of assessing, revaluation or appraising.

(d) Applicants for certification in Commercial and Industrial Value Estimation shall furnish documentary evidence of having not less than three years of experience in the fields of assessing, revaluation or appraising.

(e) Applicants for certification in Personal Property Value Estimation shall furnish documentary evidence of having not less than two years of experience in the fields of assessing, revaluation or appraising.

(f) Applicants for certification as a Supervisor shall furnish documentary evidence of having not less than three years of experience in the fields of assessing, revaluation or appraising and of having a current certification in Residential Value Estimation and Commercial and Industrial Value Estimation.

(g) The Secretary shall review applications and supporting documents, determine the eligibility of the applicant for the examination and notify the applicant of his or her status in writing.

Section 12-2b-9 Examinations

(a) The Secretary shall prepare or cause to be prepared written examinations covering the fields of assessment practice, the principles of valuation for mass appraisals and the supervision of a mass appraisal project in order to determine knowledge, ability and competence of applicants.

(b) Examinations shall be held at least once annually at places and times set by the Secretary, with at least thirty days' advance notice given by the Secretary. Such notice shall be provided to each company certified in accordance with sections 12-2b-1 to 12-2b-5 of the Regulations of Connecticut State Agencies and to each person having submitted a written request to the Secretary for advance notification of the scheduling of such examinations.

(c) All examinations shall be graded by the Secretary and the applicant shall be notified of the outcome. Papers will not be returned to the applicant.

Section 12-2b-10 Waiver of Examination Requirement

(a) Application to waive the examination requirement regarding Residential Value Estimation, as set forth in Section 12-2b-9 of these regulations, shall be made to the Secretary. The examination requirement may be waived by the Secretary for an applicant who has obtained a designation from an appraisal sponsor of the Appraisal Foundation. Such designation shall have been obtained through a combination of both examination(s) and the writing of a demonstration narrative appraisal report in the area of residential valuation.

(b) Application to waive the examination requirement regarding Commercial and Industrial Value Estimation, as set forth in Section 12-2b-9 of these regulations, shall be made to the Secretary. The examination requirement may be waived by the Secretary for an applicant who has obtained a designation from an organization that is a member of the Appraisal Foundation. Such designation shall have been obtained through a combination of both examination(s) and the writing of a demonstration narrative appraisal report in the area of commercial and/or industrial valuation.

(c) Application to waive the examination requirement regarding Personal Property Value Estimation, as set forth in Section 12-2b-9 of these regulations, shall be made to the Secretary. The examination requirement may be waived by the Secretary for an applicant who has obtained a designation from an organization that is a member of the Appraisal Foundation. Such designation shall have been obtained through a combination of both examination(s) and the writing of a demonstration narrative appraisal report in the area of personal property valuation.

(d) Application to waive the examination requirement for supervisor, as set forth in section 12-2b-9 of the regulations of Connecticut State Agencies, shall be made to the Secretary. The examination requirement may be waived by the Secretary for an applicant who meets the requirements set forth in subsection (f) of section 12-2b-8 of the Regulations of Connecticut State Agencies and who has a designation from an organization that is a member of the Appraisal Foundation. Such designation shall be related to mass appraisal project supervision.

Section 12-2b-11 Issuance of Certificate. Renewal of certification

(a) Upon satisfactory fulfillment by an applicant of the requirements provided herein, the Secretary shall issue to the applicant an appropriate certificate designating his or her competency. Such certificate shall be valid for five years and shall expire on April 30th in the fifth year of certification.

(b) Not later than five days prior to the expiration of a certification issued on or after January 1, 1999, an individual shall file with the Secretary all materials and information necessary for recertification, including evidence of having met the continuing education requirements set forth in section 12-2b-12 of these regulations. The requirements and procedures for original applications set forth in Section 12-2b-8 of these regulations shall be applicable to applications for renewal. No examination will be required for recertification unless the Secretary determines that such examination is necessary to ascertain the applicant's continuing competence in the fields of assessing, revaluation or appraising.

(1) The Secretary may grant an individual an extension of time to file the materials and information necessary for recertification, provided he receives a written request for such an extension not later than ninety days following the date on which the individual was required to submit such materials and information.

(c) Within thirty days after receipt of all materials and information necessary for completion of the recertification process, the Secretary shall complete an evaluation of the individual's application for renewal. Each applicant's five-year performance will be reviewed by the Secretary before issuance of a renewal certificate.

(d) If the Secretary determines that the applicant has fulfilled the requirements provided herein, he shall issue the renewal of the applicant's certification.

(e) If the Secretary determines that the applicant has not satisfactorily fulfilled the requirements provided herein or that an examination is a precondition for renewal of certification, the provisions of Section 12-2b-13 through Section 12-2b-16 of these regulations shall apply.

Section 12-2b-12 Continuing Education Requirements

(a) In order for an individual to be recertified in accordance with section 12-2b-11 of the Regulations of Connecticut State Agencies, he shall present evidence to the Secretary of having completed at least fifty hours of one or more property assessment or appraisal courses or workshops. Such course or workshop hours shall have been completed during the five-year period prior to the date on which the person's certification expires. Any such course or workshop shall be subject to approval by the Secretary. The Secretary shall approve a course or workshop sponsored by a nationally or state recognized appraisal or assessment organization, and may approve other such courses or workshops at the request of the individual seeking recertification, in accordance with the procedure set forth in subsection (b) of this section. With respect to an individual enrolled in such a course or workshop, credit shall be granted for each hour of actual attendance. An instructor of such a course or workshop, or a person presenting instruction in conjunction with such course or workshop, shall receive credit for each hour of instruction actually provided. If an individual enrolls in or provides instruction for the same course or workshop more than once during said five-year period, credit shall be granted only for the first course or workshop attended or taught.

(b) A request may be made to the Secretary for approval of a course or workshop that is not sponsored by a nationally or state recognized property appraisal or assessment organization. Such request shall be in writing and shall be accompanied by such documentation as the Secretary may require on a form prescribed for that purpose by said secretary. The secretary shall promptly consider the applicant's request and shall send written notice of his decision regarding the approval or denial of such course or workshop within two weeks of the date on which his decision is made. In the event the Secretary denies an applicant's request for approval, the notice containing the secretary's decision shall include information as to how the applicant may request a reconsideration of said denial.

(c) A request for reconsideration of the Secretary's denial of a course or workshop shall be submitted to the Secretary in writing. Any such request, which shall include the reason why the appellant believes such course or workshop should be approved for credit purposes, shall be sent within ten business days of the date of the Secretary's notice of denial. Such request shall not be regarded as having been properly filed unless the documentation required by the Secretary is submitted with the request for reconsideration. A request for reconsideration that is not properly filed shall be denied by the Secretary. A person having properly filed a request for reconsideration may be required to appear before the Secretary to answer any pertinent questions or to supply any additional information that the Secretary deems necessary, provided such person is given not less one week's notice of the requirement to appear.

(d) The Secretary shall reconsider his decision to deny approval of a course or workshop not later than thirty days following the receipt of a properly filed request for reconsideration. The applicant shall be sent written notice of the Secretary's decision regarding his reconsideration of such course or workshop. Such decision shall be final.

Section 12-2b-13 Revocation, suspension or denial of a renewal of certification

(a) The Secretary may revoke, suspend or deny the renewal of certification of a company or an employee when it is determined that the company or employee obtained a certificate through fraud, deceit or misrepresentation of its or his or her qualifications; has practiced fraud or deception in the performance of its or his or her duties; or that the company or employee is incompetent or unable to perform properly its or his or her duties.

(b) No revocation, suspension or denial of a renewal of a company's or an employee's certification shall be lawful unless prior to the institution of any such proceeding, the company or the employee is given notice of the facts or conduct which warrants the intended action and the opportunity to show compliance with the lawful requirements for the retention or renewal of certification.

Part III Contested Case Procedure

Section 12-2b-14 Contested cases

(a) A proceeding to revoke, suspend or deny renewal of a company's or an employee's certification shall be conducted as a contested case, in accordance with the provisions of the Uniform Administrative Procedures Act, specifically, Section 4-177 through Section 4-184 of the General Statutes.

(b) When the Secretary has reason to believe that a company or an employee has not complied with the lawful requirements for the retention or renewal of certification, he shall issue a complaint by certified mail to the company or the employee, which must contain:

- (i) Notice of the time, date, place and nature of the hearing;
- (ii) A statement of the statutory authority and jurisdiction for instituting the proceeding;
- (iii) A reference to the statutes or regulations allegedly violated;
- (iv) A short and plain factual statement of the acts or practices allegedly in violation of the law; and
- (v) A statement that the company or the employee may be represented by an attorney.

(c) Unless precluded by law, informal disposition may be made of any contested case by stipulation, agreed settlement, consent order, or default.

Section 12-2b-15 Conduct of Hearings in Contested Cases

- (a) Hearings in contested cases shall be presided over by the Secretary.
- (b) The Secretary shall have the duty to conduct fair and impartial hearings, to make no public comments as to the merits of a complaint prior to its disposition, to take all proper actions to avoid delay in the disposition of proceedings and to maintain order. The Secretary shall have all powers necessary to that end.
- (c) Each party at a hearing shall have the right to present evidence, cross-examine witnesses, enter motions and objections, and assert all rights essential to a fair hearing. The rules of evidence shall be as prescribed in Section 4-178 of the General Statutes. The allegations of the complaint must be proved by reliable, probative and substantial evidence in order to sustain a decision adverse to the company or the employee.

Section 12-2b-16 Final Decision in Contested Cases

- (a) The decision in a contested case, if adverse to the company or the employee, shall not be made until a proposed decision is served upon the company or the employee, and an opportunity is afforded to such company or employee to file exceptions and present briefs and request oral argument before the Secretary. The proposed decision shall contain a statement of the reasons therefore and of each issue of fact or law necessary to the proposed decision, prepared by the Secretary. The company or the employee by written stipulation may waive compliance with this section.
- (b) The final decision or order in a contested case shall be rendered by the Secretary after due consideration of the entire record, including any briefs or oral arguments presented to him. A final decision or order adverse to a company or an employee in a contested case shall be made in writing and shall be served upon the company or the employee by certified mail.
- (c) The Secretary shall proceed with reasonable dispatch to conclude any matter pending before him and shall render a final decision in all contested cases within ninety days following the close of evidence and filing of briefs in such proceedings.

Part IV Complaint Procedure

Section 12-2b-17 Investigation

Upon receiving a complaint from a municipality, state agency or any other person, indicating or alleging that a company or an employee has failed to comply with the lawful requirements for the retention of its or his or her certificate, the Secretary shall conduct an investigation of said complaint. In addition, the Secretary may initiate such investigation upon his own motion.

Section 12-2b-18 Form and Filing. Content

- (a) Complaints shall be in writing with the original signed by the complainant or his attorney. The original complaint shall be filed with the Secretary of the Office of Policy and Management.
- (b) A complaint shall contain the following information:
 - (i) The full name and address of the complainant, and the full name and address of the complainant's attorney, if any.
 - (ii) The full name of the company or the employee.
 - (iii) A specific reference to the section of the General Statutes or to the rules and regulations alleged to have been violated.
 - (iv) A plain and concise statement of the facts upon which the complaint is based, including the time, date and location of the violation.

Section 12-2b-19 Disposition of Complaints

(a) After the filing of a complaint, the Secretary shall make a prompt preliminary investigation. If the complaint does not come within the Secretary's jurisdiction, the complainant will be so notified. The Secretary may at his discretion, refer the complaint to the appropriate agency for review.

(b) If, after investigation of the complaint, the Secretary is of the opinion that there is no substantial and competent evidence of violation, the complaint shall be dismissed. In the event of such dismissal, the complainant shall be notified, including the reasons for such dismissal.

(c) In cases where, after investigation, there is reason to believe that a company or an employee has failed to comply with the lawful requirements for retention of its or his or her certificate, the Secretary shall serve a formal complaint on the company or the employee and proceed in accordance with the provisions of Section 12-2b-13 through Section 12-2b-16 of these regulations.

G. Forms and Applications

The following Forms and Applications are included and copies made by made for submission to the Office of Policy and Management:

Application for Revaluation Certification Examination

Application for Waiver of Revaluation Examination

Application for Renewal of Revaluation Certification of Employees

Application for Revaluation Temporary Certification

Uniform Request for Recertification Credit



STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT
APPLICATION FOR REVALUATION CERTIFICATION EXAMINATION

NAME OF APPLICANT (LAST)	(FIRST)	(M.I.)	BUSINESS TELEPHONE ()	HOME TELEPHONE ()
ADDRESS (NO AND STREET)	(CITY)	(STATE)	(ZIP+4)	SOCIAL SECURITY NUMBER
ADDRESS (Where Exam results should be sent, if different from above)				

QUALIFYING EXPERIENCE

In accordance with Section 12-2b-8 of the Regulations of the Office of Policy and Management, an individual applying for a certification must have experience in the field of assessing, revaluation or appraising of Residential or Personal Property for at least two (2) years, Commercial/Industrial or Supervisor for at least three (3) years. Starting with your current employer, list your **complete** employment history for the past five (5) years. Place an "X" next to each item to be considered as valuation employment/experience.

Experience in the fields of assessing, revaluation or appraising shall include employment as a real estate appraiser, real estate broker, real estate salesperson, assessor, assistant assessor, lister for a municipal revaluation company or an appraiser for a municipal revaluation company.

Company Name Address & Telephone	Title	Description of Duties	Dates		Valuation (X)
			To	From	
			Years	Months	
Total Accumulated Employment Time					
Total Accumulated Valuation Employment					

INDICATE THE EXAMINATION(S) AND TIME FOR WHICH YOU ARE APPLYING:

- | | | |
|--|-----------------------------|-----------------------------|
| <input type="checkbox"/> LAND/RESIDENTIAL | <input type="checkbox"/> AM | <input type="checkbox"/> PM |
| <input type="checkbox"/> COMMERCIAL/INDUSTRIAL | <input type="checkbox"/> AM | <input type="checkbox"/> PM |
| <input type="checkbox"/> SUPERVISOR * | <input type="checkbox"/> AM | <input type="checkbox"/> PM |
| <input type="checkbox"/> PERSONAL PROPERTY | <input type="checkbox"/> AM | <input type="checkbox"/> PM |

* Application for Supervisor: must have received a passing grade on both the Residential Examination and the Commercial and Industrial Examination.

I certify that the above information I have provided, is true and accurate and that I am aware that certification may be suspended for misrepresentation, false or fraudulent information.

Signature _____ Title _____ Date _____



STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT

APPLICATION FOR WAIVER OF REVALUATION EXAMINATION

NAME OF APPLICANT (LAST)	(FIRST)	(M.I.)	BUSINESS TELEPHONE ()	HOME TELEPHONE ()
ADDRESS (NO AND STREET)	(CITY)	(STATE)	(ZIP+4)	SOCIAL SECURITY NUMBER
ADDRESS (where certificate should be sent, if different from above)				

WAIVER OF EXAMINATION REQUIREMENT

Waiver of Examination Requirements - Application to waive the examination requirements, as set fourth in §12-2b-10 of the regulations shall be made to the Secretary. The examination may be waived by the Secretary for an applicant who has obtained a designation from an appraisal sponsor of the Appraisal Foundation. Such designation shall have been obtained through a combination of both examinations(s) and the writing of a demonstration narrative appraisal report for examination(s) waiver requested: land/residential, commercial/industrial, or personal property. However, the supervisor examination may be waived as stated in subsection (f) of §12-2b-8 of the Regulations of Connecticut State Agencies and who has a designation from an organization that is a member of the Appraisal Foundation. Such designation shall be related to mass appraisal project supervision.

The Sponsoring Organizations of the Appraisal Foundations are: American Society of Appraisers, American Society of Farm Managers & Rural Appraisers, Appraisal Institute, International Association of Assessing Officers, International Right of Way Association, National Association of Independent Fee Appraisers, and National Association of Master Appraisers.

Issuance of Certificate. In accordance with § 12-2b-11, upon satisfactory fulfillment by an applicant of the requirements, the Secretary shall issue to the applicant an appropriate certificate designating his or her competency. Such certificate shall be valid for five years and shall expire on April 30th in the fifth year of certification.

APPLICATION INFORMATION

Type of Wavier Requested:			
<input type="checkbox"/> Land/Residential	<input type="checkbox"/> Commercial/Industrial	<input type="checkbox"/> Personal Property	<input type="checkbox"/> Supervisor

SPONSORING ORGANIZATION	YOUR DESIGNATION(S)	DATE OF DESIGNATION

* You must include a COPY of your current certification obtained from a Sponsoring Organization of the Appraisal Foundation. If the certificate date is more than five (5) years old, include a current letter from the organization stating that the designation is valid.

OFFICE USE ONLY	
<input type="checkbox"/> Application is Approved	<input type="checkbox"/> Application is Denied
Reviewer: _____	Date: / /
Comments: _____	

I certify that the above information I have provided, is true and accurate and that I am aware that certification may be suspended for misrepresentation, false or fraudulent information.

Signature _____ Title _____ Date _____
(Legible signature please)



STATE OF CONNECTICUT

OFFICE OF POLICY AND MANAGEMENT

APPLICATION FOR RENEWAL OF REVALUATION CERTIFICATION OF EMPLOYEES

Read carefully before answering questions. Print or type answers.

SECTION 1

Name of Applicant	(Last)	(First)	(MI)
Social Security Number:	—	—	
Business Address:	Street	City/Town	Zip + 4
Business Telephone Number	() -		Business Fax Number () -
Home Address:	Street	City/Town	Zip + 4
Home Telephone Number	() -		Home Fax Number () -

SECTION 2

CERTIFICATION INFORMATION

Certificate Number:
Type of Certification:
<input type="checkbox"/> Residential/Land <input type="checkbox"/> Commercial/Industrial <input type="checkbox"/> Supervisor <input type="checkbox"/> Personal Property

In the last five years have you been: a) the subject of a criminal investigation or proceeding; b) the subject of a complaint to the Office of Policy and Management; c) been subjected to any disciplinary proceedings; d) been refused certification or had your certification suspended or revoked; e) have you been or are you under investigation or are any actions listed above pending or g) are you aware of any acts or omissions which could lead to any of the actions listed above

Yes

No

SECTION 3

QUALIFYING EXPERIENCE

In accordance with Section 12-2b-8 and Section 12-2b-11(c) of the Regulations of the Office of Policy and Management, an individual applying for a renewal of certification must have been engaged in the valuation of Residential or Personal Property for at least two (2) years, Commercial/Industrial or Supervisor for at least three (3) years, of the preceding five year period. Starting with your current employer, list your **complete** employment history for the past five (5) years. Place a “**X**” next to each item to be considered as valuation employment/experience. Attach additional sheets as necessary.

Employers Name Address & Telephone	Position	Description of Duties	Dates		Valuation (X)
			To	From	
			Years	Months	
Total Accumulated Employment Time					
Total Accumulated Valuation Employment					

I certify that the above information I have provided, is true and accurate and that I am aware that certification may be suspended for misrepresentation, false or fraudulent information.

Signature _____ Title _____ Date _____
(Legible signature please)

<i>DO NOT WRITE BELOW THIS LINE</i>	
<input type="checkbox"/> Application is Approved	<input type="checkbox"/> Application is Denied
Comments: _____	
Reviewer: _____	Date: _____



**STATE OF CONNECTICUT
 APPLICATION FOR REVALUATION TEMPORARY CERTIFICATION
 OFFICE OF POLICY AND MANAGEMENT
 450 Capitol Ave. MS#54FOR, Hartford Connecticut 06106-1379**

NAME OF APPLICANT (LAST)	(FIRST)	(M.I.)	BUSINESS TELEPHONE ()	HOME TELEPHONE ()
ADDRESS (NO AND STREET)			SOCIAL SECURITY NUMBER	
(CITY)	(STATE)	(ZIP+4)		

Indicate the type(s) of certification for which you are applying:

- Land/Residential
 Commercial/Industrial
 Supervisor
 Personal Property

QUALIFYING APPRAISAL EXPERIENCE

Starting with your current employer, list your appraisal/assessment employment history for the past five (5) years. Experience in the fields of assessing, revaluation or appraising shall include employment as a real estate appraiser, real estate broker, real estate salesperson, assessor, assistant assessor, or lister for a municipal revaluation company or an appraiser for a municipal revaluation company.

Company Name Address & Telephone	Title	Description of Duties	Dates	
			To	From
			Years	Months
Total Accumulated Valuation Employment				

EDUCATIONAL EXPERIENCE

Starting with your most recent education, list your scholastic, appraisal and assessment education history.

Institution	Name of Course Or Degree	Dates	
		To	From

I certify that the above information I have provided is true and accurate and that I am aware that this temporary certification may be suspended for misrepresentation, false or fraudulent information. I understand that the temporary certification cannot be for a period of more than 180 days.

Applicant Signature _____ Title _____ Date _____

This application **MUST** be co-signed by an official of a Connecticut Certified Revaluation Company.

Company Official Signature: _____ Title _____

Company: _____ Date: _____

<i>DO NOT WRITE BELOW THIS LINE</i>	
<input type="checkbox"/> Application is Approved	<input type="checkbox"/> Application is Denied
Comments: _____	
Length of Temporary Certification: _____	
Reviewer: _____	Date: _____

UNIFORM REQUEST FOR RECERTIFICATION CREDIT

This form was developed for your convenience in reporting continuing education to various appraisal organizations. **It does not imply automatic acceptance by any organization of an educational program. Each group retains its own recertification requirements and procedures for requesting credit.** A copy of the program brochure or outline may be required.

1. This form must be completed in its entirety. **Please type or print.**
2. Please submit a copy to each organization from which you are requesting credit.
3. It is suggested that you keep a photocopy of each form submitted.

ORGANIZATION TO WHICH SUBMITTED _____ DESIGNATION _____ MEMBER NUMBER _____

MEMBER NAME _____ NUMBER OF INSTRUCTIONAL HOURS _____

SPONSORING ORGANIZATION _____ PROGRAM LOCATION _____

TITLE OF PROGRAM _____

PROGRAM DATES _____ INSTRUCTOR/PRESENTERS _____

DESCRIPTION OF ACTIVITY AND CONTENT _____

DESCRIPTION CONTINUED _____

EVIDENCE OF COMPLETION (SIGNATURE OF INSTRUCTOR OR PROGRAM OFFICIAL) _____

I certify that I have completed the above-described professional activity. I am aware that any misrepresentations by me become subject to disciplinary action.

SIGNATURE OF MEMBER DATE

TITLE OF EDUCATIONAL PROGRAM DESCRIBED ABOVE

MEMBER NAME

MAILING ADDRESS

CITY STATE/PROVINCE ZIP CODE

