



Board of Selectmen Meeting (begins immediately following the public hearing)  
Meeting Agenda  
**Tuesday, January 07, 2020**  
**6:15 PM**

**Call to Order**

**Pledge of Allegiance**

**Consent Agenda**

**Public Forum #1**

**New Business**

- [Item1:](#) Full Revaluation Proposals
- [Item2:](#) Rate Increase for Plow Drivers
- Item3: Budget Committee Recommendations
- [Item4:](#) 2020 Budget Review

**Old Business**

- [Item5:](#) Azalea Park / Riverwalk Committee Grant

**Other Business**

- [Item6:](#) Town Administrator Report

**Public Forum #2**

**Non-Public**

- Item7: RSA 91-A:3, II(b)

**Adjourn**

Notice posted on: 1-3-20  
Next Routine Meeting: 1-28-20

Telephone  
603-428-3221

18 Depot Hill Road  
Henniker, NH 03232  
[www.henniker.org](http://www.henniker.org)

FAX  
603-428-4366

Items for the next agenda, with completed backup, must be in the  
Selectmen's Office no later than 12:00 noon on 1-23-20



Town Hall  
18 Depot Hill Road  
Henniker, NH 03242

Tel: (603) 428-3221  
Fax: (603) 428-4366

Incorporated November 10, 1768  
"Only Henniker on Earth"

## TOWN OF HENNIKER, NEW HAMPSHIRE

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# STAFF REPORT

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**DATE:** January 7, 2020

**TITLE:** Full Revaluation

**PREPARED BY:** Joseph Devine, Town Administrator

**TOWN ADMINISTRATOR'S COMMENTS - RECOMMENDATION:** N/A

**BACKGROUND:**

In 2019 the town requested proposals for a 2020 full revaluation for the Town of Henniker. This is a full measure and list appraisal and revaluation of all taxable and tax-exempt properties. The effective date will be April 1, 2020 and be completed by September 18, 2020. The last complete revaluation was undertaken in 2010 and a statistical update in 2015. Part of this proposal required any and all costs related to upgrading our assessing software Vision from version 6.5 to version 8.

**DISCUSSION:** We received two bids for this RFP. The first was Corcoran Consulting Associates, who has been providing us our general assessing services since 2018. The proposal put forward by Corcoran is \$98,000. This figure does not include the cost of upgrading our version of Vision, which will be an additional \$10,000 to \$20,000 according to the proposal. The second bid was from Vision Government Solutions. They have completed more than 60 revaluations in NH. The proposal put forward by Vision is \$93,000 that also offered a discount for the upgraded Vision CAMA software charging us only \$5,000. Meaning the total will be \$98,000. They also will work with the town for a public relations program about the revaluation.

**FISCAL IMPACT:** \$98,000

**RECOMMENDATION:** After reviewing both proposals I feel the town is best to move forward with Vision Government Solutions.



CORCORAN CONSULTING ASSOCIATES, INC.

December 5, 2019

Board of Selectmen  
c/o Joseph Devine, Town Administrator  
18 Depot Hill Road  
Henniker, NH 03242

**Re: FULL REVALUATION PROPOSAL**

Dear Honorable Board Members and Mr. Devine,

Please find enclosed a proposal submitted by Corcoran Consulting Associates. This proposal is for the requested revaluation services for the 2020 tax year. Our proposal will remain in effect for a minimum of 30 days starting with the official due date of December 13, 2019.

Corcoran Consulting has provided the Town of Henniker with general assessing services since January 2018. We have enjoyed working with your town and staff over the last two years. It is our hope that we can provide you with this additional revaluation service for the 2020 tax year. We are confident that our knowledge of the Town of Henniker we have gained over the last two years will be an asset to you in order to complete this revaluation as we are already familiar with your neighborhoods and sales data.

We appreciate this opportunity to supply you with a proposal and we look forward to hearing from you soon. Do not hesitate to contract me directly at 603-533-6689 with any questions or concerns that you may have.

Respectfully submitted,

Monica Hurley, CNHA  
Vice President  
Corcoran Consulting Associates

*Corcoran Consulting Associates, P O Box 1175, Wolfboro Falls, NH 03896*

*Website: [www.corcoranconsulting.net](http://www.corcoranconsulting.net) 603-630-8575*



CORCORAN CONSULTING ASSOCIATES, INC.

**PROPOSAL CONTRACT FOR  
FULL REVALUATION FOR 2020  
FOR THE TOWN OF HENNIKER, NEW HAMPSHIRE  
JANUARY 1, 2020 THROUGH DECEMBER 31, 2020**

**Company Identity:**

**Name:** Corcoran Consulting Associates, Inc.  
**Mailing Address:** P O Box 1175  
**City:** Wolfeboro Falls **State:** NH **Zip:** 03896

**Contact Person Name and Title:**

Monica Hurley, Vice President. 603-533-6689  
Marybeth Walker, President. 603-396-3268

**Authorized Signer,** Marybeth J. Walker

**Term of Service:**

The term of this proposal is January 1, 2020 through December 31, 2020

**FULL REVALUATION FOR TAX YEAR 2020:**

The Town of Henniker is scheduled for a full revaluation for the 2020 tax year as required by the New Hampshire Department of Revenue Administration. The last full revaluation was conducted in 2015.

The following activities are proposed in order to complete a full revaluation for Henniker:

- (a) The Contractor will provide a New Hampshire Department of Revenue Certified person to perform a full measure and list of all sale transfers from the period of October 1, 2019 through September 30, 2020.
- (b) The Contractor will provide NH DRA certified personnel to perform a full measure and list of all of Henniker's properties:

Residential Improved:	1,330
Residential Vacant:	148
Residential Mobile Homes:	39
Residential Condominiums:	42
Residential Apartments:	32
Commercial Improved:	116
Commercial Vacant:	31
Industrial Improved:	10
Industrial Vacant:	2
Residential RV:	202 Excluded except 58

Exempt:	128
Current Use:	<u>217</u>
Total:	2,297 (2,153 In RFP)

- (c) The Contractor will leave a door hanger on those properties where no one was home requesting the property owner call and schedule an appointment.
- (d) The Contractor will take a new digital photograph of each property.
- (e) The Contractor will data enter all field changes and upload new digital images into the Town's CAMA system.**
- (f) The Contractor shall perform various analyses of the Town's property strata including by property class, area or economic neighborhood, or other distinguishing property strata.
- (g) The Contractor will adjust land and building tables in the Town's CAMA system based on the analyses of sales data as well as data generated from local construction costs.
- (h) The Contractor will adjust depreciation tables with a base year of 2020 as per revaluation definitions.
- (i) The Contractor will generate new values at 100% of current market value unless otherwise specified by the Board of Selectmen.
- (j) The Contractor will apply new land and building table adjustments to values and will complete a full field review of the Town using newly generated property record cards.
- (k) The Contractor will provide new values and ratio reports to the Board of Selectmen by July 15 and prior to finalization and notification to taxpayers.
- (l) Once approved by the Board of Selectmen, the Contractor will mail notices of new value to all taxpayers with an explanation of the process as well as a phone number to schedule an informal hearing with the Contractor. The Town will be responsible for taking phone calls and scheduling hearing times utilizing a pre-determined schedule. Hearings shall be held in Henniker at a to be determined location.
- (m) The Contractor will perform public relations with the residents of Henniker by way of web site information provided on Town of Henniker's web site and by local print media during the entire revaluation process.
- (n) The Contractor will provide information hearings with taxpayers during first week in August and will issue second notices for those taxpayers who attended a hearing and will be informed if any changes in value were made. The cost of the second notices will be the responsibility of the Contractor.
- (o) Finalization of new values will be completed on or before August 31, 2020.
- (p) USPAP (Uniform Standards of Professional Practice) manual for Henniker to be completed within 30 days of values made final by the Board of Selectmen and no later than December 31, 2020.

(q) The Contractor will review and make recommendations on all abatement applications that arise as a result of the 2020 revaluation.

**Total Cost for 2020 Full Revaluation: \$98,000**

Corcoran Consulting Associates is very happy to have the opportunity to continue to provide the Town of Henniker with assessing services. We have built relationships within the Town and we are eager to provide additional services for your Full Revaluation in 2020.

We began our relationship in Henniker in 2017 and we are hopeful to provide you with quality service for many years to come.

As seen below, our firm has current working contracts in thirteen (13) communities throughout New Hampshire. All of our clients are referenced on pages 8 and 9 of this proposal. The most comparable communities we service based on size and housing stock would be Pembroke and Holderness.

Our talented staff is comprised of eleven (11) employees all with proper designations from the State of New Hampshire Department of Revenue Administration. Our firm is based out of Wolfeboro, New Hampshire. We pride ourselves on our attention to detail and our communication skills with our clients and our taxpayers. We strive to always be courteous and respectful of taxpayers and help them with any concerns or questions that they may have. Our policy is to be an advocate for the taxpayer while still maintaining equity in the assessment rolls.

**Board of Tax and Land Appeals/Superior Court Defense of Values:**

This contract proposal includes up to three (3) days (or 24 hours) for BTLA and Superior Court for defense of Corcoran Consulting's values. These days/hours include preparation of reports pre-hearing. Any additional hours spend for preparation and appearances is billed at \$150.00 per hour plus mileage.

Not included in this proposal is defense of values not generated by Corcoran Consulting Associates. If the town wishes to retain Corcoran Consulting Associates to defend values not generated by the Contractor, that can be provided for \$150.00 per hour plus mileage.

The contractor shall be compensated as an independent contractor under this Agreement. As such, the contractor shall be responsible for providing F.I.C.A., Workman's Compensation, Unemployment Compensation & Liability to all employees assigned to the Municipality of *Henniker*.

**Compensation:**

**January 1, 2020 through December 31, 2020:**

**Full Revaluation for Tax Year 2020: \$98,000**

*Note: The figures above are based on a not to exceed basis. All services will be billed monthly at a per hour rate plus mileage incurred to and on the site, (Mileage will be based on the most updated government amount of .535 cents per mile, whichever is greater.)*

**\*The Vision CAMA system will be required to be upgraded to the newest Version 8 in 2020 as the old version will no longer be supported. It is estimated that the Town of Henniker should plan on an added expense from Vision Appraisal of anywhere from \$10,000 to \$20,000 for this required update. Corcoran Consulting will be on hand to assist with any conversion processes and making sure the data converted is accurate.**

Proposed Personnel That May be Assigned to *Henniker*:

**Director:** Monica Hurley, CNHA, Vice President of Corcoran Consulting Associates shall continue retain general oversight of all operations occurring on the *Henniker* project. Ms. Hurley has 19 years of assessing experience including six years as the New Hampshire Project Manager for Vision Appraisal. Ms. Hurley has extensive experience in the valuation of commercial and industrial properties and has been admitted to the Board of Tax and Land Appeals as an expert witness. Ms. Hurley's resume is included in the addenda of this proposal.

**Assessors Agent:** Monica Hurley will continue to be assigned as the Assessors Agent, responsible for the supervision of all assigned contract employees to the *Henniker* project. Monica will coordinate all activities between the Contractor and the Town of *Henniker* Administrator and or Board of Selectmen.

**Field Supervisors:** Ron Doyon and or Jay Ferreria under the supervision of the Assessor's Agent shall be responsible for quality control of all activities occurring in the field such as permit inspections and sales inspections including supervising all sales verification efforts where field visits are required.

**Data Collectors/Data Entry:** Assigned data collectors and appraisers shall include Jay Ferreira, Ron Doyon, Susan Daniels, Brian Hathorn, Catie Walker, and Jared Hynes.

All staff members of the Company are certified by the Department of Revenue Administration for the positions assigned to the *Henniker* project. Resumes of key personnel assigned to the project and all staff member's designations are enclosed in the Addenda to this proposal.

*The following insurance will be maintained by the Contractor over the course of the contract:*

At a Minimum: Liability insurance for bodily injury in an amount not less than \$1,000,000 per occurrence. Public liability insurance with a Comprehensive General Form to include, without limitation: Premises, Operations, Completed Operations, Product, Independent Contractors, Broad Form Property Damage, Blanket Contractual Insurance, and Personal Injury. Errors and Omissions Insurance with no less than \$1,000,000 combined single limit. Automobile insurance written with comprehensive coverage for owned, hire and non-owned vehicles, the limit for any one accident will be \$1,000,000.



**Termination/Resignation:**

FORCE MAJEURE: Neither party shall be liable to the other or deemed to be in breach under the agreement for any failure to perform including, without limitation, a delay in rendering performance due to causes beyond its reasonable control, such as an order, injunction, judgment, or determination of any Court of the United States, or the State of New Hampshire, an Act of God, war, civil disobedience, extraordinary weather conditions, labor disputes, shortages or fluctuation in electric power, heat, light, or air conditioning. Dates or time of performance will be extended automatically to the extent of such delays provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay. It is agreed, however, that since the performance dates of this contract are important to the implementation of ongoing property value update programs, continued failure to perform for periods aggregating sixty (60) or more days even for causes beyond the control of the Contractor, shall be deemed to render performance impossible, and the municipality shall thereafter have the right to terminate this agreement in accordance with the provisions of the following paragraph

Subject to the provisions of the above paragraph entitled "Force Majeure", if the Contractor shall fail to fulfill in a timely and satisfactory manner its obligations under this agreement, or if the Contractor violates any covenants, conditions, or stipulations of this agreement, which failure or violation shall continue for twenty-one (21) business days after written notice of such failure or violation is received by the Contractor, then the municipality shall thereupon have the right to terminate this agreement by giving written notice to the Contractor of such termination and specifying the effective date thereof, at least seven (7) days before the effective date of such termination.

All work shall be the property of the Municipality which shall own the data and all related information. In the event the Municipality terminates the Contract as indicated above or at the end of any annual term the Municipality does not renew the contract all finished and unfinished work product shall be transmitted to the Municipality. The Contractor will be paid an amount which bears the same ratio to the total compensation as the services actually performed bear to the total services covered by the Contract, less payment of compensation previously made. Termination of the Contract or the retention of funds by the Municipality shall not preclude the Municipality or the Contractor from bringing an action against either party for damages or exercising any other legal, equitable, or contractual rights by the Municipality or Contractor may possess in the event of the Contractors' failure to perform.

**Misrepresentation or Default:**

The Municipality may void any and all contract(s) at any time if the Contractor has materially

misrepresented any offering or defaults on any contract with a New Hampshire municipality.

In the event that any Contract person or employee assigned to the Municipality of *Henniker* is convicted of any act resulting in personal gain in the execution of services provided through this agreement, then the Municipality shall have no obligation of prior notice, and may immediately terminate any and all Contracts.

**Transfer, Assignment, Sub-letting:**

The Contractor shall not assign or in any way transfer any interest in this agreement without the prior written consent of the Town, provided however, that claims for money due or to become due to the Contractor from the municipality hereunder may be assigned to a bank, trust company, or other financial institution without such consent, so long as notice of any such assignment is furnished promptly to the Assessors, any such assignment shall be expressly made subject to all defenses, set offs, or counterclaims which would have been available to the Town against the Contractor in the absence of such assignment.

**Work Product:**

- A. All information acquired by the Contractor from the municipality or from others at the expense of the municipality in performance of the agreement shall be and remain the property of the municipality. All records, data files, computer records, worksheets, deliverable products complete and incomplete, and all other types of information prepared or acquired by the Contractor for delivery to the municipality shall be and remain the property of the municipality.
- B. The Contractor agrees that he will use this information only as required in the performance of this agreement and will not, before or after the completion of this agreement, otherwise use said information, or copy, nor reproduce the same in any form, except pursuant to the sole written instructions of the Town. The Contractor further agrees to return said information in whatever form it is maintained by the Contractor.

**Services \ Accommodations:**

The Contractor agrees to provide all services, support, personnel, labor, personal materials and equipment to perform the services that are the subject of the RFP in compliance with NH Department of Revenue Administrative Rules and standards as adopted by the Assessing Standards Board.

The Contractor: The Contractor shall provide all the above slated resources. Personal materials include calculators and field inspection equipment. Any additional hardware or software that is needed shall be specified.

The Municipality: The Municipality shall provide office space with desks, tables, and chairs for use by the agents and employees of the Company in the execution of this contract. Also, the Municipality shall provide access to a computer with links to the *Vision CAMA* system (including remote access to the Assessors Agent if available), access to a copy machine for copying work related documents and keys to the work space at no cost to the Contractor. The successful vendor will not disrupt the current electronic interface with the tax billing system.

**Client References – Corcoran Consulting Associates, Inc.**

<b>Client</b>	<b>Contact Person</b>	<b># Years</b>	<b>Nature of Services</b>
City of Dover	Dan Lynch, Finance Director – 743-6031	22	Full Service Annual Revaluations – 12,000 pcls
City of Somersworth	Bob Belmore, City Mgr – 692-9516	14	Full Service City Assessors - Cyclical Revaluations – 4,300 pcls
Town of Barrington	Conner MacIver, Manager 664-9007	4	Full Service Assessor’s Agents - Cyclical Revaluations – 3,400 pcls
Town of Gilford	Scott Dunn, Manager – 527-4700	25	Full Service – Town Appraisers Annual Revaluations – 7,200 pcls
Town of Pembroke	David Jodoin, Administrator 485- 4747	7	Full Service – Town Appraisers Annual Revaluations – 3,000 pcls
Town of Goffstown	Scott Bartlett, Assessor	1	Data Collection Services for 5 years through 2023 – 4,000 parcels
Town of Henniker	Helga Winn, Assessing Clerk	2	Assessing Agent – 2,290 parcels
Town of Plaistow	Mark Pearson, Town Mgr. 382-5200	23	Full Service – Assessor’s Agent Annual Revaluations – 3,400 pcls
Town of Peterborough	Rodney Bartlett - Town Administrator – 924-8000	18	Full Service – Assessor’s Agent Assessment Updates – 2,800 pcls
Town of Holderness	Michael Capone – Administrator 968-2145	17	Full Service – Assessor’s Agents Assessment Updates – 1,950 pcls
Town of Bow	Dave Stack, Manager 228-3354	18	Full Service – Assessor’s Agents Assessment Updates –4,000 pcls
Town of Newington	Martha Roy, Town Administrator – 436-7640	18	Full Service – Assessor’s Agents Assessment Updates – 550 pcls
Town of Pelham	Susan Snide, Clerk – 508-3080	16	Full Service – Assessor’s Agents Assessment Updates – 5,800 pcls

Our Current Client List and Applicable CAMA software used:

Barrington: Avitar  
**Bow: Vision 6.5**  
Dover: Univers/CLT  
Gilford: Univers  
**Goffstown: Vision 8**  
Holderness: Avitar  
**Pelham: Vision 8**  
**Pembroke: Vision 8**  
Peterborough: IAS World/CLT  
Plaistow: Univers/**Vision 8 conversion 2020**  
**Newington: Vision 8**  
Somersworth: Patriot

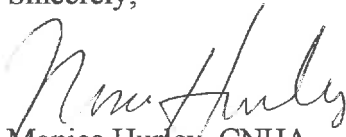
As you can see from the above list of our current communities served, we have five that operate on the *Vision CAMA* system. Corcoran Consulting Associates can service the community of *Henniker* utilizing the Vision system as our staff has had years of experience with this software system.

In addition, we are experienced in the valuation of utility properties and low income housing tax credit program properties.

Additional resumes can be obtained upon request. We are also available for any oral presentations that the Town requests. Please feel free to contact me directly at 603-533-6689 (private cell phone not for public distribution) or email me at [mkchurley@comcast.net](mailto:mkchurley@comcast.net) should you have any questions or concerns about this proposal.

We look forward to continuing our relationship with the Town of Henniker and providing the highest level of quality service.

Sincerely,



Monica Hurley, CNHA  
Vice President  
Corcoran Consulting Associates, Inc.

ADDENDA: RESUME AND STAFF YEARS OF SERVICE

**Monica Hurley, CNHA**  
*Vice President*  
*Corcoran Consulting Associates*

**PROFILE:**

- 19 years of professional experience as an Assessor
- Mass appraisal experience in valuing commercial, industrial, current use and residential properties in New Hampshire, Maine, Vermont and Massachusetts.
- Experience in conversions of CAMA systems into Vision CAMA
- GIS and Cartographics systems knowledge
- Experience in valuation of waterfront properties
- Extensive experience in the valuation of commercial and industrial properties.
- Valuation experience with large communities of 10,000 -15,000 properties.
- Extensive Board of Tax and Land Appeals and Superior Court experience. Including trial preparation and expert testimony.

**EXPERIENCE:**

2017 to Present: Vice President, Corcoran Consulting Associates, Inc. In charge of operations and oversight of all assessing activities in Central and Southern New Hampshire. Responsible for all marketing activities including website design and maintenance. Responsible for requests for proposals and new and renewing contracts. Oversight of all large commercial and industrial assessing projects as well as BTLA representation as required for Corcoran Consulting.

2007 to 2016: District Manager/Appraisal Supervisor - Corcoran Consulting Associates, Inc. Serving as assessors, appraisers, and consultants for New Hampshire municipalities.

***Current Assessing Agent Positions held in the towns of Bow, Pelham, Derry and Pembroke, NH***

2001 through 2007: Project Manager - Vision Appraisal Technology: A national, municipal consulting firm and creator of CAMA systems. Held positions of increasing responsibilities from appraisal trainee to commercial appraiser, and Senior Commercial\Industrial Appraiser to Project Manager, responsible for company appraisal operations in New Hampshire, Vermont, Maine and Massachusetts.

Supervised the revaluations for eastern and New England townships, including:

Pembroke, NH	Derry, NH	Dunbarton, NH	Fremont, NH	Bridgewater, VT
Pelham, NH	Candia, NH	Belmont, NH	Littleton, NH	Hartford, VT

Assignments as Senior Commercial\Industrial Appraisal Supervisor:

Wolfeboro, NH	Marlborough, MA	York, ME	Newburyport, MA	Bow, NH
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1999 to 2001: Commercial Property Tax Consultant - Deloitte & Touche, LLP – Boston, MA

## **EDUCATION:**

Greensboro College – Honors Degree Program - Bachelor of Arts 1995

Appraisal Education: (40 Hour Courses)

***International Association of Assessing Officers:***

Fundamentals of Real Property Appraisal - Course 101

Income Approach to Valuation – Course 201

Mass Appraisal of Real Property – Course 300

Assessment Administration – Course 400

Other Educational:

Valuation of Golf Courses – Course 710 (August 2015)

Uniform Standards of Professional Appraisal Practice (Appraisal Institute 2006)

USPAP Update 7-hour Course (September 2009, March 2014, December 2016)

New Hampshire State Statutes Course I (June 2010)

New Hampshire State Statutes Course II (October 2010)

NH State Statutes Course Update (June 2015)

Wichita, KS, Wichita State University, Principles Course in Appraisal of Communications,  
Energy and Transportation Properties (July 2017)

## **AFFILIATIONS:**

Member: International Association of Assessing Officers

Member: New Hampshire Association of Assessing Officers

## **CERTIFICATIONS:**

Certified Property Assessor Supervisor, State of New Hampshire, Department of Revenue  
Administration

Certified New Hampshire Assessor

**New Hampshire Board of Tax and Land Appeals:** Qualified as Expert Appraisal Witness



<b>Name:</b>	<b>Company designation:</b>	<b>Certifications:</b>
Marybeth Walker	President; District Manager Eastern Division; Appraisal Supervisor	NHDRA-Supervisor, Certified New Hampshire Assessor (20 years)
Monica Hurley	Vice President, District Manager Western Division; Appraisal Supervisor, Legal Supervisor	NHDRA-Supervisor, Certified New Hampshire Assessor, specialized in Comm/Industrial properties (19 years)
Brian Hathorn	Field Appraiser- Comm/Industrial & Residential	NHDRA-Supervisor (31 years)
Ron Doyon	Field Supervisor/Appraiser Comm/Industrial & Res	NHDRA-Property Assessor (21 years)
Jay Ferreira	Field Appraiser/Assessor- Comm & Res	NHDRA-Supervisor; Massachusetts Assessor, Specializes in Comm/Industrial properties (27 years)
Susan Henderson- Daniels	Senior Data Collector- Residential/ Data entry specialist	NHDRA-Assistant Assessor (17 years)
Jared Hynes	Senior Data Collector-Residential	NHDRA-Assistant Assessor (7 years)
Catherine Walker	Senior Data Collector- Residential/Data entry specialist	NHDRA-Assistant Assessor (5 years)

**ORIGINAL**

**HENNIKER**

**NEW HAMPSHIRE**



*Prepared by:*

Patrick Donovan of Vision Government Solutions, Inc.  
1 Cabot Road  
Hudson, MA 01749  
Phone: 800-628-1013 ext. 3644  
Fax: 508-351-3798  
pdonovan@vgsi.com  
www.vgsi.com

**RESPONSE TO THE REQUEST FOR PROPOSALS  
FOR:**

**Full Revaluation Proposal**

*Due: December 13, 2019 at 12 pm*

 **VISION**  
GOVERNMENT SOLUTIONS

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December 13, 2019

Henniker Board of Selectmen  
c/o Joseph Devine, Town Administrator  
18 Depot Hill Road  
Henniker, NH 03242

Dear Selectmen:

Vision Government Solutions is pleased to propose a Revaluation for the Town of Henniker in response to your Request for Proposals. It is our perspective that there is no other revaluation firm that can complete the project with the level of quality, service, valuation accuracy, and reliability of Vision.

Below are specific reasons why Vision stands above the competition:

**1. More New Hampshire Experience than Any Other Firm**

Vision is proud to have completed revaluations in more than 60 communities in New Hampshire, including recent projects in Bedford, Claremont and Portsmouth, New Hampshire.

Because of this, Vision is the only firm with the requisite local staff, local market knowledge, and state-specific track record to provide the market experience, reliability, and data accuracy that a large reassessment effort entails.

**2. Quality & Experience of DRA-Certified Staff to Ensure Data Accuracy and Equity**

Vision is proud to offer a revaluation team with the highest levels of New Hampshire expertise and certifications, including DRA-certified property assessors and supervisors. Not only do we have a 60-person full-time staff to ensure full surety of job completion, but our team is also highly experienced, with more than 50% of the staff with greater than 20 years tenure.

This level of experience is uniquely important to ensure accuracy at all levels of the project, from sales data collection to field review to statistical analysis.

To ensure the highest data accuracy, our staff work from detailed, intensive data rubrics, built in collaboration with the Town and supervised by DRA-certified property assessors and supervisors, who implement a multi-tier quality control process. In addition, our appraisers bring decades of statistical expertise to ensure true valuation equity, along with local market knowledge.



Finally, we are proposing the highly-experienced June Perry as Project Manager and Steve Whalen as the lead appraiser for the Town: June and Steve each bring over 30 years of revaluation experience to the project and have completed numerous New Hampshire-based reappraisal projects.

**3. The Value of Experience utilizing the existing Henniker CAMA Software:**

We plan to support the Town of Henniker's *Appraisal Vision*® CAMA software as part of this revaluation project and have provided separate discounted pricing for the version 8 upgrade.

Vision's Appraisal Teams exclusively use our *Appraisal Vision*® CAMA software to conduct every revaluation. This is critical to the success of the project, as incorrect data entry changes to the CAMA database, inconsistent tables and mass updates can lead to massive data quality errors, causing project timeline delay, costly re-work, and significant public relations issues. At Vision, we put in place quality control procedures to eliminate these costly errors.

Because our appraisal staff are highly trained in using *Appraisal Vision*, we expect to be able to complete the project dramatically faster and more effectively than any other option.

We thank you in advance for your consideration and welcome the opportunity to answer any questions about the proposal.

The Primary Contact for this Proposal is:

Patrick Donovan  
Director of Appraisal Sales  
Vision Government Solutions, Inc.  
T. 508-351-3644  
F. 508-351-3798

This proposal is good for 90 days.

Sincerely,

A handwritten signature in blue ink that reads "Kevin Bullock".

Kevin Bullock  
Chief Financial Officer

**TOWN OF HENNIKER, NEW HAMPSHIRE**


**BID PROPOSAL FORM**

**Town-Wide 2020 Full Measure and List Revaluation of Real Property**

**\$93,000**

*Ninety-Three Thousand Dollars*

**Company:** Vision Government Solutions  
**Address:** 1 Cabot Road, Hudson, MA 01749  
**Phone:** 800-628-1013, Ext. 3693

**Signature:**   
**Name:** Kevin Bullock  
**Title:** Chief Financial Officer  
**Date:** December 13, 2019



# TOWN OF HENNIKER, NEW HAMPSHIRE

## EXCEPTIONS & CLARIFICATIONS

1. **On-Site Inspections:** Vision will make an initial visit to all properties. Vision will measure the exterior of improvements and attempt to perform an interior inspection. If after the initial visit, an interior inspection was not performed, a notification letter will be mailed. Appointments will then be arranged by phone for interior inspections. Due to the limited timeframe of the project, Vision would request extending the completion of the project to September 30, 2020.
2. **Digital Photographs:** We have included a new image for each improved parcel as part of our proposal. These services include digital imaging capturing and associated data entry services into the CAMA system.
3. **Personal Property/Utilities:** We have not included any Personal Property or Utility valuation services in our proposal.
4. **Field Review:** We have included a parcel-by-parcel field review of the entire town. This review will be performed by a DRA-certified property assessor supervisor to match the new DRA requirements.
5. **Abatement Support:** The Town will review all Appeal requests as a result of the Revaluation. Vision will provide a staff member to support requests requiring a value decision. The process will be a combined effort of both the Town and Vision in an endeavor to effectively and expeditiously handle all appeal requests. Both staffs will work together to resolve any outstanding valuation issues.
6. **BTLA/Superior Court:** Any litigation days, litigation preparation or Narrative Appraisal reports will be billed at the rate of **One Thousand Dollars (\$1,000) per Diem.**

## OPTIONAL SERVICES

**Software:** We are offering an upgrade to our Vision CAMA version 8 at a discounted price. Should we be the selected vendor for the valuation project, we will **discount the base price 50%**, reducing the cost from \$10,000 to \$5,000. Included with this offering is the software site license, Live database conversion, 5 years of PDF field cards, installation and training. The upgrade process moving from Vision version 6 to version 8 will only take two weeks and will match data from one system to the other, with no data integrity issues and with valuation match for each parcel. The new version 8 will still provide the standard Y2K extract, we have not included any custom programming in our proposal.

B

**TOWN OF HENNIKER, NEW HAMPSHIRE**  
**CONTRACT SPECIFICATIONS**

**I. SCOPE OF THE REVALUATION PROJECT**

- A. The revaluation (PROJECT) requires the complete appraisal and revaluation of all taxable property and all tax-exempt real property located within the corporate limits of the Town of Henniker (TOWN), New Hampshire. This will require a complete exterior and interior inspection and appraisal of all improved and unimproved taxable, tax-exempt and non-taxable real property within the TOWN.
- B. The successful Bidder (COMPANY) that executes a CONTRACT with the Town of Henniker shall perform all work for the PROJECT in compliance with the State of New Hampshire Department of Revenue Administration Administrative Rules (Part 600) governing revaluations including but not limited to Rev. 603.09 through Rev. 603.24.
- C. The PROJECT shall be subject to the direct supervision and approval of the Board of Selectmen of the Town of Henniker. The Board of Selectmen or their designee(s) shall have the final approval of personnel, forms, records and materials utilized in the PROJECT. The PROJECT shall conform to the Standards and Qualifications defined in Chapter 600 Rules of the Department of Revenue Administration ("DRA"), State of New Hampshire.
- D. The values to be determined shall be full and true value (i.e., fair market value) as defined in the New Hampshire Revised Statutes Annotated and any New Hampshire Supreme Court decisions. Basis of valuation shall be recognized methods of appraising real property, as defined by the Appraisal Institute and the International Association of Assessing Officers (IAAO).
- E. The PROJECT shall include the valuation as of April 1, 2020 of the following categories of real property within the Town:
  - 1. All taxable real property, including land, buildings and improvements;
  - 2. All tax-exempt property; and
  - 3. Up to 105% of the properties below in I.
- F. The TOWN Board of Selectmen shall make all final decisions regarding the taxable status of any property.
- G. The COMPANY shall gather and organize data to ensure that it is compatible with the data formats required by the CAMA System to be used and specified by the Town's Contract Assessor and the Board of Selectmen prior to the commencement of the data collection and verification effort of the revaluation project.

- H. The effective date of this revaluation PROJECT shall be for the assessment date of April 1, 2020. Valuations and appraisals of all taxable and exempt real property shall reflect full market value as of April 1, 2020. The TOWN has been scheduled to have its assessments reviewed by the State of New Hampshire Department of Revenue Administration for tax year 2020.
- I. Approximate number of parcels as of April 1, 2019 is 2,153 and breaks down as follows:

398	Vacant non-exempt land
1,330	Improved residential (includes camps and houses)
42	Residential condominiums
32	Apartments
39	Mobile homes on land of another
58	Travel trailers (RV's)
128	Exempt and non-taxable vacant and improved
126	Commercial/Industrial

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2,153

Note: Excluded from this bid proposal are PSNH/Eversource, the poles and conduits owned by Merrimack County Telephone (TDS), recreational vehicles located at Keyser Pond Campground and Mile Away Campground, as well as cell & radio towers located at Pats Peak and cell tower located at 1041 Old Hillsboro Road, since the valuation of which will not be the responsibility of the COMPANY.

## II. GENERAL CONDITIONS

### A. Company Certification and Personnel

Each company, corporation, partnership, or individual must hold, from the time of submission of the proposal through the completion of all work to be performed under the CONTRACT, written certification of approval by the Department of Revenue Administration pursuant to Part 600, Administrative Rules.

The COMPANY shall employ experienced and competent appraisers who have been approved by the Department of Revenue Administration and then by the TOWN, in the grading, classifying and appraising of all property covered by the CONTRACT, and all necessary field appraising of all property covered by the CONTRACT. All necessary field assistants employed by the company shall be competent to perform the work they are called upon to do.

B. Identification

All field personnel shall carry suitable I.D. cards that shall include an up-to-date photograph, supplied by the COMPANY and approved by the TOWN Board of Selectmen.

C. Digital Imaging

Digital images are to be posted and stored as part of the property record card by the COMPANY.

D. Defense of Value

For all timely filed abatement applications to the TOWN relative to April 1, 2020 assessment of any property in the TOWN, the COMPANY, at its own expense, will have qualified COMPANY personnel review the applications and make recommendations in writing to the TOWN Board of Selectmen on whether the valuation shall be modified or remain as is. These written recommendations will be submitted to the TOWN on an ongoing basis and by no later than June 11, 2021.

For any and all tax appeals to the Board of Tax and Land Appeals (BTLA) or Superior Court regarding the April 1, 2020 assessment of any property, the COMPANY agrees to furnish the services of a qualified representative to support the values established for the revaluation tax year at a rate agreed to by the TOWN and the COMPANY.

E. Valuation of Utility Property, Cell Towers, and Campgrounds

The valuations of the transmission and distribution system owned by Public Service Company of New Hampshire/Eversource, the poles and conduits owned by Merrimack County Telephone (TDS), recreational vehicles located at Keyser Pond Campground and Mile Away Campground, as well as cell & radio towers located at Pats Peak and cell tower located at 1041 Old Hillsboro Road are excluded from this bid proposal.

F. The personnel supplied by the COMPANY are not to be considered employees of the TOWN, and the COMPANY alone shall be responsible for the acts, omissions, conduct or control of any and all personnel in its employ.

G. The TOWN may cancel the services to be provided by the COMPANY under the CONTRACT by notifying the COMPANY in writing.

H. Non-Appropriation of Funds

Notwithstanding anything contained in the CONTRACT to the contrary, in the event no funds or insufficient funds are appropriated and budgeted in any fiscal period for payments due under the CONTRACT, the TOWN will immediately notify the COMPANY of such

occurrence and the CONTRACT shall terminate on the last day of the fiscal period for which appropriations were received, without penalty or expense to the TOWN of any kind whatsoever.

### III. PROPOSED SCHEDULE OF REVALUATION

The proposed schedule for completing the revaluation is outlined below. The measuring and listing effort may begin in April 2020. A final listing effort for the seasonal properties will be made in early summer 2020. This proposed schedule may be modified with the approval of the TOWN as long as any changes do not have a deleterious effect on the quality of the PROJECT.

<u>PROJECT SCHEDULE COMPLETION</u>	<u>START</u>
Execution of contract	4/1/2020
Provide Performance Bond	Upon commencement
Project Start-up	
Software Installation	
Data Collection Card Preparation	
Neighborhood Delineation	
Public Relations	
Quality Control	
Data Collection and Digitized Photography	
Data Entry	
Callback Appointment Process	
Sales Analysis	
Cost and Depreciation Schedules	
Land Unit Value Tables	
Economic Rent and Expense Tables	
Residential Mark Model	
Review Process	
Final Pre-hearing Comprehensive Field Review	
TOWN Board of Selectmen's Review of Values	
Informal Hearings and Review Process	
Print Notices	
Mail Notices	
Property Owner Reviews	
Final Checks/Final File Maint./Re-Notice	
Final Prop. Record Cards ready for printing	9/18/2020
Turnover/Acceptance of Values	
Defense of Values (BTLA/Superior Court)	

A. Time Schedule

1. All corrected and finalized appraisal cards and values shall be completed and turned over to the TOWN no later than September 18, 2020.
2. The various phases of the revaluation PROJECT shall be completed in compliance with the above schedule recognizing that the initial start date, as anticipated by the TOWN, may be negotiated. All completion dates stated in the above time schedule as July 17, 2020 or later are intended to be not later than dates and these tasks could begin earlier with the approval of the TOWN.

B. Changes and Subletting of Contract; Revisions, Modifications and Subletting

The COMPANY shall not change, modify, assign, transfer, delegate or sublet the CONTRACT, or any interest or part therein without first receiving written approval from the TOWN and bonding company. It shall be mutually agreed and understood that said consent by the TOWN shall in no way release the COMPANY from any responsibility or liability as covered in these specifications and CONTRACT.

**IV. RESPONSIBILITIES OF THE TOWN**

- A. It is to be clearly understood and agreed that the services rendered by the COMPANY are in the nature of assistance to the TOWN Board of Selectmen and all decisions as to property valuations shall rest with the TOWN Board of Selectmen. The Selectmen shall act as Appraiser-in-Chief and shall notify the COMPANY, in writing, what property is exempt from taxation or for any reason dangerous or unsafe so special arrangements can be made.
- B. Items furnished by the Town:
1. Identification and forwarding of all transfers and sale to the COMPANY occurring in Henniker since April 1, 2017 followed by monthly updates on an ongoing basis;
  2. The TOWN will update the tax maps relative to April 1, 2019 and notify the COMPANY of all property splits and consolidations that have occurred since the previous April 1;
  3. Access to the town's assessment files which includes deeds when requested by the COMPANY and approved by the TOWN;
  4. Provision of suitable office space;
  5. Copies of the zoning and subdivision regulations; and
  6. Two sets of property maps.

In addition, the contract assessor, with the approval of the Board of Selectmen, will establish the data collection guidelines to be followed by the company when measuring, inspecting,

and classifying each property. The contract assessor will work closely with the COMPANY'S appraiser supervisor in establishing the land, cost, and depreciation schedules for the revaluation. The contract assessor will also accompany the appraiser supervisor on part or all of the final field review and will review and approve all statistical testing done to the sales file created by the COMPANY for the revaluation.

#### V. COMPANY RESPONSIBILITIES

- A. The COMPANY shall appraise all taxable property within the TOWN in a good and workmanlike manner according to New Hampshire Revised Statutes 75:1 and appraise all tax exempt and non-taxable property in the same manner as taxable property. Basis of valuation shall be recognized methods of appraising real property, as defined by the Appraisal Institute and IAAO.
- B. The COMPANY shall revalue all properties to their fair and true value as of **April 1, 2020** in (1) uniform order, (2) utilizing standard methodology, (3) employing a common reference for data, and (4) allowing for statistical testing. The COMPANY shall prepare a sales book, statistical analyses and reports, and other documentation relative to the valuation tables, standards, and parameters used to establish and calibrate the 2020 CAMA assessment model. Documentation shall include a USPAP Standard 6 compliant report with copies provided for the New Hampshire Department of Revenue Administration, the TOWN, and the TOWN'S contract assessor.
- C. The COMPANY shall carefully measure, list, and value all real property, perform all data entry, print and mail all notices, schedule and hold all hearings.
- D. The COMPANY shall provide all appraisal cards, computer supplies, office supplies, forms, literature and papers to be used in the PROJECT at no additional cost to the TOWN. The transportation costs associated with the PROJECT shall be provided by the COMPANY at no additional cost to the TOWN.
- E. All records are TOWN property. The original or a copy of all records and computations, including machine readable data bases, made by the COMPANY in connection with any appraisal of property in the TOWN shall at all times be the property of the TOWN and upon completion of the PROJECT or termination of the contract by the TOWN, shall be left in good order in custody of the TOWN Board of Selectmen. Such records and computations shall include but not be limited to:
  - Tax Maps
  - Land Value Maps
  - Materials and wages, Cost investigations and Schedules
  - Data Collection Cards, Final Property Record Cards with property valuations and separate sketch cards (if any)
  - Cost sheets



- Sales data
  - Capitalization Rate Data
  - Depreciation tables
  - All letters of memoranda to individuals or groups explaining methods used in appraisals
- F. The COMPANY and the TOWN, during the progress of the revaluation project, shall use their best efforts and that of its employees to promote full cooperation and amiable relations with each other and the taxpayers. All publicity and news releases will be cleared by the TOWN Selectmen. The COMPANY, upon request of the TOWN, will make available speakers to acquaint groups with the nature and purpose of the reappraisal at no additional cost to the TOWN.
- G. The COMPANY shall not disclose to anyone except to the TOWN Selectmen and their designee(s) and to the Commissioner of the Department of Revenue Administration or to his/her designee, any new values discovered, for any purpose, or to permit anyone to use to peruse any of the data on file with the revaluation.

## VI. PROTECTION OF THE TOWN

### A. Performance Bond

The COMPANY, before starting any revaluation work, shall deliver to the TOWN an executed bond or irrevocable letter of credit in the principal sum of the amount to be paid by the TOWN to the COMPANY (total contract price) as security for the faithful and satisfactory performance of this contract and shall not expire before final values are submitted to and accepted by the assessing officials in accordance with REV. 603.10(d)(3).

### B. Indemnification and Insurance

1. The COMPANY shall, at its sole expense, defend, indemnify and hold harmless the TOWN, its Board of Selectmen, its town administrator, and their respective agents and employees from any and all claims, demands, actions and causes of action, damages, costs, loss of services, expenses and compensation, including but not limited to any and all claims for personal injury, debt and property damage which may, in any way, arise from or out of the operation of the COMPANY pursuant to the terms of the CONTRACT, whether such operations be performed by the COMPANY itself, or anyone directly or indirectly employed by it or any other person or company retained in any way by it to carry on all or a portion of the operations necessary to abide by the terms of the CONTRACT.
2. The COMPANY shall maintain public liability insurance, automobile liability insurance and workmen's compensation insurance.

3. The public liability insurance shall be in the form of commercial general liability with the inclusion of contractual liability coverage and shall provide limits of:
  - a) \$1,000,000 each person;
  - b) \$1,000,000 each occurrence for bodily injury liability, and
  - c) \$1,000,000 each occurrence for property damage liability.
4. The automobile liability insurance shall be in the form of comprehensive automobile liability and shall provide limits of:
  - a) \$1,000,000 each person; and
  - b) \$1,000,000 each occurrence for bodily injury liability.
5. The COMPANY shall provide certificates of insurance to the TOWN before starting the revaluation confirming the required insurance coverage and providing that the TOWN shall receive ten (10) days written notice of the cancellation or material change in the required insurance coverage.

C. Liquidated Damages

1. Failure of the COMPANY to complete all work prior to September 18, 2020 shall be cause for a payment from the COMPANY on the request of the TOWN in the amount of THREE HUNDRED DOLLARS (\$300) per calendar day beyond the specified date of completion. For the purpose of this liquidated damages only, completion of all work is defined as follows:
  - a) Completed data collection cards with all measurements and listings
  - b) Completed sketches
  - c) Completed review documents
  - d) Completed hearings and hearing corrections
  - e) Completed sales analysis and sales book with photographs
  - f) Completed final valuations and total work product delivered
2. These liquidated damages, if applied, shall be deducted from the contract price. Delays occasioned by war, strike, explosion, or acts of God or an order of court of competent jurisdiction are excepted.

## *APPROACHES TO VALUE*

VISION will employ a market adjusted cost approach which it has successfully utilized in over 300 communities throughout New England. It is a system that is very effective for estimating market value.

Land valuation will be accomplished through an analysis of vacant sales, as well as a land residual analysis, which is accomplished by deducting improvement values and extracting land values from improved sales. This analysis results in a base land curve. In each community, neighborhoods will be established that represent similar value patterns and neighborhood factors will be established. Each neighborhood, street by street, will also be rated for desirability which provides a second factor that may be applied to the base square foot schedule to account for differences in location. In addition, condition factors will be applied to account for negative or positive influences on value such as topography, view, irregular lot shape, waterfront and other factors.

Overall property values, including improvement value, will be verified by the sales ratio analysis, segregated by the pertinent value related factors of each property. This analysis will be stratified within various categories including style of property, segmented by size and age, by lot size and location factors. This analysis enables the Senior Appraisers to fine-tune the final tables for each property to create a mirror image of market sales activity within the Municipality.

For commercial/industrial properties, all three approaches to value will be employed. For commercial/industrial properties that are basically non-income-producing, the secondary approach will be the market approach, utilizing the square foot values derived from the sales analysis for the particular use type of the property. Square foot values will be segregated by type, including industrial, warehouse, retail, etc. and will provide reasonable ranges for per square foot sale prices of building areas. Land value, once determined, will be added to building value for an estimate of total value. For all income producing commercial property, the income approach, utilizing a direct capitalization approach, will be employed.

The replacement cost approach to value will be employed for both residential and commercial and industrial properties as follows:

Information derived from our cost analysis will provide the basis for determining the cost pricing schedules used in the valuation of residential and commercial\industrial properties.

Subsequent to the determination of replacement cost pricing schedules and the establishment of land values, VISION will analyze the sales of improved properties in order to derive an estimate of physical and functional depreciation and economic obsolescence. A report of this study of sales of improved properties will be made to the Assessors, listing the comparison subjects and detailing the schedules of adjustments to be made prior to valuation production.

**Approaches to Value, *continued***

Physical and functional depreciation and economic obsolescence will be computed to be the difference between the selling price of the total property and the sum of the estimated replacement cost new of the improvement plus the estimated land value.

Provided that a sufficient number of sales are available, guidelines in the form of tables based upon the condition, desirability and usefulness of a building relative to its actual age will be developed. After approval by the Assessors, these tables will be used to estimate the depreciation of comparable subject properties.

All of these tables are then applied to each parcel in the Municipality. Each property is then reviewed in the field by an appraiser. During this review, the appraiser rechecks the physical data and then ensures that the value is consistent with the sales activity within the immediate area. This value then becomes the final proposed value and once accepted by the Municipality becomes the final assessed value.

**PROPOSED SCHEDULE  
TOWN OF HENNIKER, NEW HAMPSHIRE  
FULL REVALUATION**

<b><i>TASK</i></b>	<b><i>FROM</i></b>	<b><i>TO</i></b>
Execution of Contract	03/28/2020	
Project Startup, Bonding, Staffing, and public relations	04/01/2020	04/15/2020
Data Collection and Data Entry	04/15/2020	07/15/2020
Land Study and Building Cost Manual	06/01/2020	07/15/2020
Commercial Study of Market Rents, Expenses & Capitalization Factors	06/15/2020	07/15/2020
Field Review	07/15/2020	08/20/2020
Preliminary Residential & Commercial Valuation model and values to Assessors	08/21/2020	08/30/2020
Assessment hearing notices mailed	09/02/2020	
Informal Hearings	09/07/2020	09/18/2020
Hearing Changes & Final values to Assessors	09/18/2020	09/30/2020
<b>Documentation and Project Completion</b>	<b>09/30/2020*</b>	

\*. Please see clarification page.

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## ***VISION GOVERNMENT SOLUTIONS INC. CORPORATE PROFILE***

### ***COMPANY***

Since 1975, Vision Government Solutions, Inc. has been providing quality Appraisal Services and CAMA Software to assessing departments located throughout the United States. During this time, our company has grown to be the largest New England based provider of revaluation services and software and we now enjoy a reputation that is unmatched in our industry. Our appraisal staff is comprised of professionals that have significant industry experience. Our Senior Appraisal personnel average over 20 years of experience, yet all remain committed to continuing their appraisal education and adopting new and innovative appraisal techniques. We complement our strong employee experience by providing technologically advanced CAMA software and we support this software with a well-staffed and fully trained group of programmers, help desk specialists and appraisal experts. Our software is currently installed in over 450 assessing jurisdictions located throughout the United States and the District of Columbia with installations that range from 500 parcels to more than 1,000,000.

### ***INNOVATION***

Vision has observed our customer's changing needs and we have re-engineered our business practices and our software technology in order to meet these new requirements. Our company culture fosters innovation at all levels. Our current staff includes a diverse group of appraisal and information systems personnel dedicated to maximizing productivity through the use of technology. Our technology can support any size assessing department using smart client technology on a web centric architecture.

### ***COMMITMENT***

Our Corporate goal continues to be the refinement of the assessment administration process through the use of new technology and innovative management techniques. We have been successful in the past and we will continue to spend the necessary resources on research and development in the information systems field, as well as for the education of our employees to maintain our leadership role in the Appraisal and Assessing field throughout the United States.

## *SERVICES*

At Vision, we combine the talents of experienced revaluation professionals, technical programmers and data conversion specialists on all new software implementations. By having our appraisal and technical people work with your staff, your decision makers gain a better understanding of the project and can make more informed decisions resulting in a higher level of satisfaction. Should your jurisdiction require assistance beyond the usual staff training, our appraisers can do anything from technical training, modeling training to completing a full revaluation. If you are looking to manage risk when switching CAMA software, Vision can supply the people that can speak to both the appraisers and the technical personnel.



## Highlights of Advantages and Benefits of Vision Government Solutions

- Vision Government Solutions is a leading provider of revaluation services and parcel-based software to Assessment Departments throughout New England, providing quality services for over 40 years. To complement our revaluation services, we also provide strong Public Relations programs that we tailor to the needs of the community and have a MAI on staff for Expert Defense of Values.
- 450 Assessing offices clients, including 60 in New Hampshire
- Vision has a staff of 108 people of which over 60 are revaluation appraisal staff
- DRA-certified property assessors and supervisors on staff today
- Successfully completed more than 200 valuation projects throughout New England in the last five years.
- The most robust and customized Public Relations program, designed to ensure transparency, accountability, and positive taxpayer experience throughout the revaluation
- Strong Quality Control Program from the Data Collection phase through the Field Review phase to ensure proper property characteristics and uniformity of valuation methodology.

### **Why Select the Vision Team?**

- Quality and experience of DRA-Certified staff to ensure data accuracy and equity.
- Team led by the highly-experienced June Perry as Project Manager and lead appraiser Steve Whalen. June and Steve each bring over 30 years of revaluation experience to the project and have completed numerous New Hampshire based reappraisal projects.
- We have strong customer references; not only for our revaluation services, software design, development, and implementation, but for *service and support after the project*. In fact, fifty percent of our clients have been with Vision for over twenty years.
- We have been in the revaluation business since 1975 and therefore have *domain expertise* in all areas of ad valorem appraisal and software.

D

## VISION CURRENT COMMITTED LIST

<u>TOWN</u>	<u>PROJECT TYPE</u>	<u>FISCAL YEAR</u>
Barre, MA	Update	2020
Bloomfield, CT	Partial Reval	2019
Branford, CT	Reval	2019
Brooklyn, CT	Partial Reval	2020
Canterbury, CT	Partial Reval	2020
Clinton, CT	Reval	2020
Colebrook, CT	Reval	2020
Coventry, CT	Update	2019
Deep River, CT	Reval	2020
East Hampton, CT	Reval	2020
Ledyard, CT	Update	2020
Madison, CT	Reval	2019
Mansfield, CT	Reval	2019
Marlborough, CT	Update	2020
Monroe, CT	Reval	2019
New Fairfield, CT	Reval	2019
New Milford, CT	Reval	2020
Old Lyme, CT	Update	2019
Pomfret, CT	Partial Reval	2020
Seymour, CT	Partial Reval	2020
Somers, CT	Update	2020
Southington, CT	Update	2020
Stafford, CT	Partial Reval	2020
Wallingford, CT	Reval	2020
West Haven, CT	Reval	2020
Westport, CT	Reval	2019
Foxborough, MA	Update	2020
Hingham, MA	Update	2018
Lexington, MA	Update	2020
Phillipston, MA	Update	2020
Rehoboth, MA	Update	2020
Sutton, MA	Update	2020
Tewksbury, MA	Update	2020
Wareham, MA	Update	2019
Fryeburg, ME	Reval	2020

Orono, ME	Partial Reval	2020
Claremont, NH	Update	2019
Burrillville, RI	Update	2018
East Providence, RI	Update	2019
Hopkinton, RI	Update	2019
Jamestown, RI	Update	2018
Johnston, RI	Update	2018
Lincoln, RI	Update	2018
Little Compton, RI	Reval	2018
New Shoreham, RI	Update	2018
North Kingstown, RI	Update	2018
Portsmouth, RI	Update	2019
Providence, RI	Reval	2018
Smithfield, RI	Update	2018
Warwick, RI	Update	2018
Westerly, RI	Reval	2018

Revised 9/25/2019

## COMPLETED REVALUATION/UPDATES

### MASSACHUSETTS

Abington  
Acton  
Alford  
Amesbury  
Amherst  
Aquinnah  
Ashburnham  
Athol  
Attleboro  
Auburn  
Avon  
Barnstable  
Barre  
Berkley  
Berlin  
Blackstone  
Blandford  
Boxford  
Bridgewater  
Chelmsford  
Chelsea  
Clinton  
Concord  
Dedham  
Dighton  
Dracut  
Dudley  
Eastham  
Easthampton  
Easton  
Edgartown  
Essex  
Foxborough  
Gardner  
Georgetown  
Gloucester  
Goshen  
Gosnold  
Groton  
Hadley  
Hanover  
Harvard  
Hingham  
Holden  
Holland  
Hubbardston  
Kingston  
Lakeville  
Leominster  
Lexington  
Longmeadow  
Lowell  
Mansfield  
Marion  
Marlborough

Marshfield  
Mashpee  
Mattapoissett  
Medford  
Middleborough  
Millbury  
Nantucket  
Newbury  
Newburyport  
Norfolk  
North Attleborough  
North Reading  
Northbridge  
Norwell  
Norwood  
Oak Bluffs  
Oakham  
Otis  
Orange  
Oxford  
Paxton  
Pelham  
Petersham  
Phillipston  
Plympton  
Quincy  
Randolph  
Rehoboth  
Revere  
Rockport  
Rowley  
Rutland  
Sharon  
Shutesbury  
Somerville  
Southbridge  
South Hadley  
Southwick  
Spencer  
Sterling  
Stockbridge  
Sturbridge  
Sutton  
Swansea  
Taunton  
Templeton  
Tewksbury  
Tisbury  
Topsfield  
Walpole  
Wareham  
Wayland  
West Boylston  
West Springfield  
West Tisbury  
Westminster

Weston  
Westwood  
Wilbraham  
Wilmington  
Woburn  
Yarmouth

### MAINE

Arundel  
Augusta  
Bar Harbor  
Bath  
Berwick  
Biddeford  
Boothbay  
Brewer  
Camden  
Cornish  
Cumberland  
Eliot  
Ellsworth  
Freeport  
Gardiner  
Harpowell  
Kennebunk  
Kennebunkport  
Kittery  
Monmouth  
Mount Desert  
North Yarmouth  
Ogunquit  
Old Orchard Beach  
Raymond  
Rockland  
Rockport  
Sabattus  
Sanford  
Scarborough  
Skowhegan  
South Portland  
South Thomaston  
Standish  
Topsham  
Waterville  
Wells  
West Bath  
Westbrook  
Winslow  
Winthrop  
York

**VERMONT**

Bridgewater  
Castleton  
Colchester  
Hartford  
Newport  
Williston

**NEW HAMPSHIRE**

Acworth  
Amherst  
Ashland  
Bedford  
Belmont  
Bethlehem  
Bow  
Candia  
Charlestown  
Chester  
Chesterfield  
Claremont  
Concord  
Deerfield  
Derry  
Dover  
Dunbarton  
Durham  
Epping  
Exeter  
Fitzwilliam  
Fremont  
Goffstown  
Gorham  
Greenland  
Hampton  
Hampton Falls  
Henniker  
Hinsdale  
Hollis  
Hooksett  
Jaffrey  
Kingston  
Laconia  
Lebanon  
Lincoln  
Littleton  
Lyme  
Lyndeborough  
Manchester  
Meredith  
Milford  
Moultonborough  
Nashua  
Newbury  
New Durham

New London  
New Market  
Northampton  
Ossipee  
Pelham  
Pembroke  
Portsmouth  
Raymond  
Rindge  
Rye  
Salem  
Sanbornton  
Sandown  
Seabrook  
Strafford  
Sunapee  
Swanzey  
Tilton  
Troy  
Warner  
Wilton  
Wolfeboro

**CONNECTICUT**

Ansonia  
Andover  
Ashford  
Barkhamsted  
Berlin  
Bethlehem  
Bolton  
Branford  
Bridgeport  
Bridgewater  
Bristol  
Brookfield  
Brooklyn  
Burlington  
Canaan  
Canterbury  
Chaplin  
Chester  
Clinton  
Colchester  
Colebrook  
Columbia  
Coventry  
Cromwell  
Danbury  
Deep River  
Eastford  
East Granby  
East Haddam  
East Lyme

Ellington  
Enfield  
Essex  
Fairfield  
Franklin  
Glastonbury  
Goshen  
Granby  
Griswold  
Groton  
Haddam  
Hamden  
Hampton  
Harwington  
Kent  
Lebanon  
Ledyard  
Litchfield  
Lyme  
Madison  
Manchester  
Mansfield  
Marlborough  
Middlefield  
Middlebury  
Milford  
Montville  
Naugatuck  
NECCOG  
New Britain  
New Canaan  
New Fairfield  
New Hartford  
New Haven  
New London  
New Milford  
Norfolk  
North Branford  
North Stonington  
Norwich  
Old Lyme  
Old Saybrook  
Orange  
Oxford  
Plainfield  
Pomfret  
Putnam  
Preston  
Redding  
Roxbury  
Salem  
Scotland  
Seymour  
Sharon  
Somers

Southbury  
Southington  
South Windsor  
Sprague  
Stafford  
Stamford  
Stonington  
Strafford  
Stratford  
Suffield  
Thompson  
Tolland  
Torrington  
Trumbull  
Union  
Voluntown  
Wallingford  
Warren  
Waterford  
Watertown  
West Haven  
Westbrook  
Weston  
Westport  
Wethersfield  
Willington  
Wilton  
Winchester  
Windham  
Windsor  
Windsor Locks  
Wolcott  
Woodbridge  
Woodstock

Pawtucket  
Portsmouth  
Providence  
Richmond  
Smithfield  
South Kingstown  
Tiverton  
Warwick  
Westerly  
Woonsocket

**RHODE ISLAND**

Barrington  
Burrville  
Central Falls  
Charlestown  
Cranston  
East Providence  
Exeter  
Foster  
Jamestown  
Johnston  
Lincoln  
Little Compton  
Middletown  
Narragansett  
Newport  
New Shoreham  
North Kingstown  
North Smithfield  
North Providence

## INSTALLED CAMA CLIENT LIST

Andover	CT	John	Chaponis	860-742-7305 Ext.5
Ansonia	CT	Marsha	Benno	203-736-5950
Ashford	CT	Kara	Fishman	860-487-4403
Barkhamsted	CT	Francine	Beland	860-379-3600
Berlin	CT	Joe	Ferraro	860-828-7167
Bethlehem	CT	Carolyn	Nadeau	203-266-7510 x3
Bloomfield	CT	Todd	Helems	860-769-3532
Bolton	CT	Helen	Totz	(860) 649-8066 x 6100
Branford	CT	Barbara	Neal	203-488-2039
Bridgeport	CT	Dan	Kenny	203-394-6968
Bridgewater	CT	Denise	Pinter	860-355-9379
Bristol	CT	Tom	DeNoto	860-584-6245
Brookfield	CT	Tammie	Fiske	203-775-7302
Brooklyn	CT	Kathleen	Thornton	860-774-5611 x20
Burlington	CT	Beth	Paul	860-673-3901 x3
Canaan	CT	Hazel	McGuire	860-824-0707x14
Canterbury	CT	Lynn	Byberg	860-546-6035
Chaplin	CT	Chandler	Rose	860-455-0073 EXT 314
Clinton	CT	Donna	Sempey	860-664-1119 direct 860-669-9269
Colchester	CT	John	Chaponis	860-537-7205
Colebrook	CT	Michele	Sloane	860-379-3738 ext 206
Columbia	CT	Mary	Lavallee	860-228-9555 press #6
Cornwall	CT	Barbara	Bigos	860-672-2703
Coventry	CT	Mike	D'Amicol	(860)742-4067
Danbury	CT	Brian	Lastra	203-797-4556
Deep River	CT	Robin	O'Loughlin	860-526-6029 ext. 232
East Granby	CT	Mary Ellen	Brown	860-653-2852
East Haddam	CT	Loreta	Zdanys, CCMAII	860-873-5026
East Hampton	CT	Gail	Pititto	860-267-2510
East Hartford	CT	Brian	Smith	860-291-7268
East Lyme (Niantic)	CT	Diane	Vitagliano	860-739-6931 x1107
Eastford	CT	Mary	Lavallee	860-974-1291 x 7
Ellington	CT	Kim	Bechard	860-870-3109
Enfield	CT	Della	Froment	860-253-6338
Essex	CT	Jessica	Sypher	860-767-4340 x 124
Fairfield	CT	Ross	Murray	203-256-3110
Glastonbury	CT	Nicole	Lintereur	860-652-7604
Goshen	CT	Lucy	Hussman	860-491-2115 x230
Granby	CT	Sue	Altieri	860-844-5312
Griswold	CT	Evelyn	Spagnolo	860-376-7060 x 105
Haddam	CT	Tammy	Anderson	860-345-8531 x226
Hamden	CT	John	Gelati	203-287-7128



Hampton	CT	Kathy	Thornton	860-455-9132 x 5
Harwinton	CT	Michele	DeSilva	860-485-0898
Kent	CT	Patricia	Braislin	860-927-3160
Lebanon	CT	Emma	Sousa	860-642-6141
Ledyard	CT	Adrianna	Hedwall	860-464-3237
Lisbon	CT	Angel	Johnston	860-376-5115
Litchfield	CT	Kathy	Brown	860-567-7559
Lyme	CT	Deborah	Yeomans	860-434-8092
Madison	CT	Orietta	Nucolo	203-245-5651
Manchester	CT	John	Rainaldi	860-647-3011
Mansfield	CT	Irene	Luciano	860-429-3311
Marlborough	CT	Marie	Hall	860-295-6201 x 213
Mashantucket Pequot	CT	Frank	Fiori	860-396-2079
Middlebury	CT	Chris	Kelsey	203-758-1447
Middlefield	CT	Janet	Baron	860-349-7111 x16
Middletown	CT	Damon	Braasch	(860) 638-4930 ext. 0
Milford	CT	Dan	Thomas	203-783-3215
Monroe	CT	Justin	Feldman	203-452-2800 x1010
Morris	CT	Betsy	Quist	860-567-6096
Naugatuck	CT	Carol Ann	Tyler	203-720-7016
New Britain	CT	Michael	Konik	860-826-3326
New Canaan	CT	Sebastian	Caldarella	203-594-3005
New Fairfield	CT	Rich	Seman	203-312-5625
New Hartford	CT	Cory	Iacino	860-379-5235
New Haven	CT	Alex	Pullen	(203) 946-8061
New London	CT	Paige	Walton	860-437-6317
New Milford	CT	Kathy	Conway	860-355-6070
Newtown	CT	Penny	Mudgett	203-270-4242
Norfolk	CT	Michele	Sloane	860 542-5287
North Branford	CT	David	Ambrose	203-484-6013
North Stonington	CT	Darryl	Del Grosso	860-535-2877 x 23
Norwalk	CT	Michael	Stewart	203-854-7941
Norwich	CT	Donna	Ralston	(860) 823-3722
Old Lyme	CT	Melinda	Kronfeld	860-434-1605 x 218
Old Saybrook	CT	Norm	Wood	860-395-3137
Orange	CT	Mark	Branchesi	203-891-4700 x4722
Oxford	CT	Eva	Lintzner	203-888-2543 ext 3055
Plainfield	CT	Mary Ellen	Hall	860-230-3008
Pomfret	CT	Kathleen	Thornton	
Preston	CT	Mildred	Peringer	860-889-2529 x 115
Putnam	CT	Angela	Sanchez	860-963-6802
Redding	CT	John	Ford	203-938-5001
Salem	CT	Barbara	Perry	860-859-3873 x 130
Salisbury	CT	Kayla	Johnson	860-435-5176
Scotland	CT	Kara	Fishman	860-456-7797x104
Seymour	CT	Joseph	Kusiak	203-881-5013

Sharon	CT	Patricia	Braislin	860-364-0205
Somers	CT	Walter	Topliiff	860-763-8203
South Windsor	CT	Mary	Huda	860-644-2511 ext 213
Southbury	CT	Michael	Moriarty	203-262-0674
Southington	CT	Teresa	Babon	860-276-6205
Sprague	CT	Lynn	Byberg	860-822-3002
Stafford	CT	Tami	Rossi	860-684-1786
Stamford	CT	Greg	Stackpole	203-977-4018
Stonington	CT	Marsha	Standish	860-535-5005
Stratford	CT	Melinda	Fonda	203-385-4025
Suffield	CT	Dan	Beaudoin	860-668-3843
Thompson	CT	Diana	Couture	860-923-2259
Tolland	CT	Jason	Lawrence	860-871-3655
Trumbull	CT	Mark	Devestern	203-452-5015
Union	CT	Mary	Huda	860-684-5705
Voluntown	CT	Beth	Taylor	
Wallingford	CT	Shelby	Jackson, III	203-294-2001
Waterford	CT	Terence	Dinnean	860-444-5820
West Hartford	CT	Joe	Dakers	860-561-7416
West Haven	CT	Ann Marie	Gradoia	203-937-3513 ext. 1
Westbrook	CT	Pam	Fogarty	860-399-3016 Ext. 122
Westport	CT	Paul	Friia	203-341-1135
Willington	CT	Rachel	Pierce	
Wilton	CT	Sarah	Scacco	203-563-0121
Winchester	CT	Rhonda	Roy	860-379-5461
Windham	CT	Chandler	Rose	860-465-3026
Windsor	CT	Lawrence	LaBarbera	860-285-1819
Wolcott	CT	Pamela	Deziel	203-879-8100 EXT 111
Woodbridge	CT	Betsy	Quist	203-389-3417
Woodstock	CT	Richard	Kryzak	860-928-6929 x326
Washington	DC	William	Nelson	202-442-6784
Pasco County	FL	Mike	Wells	352-521-4433
Putnam County	FL	Tim	Parker	386-329-0300
Sumter County	FL	Shauna	Jordan	352-569-6791
Taylor County	FL	Bruce	Ratliff	850-838-3511
Abington	MA	Jack	Pistorino	781-982-2107
Acton	MA	Brian	McMullen	978-264-9622
Amesbury	MA	Jason	DiScipio	978-388-8102
Amherst	MA	David	Burgess	413-259-3024
Aquinnah	MA	Angela	Cywinski	508-645-2306
Ashburnham	MA	Board of	Assessors	978-827-4100
Athol	MA	Lisa	Aldrich	978-249-3880
Attleboro	MA	Stan	Nacewicz	508-223-2222 x3135
Auburn	MA	Cindy	Cosgrove	508-832-7740 ext 1234
Avon	MA	Paul	Sullivan	508-588-0414 x1027
Barnstable	MA	Edward	O'Neil	508-862-4020

Barre	MA	Michael	Landry	978-355-2504 X3 OR X104
Berlin	MA	Molly	Reed	978-838-2256
Blackstone	MA	Patricia	Salamone	508-883-1500 x 121
Boxford	MA	Kristin	Hanlon	(978) 887-6000 ext. 142
Boylston	MA	Margo	Richardson	508-869-6543
Cambridge	MA	Robert	Reardon	617 349 4343
Chelmsford	MA	Frank	Reen	978-244-3317
Chelsea	MA	Mary-Lou	Ireland	617-466-4014
Chicopee	MA	Laura	McCarthy	413-594-1430
Clinton	MA	David	Baird	978-365-4117
Concord	MA	Lane	Partridge	978-318-3075
Dartmouth	MA	Richard	Gonsalves	508-910-1809
Dedham	MA	Richard	Henderson	781-751-9130
Dracut	MA	Karen	Golden	978 453 2451
Dudley	MA	Lisa	Berg	508-949-8006
Duxbury	MA	Steve	Dunn	781-934-1100 ext 5430
East Longmeadow	MA	Diane	Bishop MAA	413-525-5400 ext1601
Easthampton	MA	Lori	Stewart	413-529-1401
Easton	MA	Robbie	Alford	508-230-0520
Edgartown	MA	Jo Ann	Resendes	508-627-6141
Essex	MA	Gillian	Palumbo	978-768-7831
Foxborough	MA	Hannelore	Simonds	508-543-1215
Gardner	MA	Sue	Byrne	978-630-4004
Georgetown	MA	Thomas	Berube	978-337-0492
Gloucester	MA	Nancy	Papows	978-281-9715
Gosnold	MA	Pat	Decosta	508-990-7408
Granby	MA	Keri-Ann	Wenzel	413-467-7196
Groton	MA	Jonathan	Greeno	978-448-1127
Hadley	MA	Dan	Zdonek	413-586-6320
Hamilton	MA	Tina	Zelano	978-468-5574
Hampden	MA	Carolyn	Reed	413-566-2151 ext.106
Hanover	MA	Elaine	Boidi	781-826-6401
Harvard	MA	Rebecca	Boucher	978-456-4100 ext 315
Hatfield	MA	David	Zagorski	413-247-0322
Hingham	MA	Rick	Nowlan	781-741-1455
Holden	MA	Rosemary	Scully	508-210-5516
Holland	MA	JoAnne	Higgins	413-245-7108 x 106
Hubbardston	MA	Genevieve	Daniels	978-928-1400 x203
Hudson	MA	JoAnne	McIntyre	978-568-9620
Kingston	MA	Meredith	Rafiki	781-585-0509
Lakeville	MA	Norman	Taylor	
Lawrence	MA	Alex	Vega	978-620-3192
Leominster	MA	William	Mitchell	978-534-7531 x 272
Lexington	MA	Rob	Lent	781-862-0500 x 84578
Longmeadow	MA	Jessica	Guerra	413-565-4115
Lowell	MA	Sue	Lemay	978-970-4212

Mansfield	MA	Nancy	Hinote	508-261-7350
Marion	MA	Linda	Dessert	508-748-3518
Marlborough	MA	Paula	Murphy	508-460-3779
Mattapoisett	MA	Kathy	Costello	508-758-4106 x3
Medford	MA	Ellen	Brideau	781-393-2435
Middleborough	MA	Barbara	Erickson	508-946-2410/2411ext 110
Millbury	MA	Jean	Moroski	508-865-4732
Millis	MA	Paula	Dumont	508-376-7049 ext.115
Monson	MA	Maryann	Wilkinson	413 267 4120
Nantucket	MA	Deb	Dilworth	508-228-7200 ext 7035
New Salem	MA	Wayne	Hachey	978-544-2731
Newburyport	MA	Jill	Brennan	978-465-4403
Newton	MA	Elizabeth	Dromey	617-796-1160
Norfolk	MA	John	Curran	508-528-1120
North Attleborough	MA	Sheila	Scaduto	508-699-0117
Northbridge	MA	Robert	Fitzgerald	508-234-2740
Norwell	MA	Barbara	Gingras	781-659-8014
Norwood	MA	Timothy	McDonough	781-762-1240 x141
Oak Bluffs	MA	David	Bailey	508-693-3554 x104
Oakham	MA	Priscilla	Johnson	508-882-5549 x 302
Otis	MA	Lyn	Minery	413-269-0100
Palmer	MA	Rob	Leroux	413-283-2607
Paxton	MA	Kathleen	Stanley	508-799-7231 x 16
Pelham	MA	Martha	Leamy	413-253-0734
Petersham	MA	Kelly	Garlock	978-724-6658
Phillipston	MA	Sue	Byrne	978-249-1732
Plainville	MA	Maureen	Clarke	508-695-3010 x 14
Plympton	MA	Deb	Stuart	781-585-3227
Princeton	MA	Kathy	stanley	978-464-2104
Quincy	MA	Colleen	Healy	617-376-1172
Randolph	MA	Bob	Cole	781-961-0907
Rehoboth	MA	Linda	Greaves	508-252-3352
Rochester	MA	Board of Assessors		508-763-5250
Rockport	MA	Diane	Lashua	978-546-2011
Rowley	MA	Sean	McFadden	978-948-2021
Russell	MA	Ted	Gloss	413-862-6214
Rutland	MA	Diane	Peterson	508-886-4101
Sharon	MA	Mark	Mazur	781-784-1500 x1150
Shrewsbury	MA	Chris	Reidy	508-841-8353
Shutesbury	MA	Ken	Holmberg	413-259-3790
Somerville	MA	Francis	Golden	617-625-6600 x 3110
South Hadley	MA	Melissa	Couture	413-538-5027 x105
Southampton	MA	Martha	Leamy	413-527-4741
Southbridge	MA	Wilfrid	Cournoyer	508-764-5404
Southwick	MA	Sue	Gore	413-569-0565
Spencer	MA	Linda	LeBlanc	508-885-7500 x 121

Sterling	MA	Harald	Scheid	978-422-8113
Stockbridge	MA	Mike	Blay	413-298-4174 x 107
Sturbridge	MA	Ann	Murphy	508-347-2503
Sutton	MA	Joyce	Sardagnola	508-865-8722
Swansea	MA	Thomas	Welch	508-324-6703
Taunton	MA	Lisa	Labelle	508-821-1011
Templeton	MA	Luanne	Royer	978-894-2760
Tewksbury	MA	Joanne	Foley	978-640-4330
Tisbury	MA	Ann Marie	Cywinski	508-696-4207
Wales	MA	Dick	Verville	413-245-3260 x 103
Walpole	MA	Dennis	Flis	508-660-7314
Wareham	MA	Jacqui	Nichols	508-291-3100 ext 3169
Wayland	MA	Bruce	Morgan	508-358-3658
Wenham	MA	Shirley	Cashman	978-468-5520 x5
West Boylston	MA	Myra	Fortugo	774-261-4040
West Brookfield	MA	Elisabeth	DiMaio	508-867-1421áááá x303
West Springfield	MA	Michael	Motta	413-263-3050
Westfield	MA	Robin	Johnson	413-572-6203
Westminster	MA	Robin	Holm	978-874-7401
Weston	MA	Eric	Josephson	781-786-5055
Westwood	MA	Debbie	Robbins	781-320-1003
Wilbraham	MA	Manny	Silva	413-596-2817 x7
Wilmington	MA	Karen	Rassias	978-658-3675
Winthrop	MA	Stephen	Roche	617-846-2716 x1055
Woburn	MA	Andrew	Creen	781-897-5830
Worcester	MA	William	Ford	508-799-1098
Wrentham	MA	Sandy	Genna	508-384-5408
Yarmouth	MA	Andy	Machado	508-398-2231 x1225
Arundel	ME	Beth	Newcombe	207-985-4201
Augusta	ME	Lisa	Morin	207-626-2320
Bar Harbor	ME	Justin	VanDongen	207-288-3320
Bath	ME	Brenda	Cummings	207-443-8336
Berwick	ME	Paul	McKenney	603-534-2118
Biddeford	ME	Frank	Yattaw	207-284-9003 Ext.4127
Boothbay Harbor	ME	Robert	Duplisea	207-633-3671
Brewer	ME	Mary	Stuart	
Brunswick	ME	Cathleen	Jamison	207-725-6650
Camden	ME	Kerry	Leichtman	207-236-3353 press 6
Casco	ME	David	Morton	207-627-4515 ext. 201
Cornish	ME	Katherine	Blake	207-625-4324
Cumberland	ME	John	Brushwein	207-829-2204
Eliot	ME	Martine	Painchaud	207-439-1813 x 111
Ellsworth	ME	Larry	Gardner, CMA	207-667-8674
Falmouth	ME	Jennifer	Phinney	207-699-5219
Freeport	ME	Robert	Konczal	207-865-4743 x 140
Gardiner	ME	Curt	Lebel	207-582-6892 ext.1107

Gorham	ME	Mike	D'Arcangelo	207-222-1600 x1601
Harpswell	ME	Debbie	Turner	207-833-5771 x114
Kennebunk	ME	Daniel	Robinson	207-985-2102 x1310
Kennebunkport	ME	Werner	Gilliam	207-967-0402 x102
Kittery	ME	Paul	McKenney	207-439-0452 x306
Monmouth	ME	Laurie	Walker	207-933-2206 (2)
Mount Desert	ME	Kyle	Avila	207-276-5531 ext.1
North Yarmouth	ME	Robert	Konczal	207-829-3705
Ogunquit	ME	Barbara	Kinsman	207-646-5140 opt 8 then 2
Old Orchard Beach	ME	Bill	DiDonato	207-934-5714 x1512
Raymond	ME	Kaela	Gonzalez	207-655-4742 x133
Richmond	ME	Laurisa	Loon	207-737-4305 x208
Rockland	ME	Dennis	Reed	
Rockport	ME	Kerry	Leichtman	207-236-6758
Sabattus	ME	Donna	Hayes	207-375-4331
Saco	ME	Kate	Kern	207-282-1611
Sanford	ME	George	Greene	
Scarborough	ME	David	Bouffard	207-730-4061
Skowhegan	ME	Leisa	Emery (Porter)	207-474-6903 ext. 119
South Portland	ME	Jim	Thomas	207-767-7604
South Thomaston	ME	Kevin	McCormick	207-596-6584
Standish	ME	Joseph	Merry	207-642-4572
Topsham	ME	Justin	Hennessy	207-725-1722
Waterville	ME	Paul	Castonguay	207-680-4200 x4220
Wells	ME	Keeley-Anne	Lambert	207-646-6081
West Bath	ME	Robert	Morris	207-443-4342
Westbrook	ME	Jim	Thomas	207-854-0638 x 3
Windham	ME	Elisa	Trepanier	207-894-5900 ext.6512
Winslow	ME	Judy	Mathiau	207-872-2776 ext. 5205
Winthrop	ME	Linda	Huff	207-377-7206
Yarmouth	ME	Dawn	Madden	207-846-9036
York	ME	Rick	Mace	207-363-1005 x1
Bloomington	MN	Matthew	Gersemehl, SAMA	952-563-8708
Chisago County	MN	John	Keefe, SAMA	651-213-0400
Scott County	MN	Michael	Thompson	952- 496-8972
Acworth	NH	Kathi	Bradt	603-835-6879
Amherst	NH	Michele	Crowley	603-673-6041 x202
Bedford	NH	Bill	Ingalls	603-792-1316
Belmont	NH	Jeanne	Beaudin	603-267-8300 x124
Berlin	NH	Brian	Chevarie	603-752-5245
Bethlehem	NH	Claudia	Brown	603-869-3351
Bow	NH	Monica	Hurley	603-228-1187 x 115
Bridgewater	NH	Terry	Murphy	603-744-5055
Candia	NH	Andrea	Hansen	603-483-8101
Charlestown	NH	Diane	Town	603-826-4400

Chesterfield	NH	Board of	Selectmen	603-363-4624
Claremont	NH	Marlene	Jordan	603-542-7004 x2
Concord	NH	Kathy	Temchack	603-225-8550
Derry	NH	Mark	Jesionowski	603-432-6104 xt5499
Dunbarton	NH	Line	Comeau	603-774-3541 x 102
Durham	NH	Jim	Rice	603-868-8064
Enfield	NH	Julie	Huntley	603-632-5026
Epping	NH	Joyce	Blanchard	603-679-5441 ex 20
Exeter	NH	Janet	Whitten	603-778-0591 ext 110
Fremont	NH	Heidi	Carlson	603-895-9035 x10
Goffstown	NH	Scott	Bartlett	603-497-8990 x113
Grantham	NH	Melissa	White	603-863-6021 x 301
Greenland	NH	Karen	Anderson	603-431-7111 x100
Hampton	NH	Ed	Tinker	603-929-5914
Hampton Falls	NH	Todd	Haywood	603-926-4618
Henniker	NH	Helga	Winn	603 428 3221 x2
Hinsdale	NH	Kathryn	Lynch	603-336-5727 x 17
Hollis	NH	Connie	Cain	603-465-2209 x105
Hooksett	NH	Leeann	Moynihan	603-268-0003
Jaffrey	NH	Erlene	Lemire	603-532-7445 x102
Keene	NH	Dan	Langille	603-352-2125
Laconia	NH	Deb	Deriick	603-527-1268
Lincoln	NH	Helen	Jones	603-745-2757 x3
Littleton	NH	Amy	Hatfield	603-444-3996 ext 12
Lyme	NH	Diana	Calder	603-795-4639
Lyndeborough	NH	Dawn	Griska	603-654-5955 ext.221
Manchester	NH	Bob	Gagne	603-624-6520 x6795
Meredith	NH	Jim	Commerford	603-677-4226
Milford	NH	Marti	Noel	603-249-0615 x240
Moultonborough	NH	Josephine	Belville	603-476-2347
New Durham	NH	Scott	Kinmond	603-859-2091
Newington	NH	Susan	Henderson	603-436-7640
Newmarket	NH	Scott	Marsh	603-659-3073 Ext.1313
North Hampton	NH	Mike	Pelletier	603-964-8087
Pelham	NH	Susan	Snide	603-508-3080
Pembroke	NH	Elaine	Wesson	603-485-4747 x 213
Portsmouth	NH	Rosann	Maurice-Lentz	603-610-7212
Raymond	NH	Donna	Giberson	603-895-4735 x102
Rindge	NH	David	DuVernay	603-899-5181 x113
Rye	NH	David	Hynes	603-964-5523
Salem	NH	Normand	Pelletier	603-890-2018
Sandown	NH	Lynn	Blaisdell	603-887-8392
Seabrook	NH	Angela	Silva	603-474-2966
Strafford	NH	Liz	Evans	603-664-2192 ext 105
Swanzey	NH	Michael	Branley	603-352-7411 x107
Tamworth	NH	Darlene	McWhirter	603-323-7525 x14

Troy	NH	Alissa	Fox	603-242-7722
Wilton	NH	Pam	Atwood	603-654-9451 2 THEN x1
Windham	NH	Jennifer	Zins	x3006
Carmel	NY	Glenn	Droese (DROSEY)	(845) 628-1500
New York City	NY	Lance	Abrams	212-361-7014
Rye	NY	Denise	Knauer	914-939-3566 x1
Bradford County	PA	Donna	Roof	570-265-1714 x2827
Crawford County	PA	Joe	Galbo	814-333-7305
Greene County	PA	Mary Ann (Lou)	Lewis	724-852-5241
Tioga County	PA	Deborah	Crawford, CPE	(570) 723-8112á
Warren County	PA	Karen	Beardsley, CPE	(814) 728-3424á
Barrington	RI	Mike	Minardi	401-247-1900 x322
Burrillville	RI	Jennifer	Mooney	401-568-4300 ext 126
Charlestown	RI	Ken	Swain	401-364-1233
Cranston	RI	Mark	Capuano	401-780-3188
Cumberland	RI	Ken	Mallette	401 728-2400 x149
East Providence	RI	Steve	Hazard	401-435-7574
Exeter	RI	Kerri	Petrarca	401- 294-5734á
Foster	RI	Patricia	Moreau	401-392-9202
Glocester	RI	Lori	DiSantis	401-568-6206 x3
Hopkinton	RI	Liz	Monty	401-377-7780
Jamestown	RI	Christine	Brochu	401-423-9802
Johnston	RI	Kim	Gallonio	401-553-8824
Lincoln	RI	Elaine	Mondillo	401-333-1100 x8448
Little Compton	RI	Denise	Cosgrove	401-635-4509
Middletown	RI	George	Durgin	401-847-7300
New Shoreham	RI	Joan	Wholey	401-466-3217
Newport	RI	Jade	Phillips	401-845-5364
North Kingstown	RI	Linda	Cwiek	401-294-3331 x 110
Pawtucket	RI	Robert	Burns	401-728-0500 x218
Portsmouth	RI	Matt	Helfand	401-683-1536
Providence	RI	Thaddeus	Jankowski, Jr.	
Richmond	RI	Elizabeth	Fournier	401-539-9000 x 7
Smithfield	RI	Drew	Manlove	401-233-1015
South Kingstown	RI	Jean-Paul	Bouchard	401-789-9331 x1222
Tiverton	RI	David	Robert	401-816-0255
Warwick	RI	Neal	Dupuis	401-738-2000 x4
Westerly	RI	Dave	Thompson	401-348-2544
Albemarle County	VA	Peter	Lynch	434 296 5856
Charlottesville City	VA	Jeffrey	Davis	(434) 970-3136á
Chesapeake City	VA	William	Rice	757-382-6235
Culpeper County	VA	W.	Kilby	540-727-3411
Gloucester County	VA	Derek	Green	804-693-1323
Halifax County	VA	Brenda	Powell	434-476-3185
Hanover County	VA	Richard	Paul	804-365-6027
Harrisonburg City	VA	Lisa	Neunlist	540-432-7795



Henrico County	VA	Tom	Little	804 501-5346
Henry County	VA	Linda	Love	276-634-4611
Manassas City	VA	Terri	Martin	703-257-8298
Martinsville City	VA	Ruth	Easley	276-403-5130
New Kent County	VA	Laura	Ecimovic	804-966-9610
Northampton County	VA	Charlene	Gray	757-678-0440 ex 506
Poquoson City	VA	Richard	Faison	757-868-3080
Portsmouth City	VA	Janey	Culpepper	757-393-8631 x2163
Prince George County	VA	Rod	Compton	804-722-8629
Salem City	VA	Justin	Kuzmich	540-378-0175
Staunton City	VA	Charley	Haney	540-332-3827
Suffolk City	VA	Jean	Jackson	757-514-7479
York County	VA	Maria	Kattman	757-890-3720
Williamsburg City	VA	Derek	Green	757-220-6185
Bridgewater	VT	Board of Listers		802-672-3334
Colchester	VT	Robert	Vickery	802-264-5671
Hartford	VT	Michelle	Wilson	802-478-1109
Newport	VT	Spencer	Potter	802-334-6992
Pittsford	VT	John	Eugair	802-483-6500 ext 15
Stratton	VT	Kent	Young	802-896-6184
West Rutland	VT	Lisa	Wright	802-438-2263
Waukesha City	WI	Paul	Klauck	262-524-3510

Revised 4-2-2019

E

## *Vision Government Solutions Public Relations Program*

Over recent years, Vision Government Solutions has witnessed an increased need for a comprehensive Public Relations Program. As federal and state governments cut back on all programs, Municipal Governments struggle to maintain basic services and real estate taxes are scrutinized.

As all assessing professionals know, revaluations and updates are a means of equalizing the tax base by bringing all property to a uniform percentage of current value. To property owners, the word "revaluation" has become synonymous with "tax increase." When a revaluation is announced, the taxpayers are anxious and wary. A solid Public Relations Program educates and informs property owners about a revaluation, how it's implemented and how their property taxes fit into the equation. With educated, informed and active taxpayers, a Public Relations Program is required to create a positive image of the tax assessing process.

Vision Government Solutions Public Relations Program begins when a project is awarded. The Vision Government Solutions Project Manager and the Sales Staff work with the Assessor throughout the project. The Assessor is a key component in that Assessors have knowledge of both the political situation and the potential receptiveness of the property owners. Assessors generally know which special interest groups to target for added attention, have information on current municipal services, and are aware of which local media will enable the best and most exposure.

Vision Government Solutions provides standard information to the client for use in explaining the process. This information includes:

- Company history and experience.
- Initial explanation of the project, its time schedule, breakdown on each phase, and where the property owner can become involved.
- Project update notices on where the project is during each phase (not usually necessary for updates).
- Notification and explanation of the Hearings Process and how homeowners can prepare for them.
- Explanation of the Appeals Process, should property owners still disagree with the new values after hearings.
- Sample letters and articles from other Municipalities positive press experience.

## *Public Relations Program Steps*

### 1. **Initial Set-up:**

- Assessing the needs via discussion and negotiation prior to signing a contract.
- Conduct Media Research: What papers, radio stations, etc. are in the area, their circulation, the political climate of each publication, etc.

### 2. **Media Releases:**

- Hold background meeting with local press by phone or in person.
- Press Release announcing the award of the impending revaluation, follow-up with press.
- Press Release announcing the start of the project, the actual steps and time frame involved, follow-up with press.
- Street listing Press Release every month for the duration of Data Collection Phase of project, follow-up with press.
- Press Release announcement of hearings; what to expect and how to prepare, follow-up with press.
- Press release on the results of the revaluation, follow-up with press.
- Generic Question & Answer Brochures.

### 3. **Media Status Meetings:**

- Client meetings
- Monitor local press

### 4. **Group Presentations:**

- Business/Commercial Groups, i.e. Kiwanis, Rotary.
- Political Groups; e.g. Selectmen, Aldermen, Finance Boards, et al.
- Preparation of materials and follow-up debriefing memos.

### 5. **Specialty Items:** Priced outside of the contract.

- Municipality Specific Question & Answer Brochures
- Municipality Specific Revaluation Slide Show

# Public Relations via the Internet

Whether or not the Town decides to publish assessing data on the web, a PR web page can be set up and customized for the Town to help the citizens better understand the revaluation process. Some sample screens are shown below.

Frequently asked questions can be added to address typical taxpayer concerns.

The screenshot shows a blue header with the text "Taxpayer Revaluation Information". Below the header, there are two columns of text. The left column is titled "Welcome" and contains a paragraph about the site's purpose and a goal statement. The right column contains links for "Return to Home Page", "Taxpayer Assistance" (with sub-links for "Frequently Asked Questions", "Is my assessment correct?", and "Preparing for a hearing"), "LINKS" (listing various state associations), and "Helpful Videos" (listing "Goals of a Revaluation" and "Types of Revaluations").

The web site can feature a section that helps taxpayers evaluate whether their assessment is correct by bringing them through a series of questions.

The screenshot shows a blue header with the text "Taxpayer Revaluation Information". Below the header, there is a section titled "Is My Assessment Correct?". The text in this section asks if the user's assessment is correct and provides a "Please note" about tax rates. Below this, there are two numbered questions: "1) Can I sell my property for that amount?" and "2) Does the Assessing department have the correct information on my property?". Each question has a short paragraph of text below it. To the right of the main text, there are links for "Return to Home Page", "Taxpayer Assistance" (with sub-links for "Frequently Asked Questions", "Is my assessment correct?", and "Preparing for a hearing"), "LINKS" (listing various state associations), and "Helpful Videos" (listing "Goals of a Revaluation", "Types of Revaluations", "How is Land Valued", "How are Buildings Valued", "How does a Property Condition Affect Value", and "How to Appeal a Tax Bill").

An actual representation of previous assessed values to current sales price can be a great way to explain why assessments have risen to their current level.

## Danbury, CT Revaluation Information

### Welcome

Welcome to the Vision Appraisal Technology Taxpayer Information Site. We have created this site to help taxpayers better understand the revaluation process and have included lots of information for you to review. As you navigate through the content, you will find a section that helps you understand how your property was assessed as well as a section that will help you to prepare for a hearing if you feel the need to contest your value. We have also included an overview of a typical revaluation project, videos that will familiarize you with the various steps involved in a revaluation as well as useful links to assessing industry sites.

Our goal in educating the taxpaying public is to help us better serve our Municipal clients. Our corporate focus is to assist Cities and Towns with the very important and necessary task of equalizing property values. Municipalities use these values to equitably distribute the tax burden amongst all taxpayers, helping the Municipalities collect much needed revenue that funds many important municipal services. Educating taxpayers can help them to be more understanding of the overall process while also helping their own Municipalities to better fulfill their responsibilities to be fair and equitable to all. We hope that this page allows you to better understand what can appear to be a complicated and confusing process.

[Return to Home Page](#)

### Taxpayer Assistance

[Overview of Market Conditions](#)  
[Frequently Asked Questions](#)  
[Is my assessment correct?](#)  
[Preparing for a Hearing](#)

### LINKS

[Vision Home Page](#)  
[Online Property Database](#)  
[MA Dept of Revenue](#)  
[Rhode Island Dept of Tax](#)  
[MA Assoc. of Assessing Officers](#)  
[CT Assoc. of Assessing Officers](#)  
[RI Assoc. of Assessing Officers](#)  
[NH Assoc. of Assessing Officers](#)  
[ME Assoc. of Assessing Officers](#)  
[VT Assessors & Listers Assoc.](#)

### Helpful Videos

[Goals of a Revaluation](#)

We can even offer videos that explain how a revaluation is performed.

## Taxpayer Revaluation Information

### Goals of a Revaluation



Launch in external player

Click below to view a copy of the chart referred to in this Video.

[Return to Home Page](#)

### Taxpayer Assistance

[Frequently Asked Questions](#)  
[Is my assessment correct?](#)  
[Preparing for a Hearing](#)

### LINKS

[Vision Home Page](#)  
[Online Property Database](#)  
[MA Dept of Revenue](#)  
[Rhode Island Dept of Tax](#)  
[MA Assoc. of Assessing Officers](#)  
[CT Assoc. of Assessing Officers](#)  
[RI Assoc. of Assessing Officers](#)  
[NH Assoc. of Assessing Officers](#)  
[ME Assoc. of Assessing Officers](#)  
[VT Assessors & Listers Assoc.](#)

### Helpful Videos

[Goals of a Revaluation](#)  
[Types of Revaluations](#)  
[How is Land Valued](#)  
[How are Buildings Valued](#)  
[How Does a Property's Condition Affect Value](#)  
[How to Appeal a Valuation](#)

We have found that providing explanations via the web helps tremendously with our PR efforts. We have also been able to measure this need. We have tracked more than 2,000,000 unique hits annually to our Taxpayer Revaluation Information Web Site since December 2005.

F

# JUNE PERRY

## **PROFESSIONAL EXPERIENCE**

### **VISION GOVERNMENT SOLUTIONS, INC., HUDSON, MA**

#### **2008 – Present, District Manager**

Duties include overseeing all appraisal operations, coordinating large staff of Present appraisers, programmers and support staff and managing annual client consulting services such as revaluations, data conversions, cyclical reinspections, building permit work and defense of values. Current Projects include West Rutland, VT, Claremont NH, Bloomfield CT; Past projects include Lyme CT, Portsmouth NH, Scotland CT, Windham CT, Chaplin CT, Hampton CT, Eastford CT, Paxton MA, Princeton MA, Holland MA, Sutton MA, Glastonbury CT, Dudley MA, Fairfield CT, Enfield CT, Spencer MA, West Haven CT, Petersham MA, Westminster MA, Barre MA, Tolland CT, Leominster MA, Northbridge MA, Winchester CT, Granby CT, Athol MA, Gardner MA, Shrewsbury MA. Recent Conversions Grafton Ma, East Brookfield Ma.

#### **2000 – 2007, Project Manager**

Responsible for planning, implementing and running revaluation projects for various municipalities. Specific duties include the mass appraisal of residential, commercial, industrial, and personal property accounts. Duties include property sales review and verification, statistical analysis, model calibration, the supervision of data collectors and field review appraisers, taxpayer hearings and all reporting requirements as they relate to project certification.

#### **1991 – 2000, Senior Appraiser**

Responsible for the supervision of town-wide revaluations and valuation update projects. Duties include performing all sales analysis, establishing the methodology to be used on the appraisal of residential properties, coordinating field review operations, taxpayer hearings and client consultations. Management assignments include: Lyme, Watertown, Fairfield Granby, Stonington, New Haven and West Haven, Enfield, Tolland, Connecticut; Leominster, Gardner, Spencer, Westminster, Sutton, and Dudley, Paxton, Massachusetts. Have specific expertise in recreational areas including Martha's Vineyard - Tisbury, Oak Bluffs, and Aquinnah in Massachusetts; Kennebunkport and Cumberland, Maine; Jaffrey and Swanzey, New Hampshire.

#### **1990 – 1991, Staff Appraiser**

Responsibilities included the field review of property record cards to verify accurate and critical data for value estimation. Also performing quality control of data throughout the project and supervising daily operations.

#### **1987 – 1989, Senior Data Collector**

Responsible for coordinating, supervising and completing the Data Collection Phase of a Revaluation. Duties were to inspect residential and commercial properties, prepare and analyze inspection and production reports and supervise Data Collectors.



## **EDUCATION**

### **Southeastern Massachusetts University**

B.S. in Management

### **International Association of Assessing Officers**

Course I: Fundamentals of Real Property Appraisal

Course II: Income Approach to Valuation

Course 301: Mass Appraisal of Residential Property

Course 302: Mass Appraisal of Income-Producing Property

Course 3: Development and Writing of Narrative Appraisal Reports

Course 400: Assessment Administration

### **Massachusetts Association of Assessing Officers**

Course 1 Comparable Sales Approach to Value

Course 2 Cost Approach to Value

Course 3 Income Approach to Value

Course 5 Mass Appraisal of Real Property

USPAP 15 hour Part 1 & 2

USPAP Update - 2008

USPAP Update -2011

USPAP Update -2014-16

USPAP Update -2019

### **New Hampshire**

NH State Statutes Course I

NH State Statutes Course II

### **Appraisal Institute**

Standards of Professional Practice - Part A

Standards of Professional Practice - Part B

Updates 2008, 2011, 2014

### **Other Courses/Seminars**

#### **Basic Appraisal Principles – 28 hours (MBREA)**

Market Analysis & Highest and Best Use

Wireless Depreciation & Solar Legislation

Tif's & Pilots

The effect of Casino's

Foreclosures and Short Sales

Pilots and Rural Land

Mold Remediation

GIS & Assessing

Land Valuation and Mass Valuation Process

## **SPECIAL QUALIFICATIONS**

**State of Connecticut:** Certified Residential, Commercial/Industrial Appraiser and Supervisor #347 expires 4/30/2023

**State of New Hampshire:** DRA Certified Assessor Supervisor #303

**State of Vermont:** Project Supervisor expires 6/7/2023

**Massachusetts Superior Court:** Qualified Expert Witness

# STEPHEN WHALEN

## PROFESSIONAL EXPERIENCE

### VISION GOVERNMENT SOLUTIONS, INC., HUDSON, MA

#### 2005 – Present, Project Manager/Senior Commercial/Industrial Appraiser

Responsible for overall project management and/or commercial/industrial appraisal functions required in connection with revaluation and update projects. Specific expertise in the valuation of commercial and industrial property.

### WELLESLEY, MA – ASSESSORS OFFICE WELLESLEY, MA

#### 2008 – Present, Property Appraiser

Field review of all residential properties that have filed a building Permit. Verification of all info on the property card, inside and outside of the property. Re-inspections of property that have filed a tax abatement or have sold within the last year.

### WEST NEWBURY, MA -ASSESSORS OFFICE WEST NEWBURY, MA

#### 2005 – Present, Property Appraiser

Field review of all properties that have filed a building permit. Verification of all Building information due to property sales.

### SAUGUS, MA -ASSESSORS OFFICE SAUGUS, MA

#### 1999 – Present, Property Appraiser

Interior and exterior inspections of all residential and commercial properties that have taken out a building permit. Re-inspections of all properties that file for a tax abatement. Commercial income and expense analysis. Valuation of commercial and industrial property for state mandated revaluation. Review and approval of the revaluation by the Massachusetts Department of Revenue.

### COLE LAYER TRUMBLE, CO. TOLLAND, CT

#### 1987 – 2005, Senior Project Manager

Experienced in all phases of the revaluation process and supervisor on a number of projects in New England. Responsible for the hiring and training of field and office personnel and has assisted in the defense of values at both informal and formal levels. Also responsible for training clients and employees on different valuation analysis software. Other responsibilities include establishing market rents for commercial and industrial properties based on income and expense reports passed in. Utilizing the income, cost and sales approaches to value for state mandated revaluations.

## EDUCATION

### University Of Massachusetts Boston, MA

*Bachelor of Arts Degree –Economics*

### Southeastern Massachusetts University Dartmouth, MA

*Liberal Arts and Computer Science courses*

**International Association of Assessing Officers Courses:**

Site analysis and evaluation  
Introduction to the cost approach to value  
Introduction to the market approach to value  
Fundamentals of real property appraisal  
Income approach to valuation  
Mass appraisal of residential property  
The Rushmore Model for hotel valuation  
Complex industrial property  
Mass appraisal of high end residences  
Valuation of regional malls and golf courses  
Specialty properties; hospital exemptions and assisted living  
Valuation telecommunications property and wireless technology  
Casino valuation

**CERTIFICATIONS**

**State of Connecticut**

Certified for land/residential, commercial/industrial, personal property, and supervisor.

**State of New Hampshire**

Certified Real Estate Appraiser

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**SANDRA SCHMUCKI**

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**PROFESSIONAL EXPERIENCE**

**VISION GOVERNMENT SOLUTIONS, INC., HUDSON, MA**

**2008 – Present, Project Manager**

Oversee all assigned appraisal operations; manage support staff and Staff Appraisers; project planning and supervision of multiple projects within the district. Meet with state appointed representatives of Bureau of Assessments for certification of municipality values.

**1999 – 2001, Staff Appraiser**

Review residential and commercial properties for revaluation purposes. Responsibilities include residential sales review, hearings with taxpayers, update 61A Farm use land value based on clients' data, set condition factors for land based on topography, reconcile income and expense reports with commercial properties on Vision software, and work with Assessor's offices. Experience includes working in Massachusetts, Connecticut, Rhode Island, New Hampshire, and Maine.

**1998 – 1999, Crew Chief**

Responsible for overseeing the total data collection effort, completing complex data collection assignments which may be beyond the scope of normal data collection personnel, maintaining a high level of operating competence and efficiency, monitor and evaluate the process of data collection personnel.

**FRESENIUS MEDICAL CARE NA, NMC HOMECARE, INC., LEXINGTON, MA**

**1996 – 1998, Accounting Manager**

Manage department to account for regional branches with annual revenue of \$100 million. Oversee monthly close of the general ledger. Supervise three accountants and payroll department. Responsible for monthly financial reports for multiple offices, analysis of gross margin and operating costs, oversee billing and collecting accounts receivable. Implement action plan to resolve problem areas on balance sheet and fixed assets. Member of SAP accounting software implementation to resolve Y2K issue, focus on fixed assets and general ledger. Work with human resources, field management and corporate financial departments.

**1987 – 1996, Accountant/Accounting Supervisor**

Progressive accounting experience working in home healthcare, construction, property management and conference industries.

**EDUCATION**

**University of Massachusetts- Lowell, MA**

1987 Bachelor of Science Degree: Business

**SPECIAL QUALIFICATIONS**

**State of Connecticut Office of Policy and Management:** Certified Land/Residential Appraiser 2000, 2012. Certified Commercial Appraiser 2013 (valid through April 30, 2023)

**State of New Hampshire DRA Certified** Real Estate Appraiser 2005, Assessor Assistant 2010, DRA-Certified Property Assessor 2015(valid through December 30, 2020)

**State of Vermont Department of Taxation** Certified Project Supervisor (through March 2024)

**IAAO Course 300 Fundamentals of Mass Appraisal:** Certificate of Completion 2000

**IAAO Course 201 Appraising Income Properties:** Certificate of Completion 2002

**IAAO Course 100 Basics of Real Estate Appraisal:** Certificate of Completion 2004

**MAAO Course 3 – Income Approach to Value:** Certificate of Completion 2013

**MBREA Course - Basic Appraisal Principles:** Certificate of Completion 2018

**MBREA Course – Basic Appraisal Procedures:** Certificate of Completion 2018

# **RICK KULP**

## **PROFESSIONAL EXPERIENCE**

### **VISION GOVERNMENT SOLUTIONS, INC., HUDSON, MA**

#### **2012 – Present, Senior Staff Appraiser**

Responsible for managing support staff, coordinating and documenting taxpayer hearings; creating and maintaining various reports for project managers within the Vision CAMA System. Residential and Commercial data collection / review for revaluation purposes. Projects include: Kittery, Skowhegan, Arundel, Standish, Camden, Kennebunkport, Winslow, Gardiner and Raymond, Maine; Portsmouth, Bedford, Moultonborough, N. Hampton, Hampton, Seabrook, Claremont, Laconia, Fremont, Littleton, Manchester and Derry, New Hampshire; Newburyport, Quincy, Medford, Chelsea, Norwood, Chelmsford, Acton, Groton, Dracut and Lowell, Massachusetts; Hartford, Newport, Bridgewater and Colchester, VT; Newport, Cranston, Providence, Lincoln, Smithfield, Narragansett and Pawtucket, Rhode Island; as well as Stamford, Danbury, Bristol, New Haven, Glastonbury and Bridgeport, Connecticut.

#### **2007 – 2012, Crew Chief / Commercial Specialist**

Duties include the training and production/accuracy of Data Collectors and overseeing the entire data collection process. Other responsibilities include accurately measuring and listing Commercial Properties in Derry, Manchester, Moultonborough and Portsmouth, NH as well as various communities in all other New England states.

#### **2002 – 2004, Data Collector**

Responsibilities include accurately locating, identifying and measuring the exterior dimensions of assigned properties. Making a thorough inspection of the interior of the property and accurately recording all pertinent physical Data used in the valuation of the property. Experience in working in Hooksett, New Durham, Exeter, Fremont and Wolfeboro, New Hampshire and York, Kittery, Camden, Standish and Raymond, Maine.

### **TYCOM INTEGRATED CABLE SYSTEMS, NEWINGTON, NH**

#### **2000 – 2002, Technical Analyst**

Perform fiber optic transmission analysis, using various testing systems to obtain power/attenuation values and signal loss over multiple wavelengths, ensuring conformity with engineering specifications. Collect data and prepare reports for quality assurance using Microsoft Excel and Word.

### **RUSSOUND, INC. NEW MARKET, NH**

#### **1994 - 2000, Inventory Control Team Leader**

Management of material flow from receiving to production, tracking the movement of over 2000 parts and subassemblies used in the manufacture of audio/video electronic equipment. Supervise all aspects of inventory control and reporting using company specific automated system. Oversee stock levels to ensure cost effective re-ordering. Coordinate material requirements and resolve purchase-ordering discrepancies with purchasing department. Complete bi-monthly physical inventory counts. Organize warehouse. Supervise and train all receiving/inventory control personnel. Lead the quality assurance team for all sheet metal fabrication and procurement.

**OM INTEGRATED CABLE SYSTEMS, NEWINGTON, NH**

**2000 – 2002, Technical Analyst**

Perform fiber optic transmission analysis, using various testing systems to obtain power/attenuation values and signal loss data over multiple wavelengths, ensuring conformity with engineering specifications. Collect data and prepare reports for quality assurance using Microsoft Excel and Word.

**HARCOURT HOME IMPROVEMENT CO., NOTTINGHAM, NH**

**1991 – 1994, Carpenter/Painter/Landscaper**

**NATIONAL OCEANOGRAPHIC AND ATMOSPHERIC ADMINISTRATION NOAA,  
SEATTLE, DC**

**1986 – 1991, Survey Technician**

**EDUCATION/CERTIFICATIONS**

**University of New Hampshire**

B.S. Park Management

**Vision Appraisal Technology**

80 Hour In-House Training Program

REA1-Real Estate Appraisal Basics – 10220032 (Mass. Board of RE Appraisers) 39 hours

USPAP: Uniform Standards of Professional Appraisal Practice – 2006, latest update 2019  
Income Approach to Value - 2019

**JMB Real Estate Academy**

Appraising Income Properties – 10180003 (Mass Board of RE Appraisers)  
30 hours, 2007

**MAAO**

Course 2 (Cost Approach) – 2013

**NH Statutes Course**

Part II – 2015

Part I - 2018

**New Hampshire Department of Revenue Administration**

Certified Real Estate Appraiser Assistant

**Connecticut Office of Policy and Management**

Certified Land/Residential Data Collection and Review (through 2023)

# **ROBERT TOLLAND**

## **PROFESSIONAL EXPERIENCE**

### **VISION GOVERNMENT SOLUTIONS, INC., HUDSON, MA**

#### **September 2019 –Present, Data Collector**

Responsibilities include accurately locating, identifying and measuring the exterior dimensions of assigned properties. Making a thorough inspection of the interior of each property and accurately recording all pertinent data used in the valuation of the property.

#### **2017 - 2018 – Corelogic -Staff Residential Appraiser**

#### **1992 – 2017 – Allied Appraisal Associates – Staff Appraiser/Senior Residential Appraiser, Worcester, MA**

## **EDUCATION**

**Vision Government Solutions 80 hour in-house training**

**UMASS Amherst – BS in Park Administration**

**Over 400 hours of continuing education in real estate appraisal**



# **JUSTYN AINSWORTH**

## **PROFESSIONAL EXPERIENCE**

### **VISION GOVERNMENT SOLUTIONS, INC., HUDSON, MA**

#### **September 2019 –Present, Data Collector**

Responsibilities include accurately locating, identifying and measuring the exterior dimensions of assigned properties. Making a thorough inspection of the interior of each property and accurately recording all pertinent data used in the valuation of the property.

#### **August 2018 – June 2019, Vision Government Solutions - Data Collector**

## **EDUCATION**

**Vision Government Solutions 80 hour in-house training**

**Worcester State University - 2004-2007**



Town Hall  
18 Depot Hill Road  
Henniker, NH 03242

Tel: (603) 428-3221  
Fax: (603) 428-4366

Incorporated November 10, 1768  
"Only Henniker on Earth"

## TOWN OF HENNIKER, NEW HAMPSHIRE

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# STAFF REPORT

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**DATE:** January 7, 2020

**TITLE:** Plow Drivers Hourly Salary

**PREPARED BY:** Joseph Devine, Town Administrator

**TOWN ADMINISTRATOR'S COMMENTS - RECOMMENDATION:**

I would recommend voting on increasing the salary for these positions.

**BACKGROUND:**

Superintendent Aucoin has come and requested we raise the current salary of part time plow drivers for both pick up's and CDL-B.

**DISCUSSION:** Superintendent Aucoin has had problems filling vacancies and feels this increase will make the position more desirable.

**FISCAL IMPACT:** Hourly rates would change to \$20.00 for pick up plow drivers and \$25 for CDL-B plow drivers.

**RECOMMENDATION:** I recommend we pass the wage increases for these part time positions.

**ATTACHMENTS:**

Description	Upload Date	Type
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# Memorandum

**To:** Board of Selectmen  
Joe Devine, Town Administrator

**From:** Russ Roy

**Date:** 1/3/2020

**RE:** Highway Part Time Plow Drivers

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The part time plow hours used in 2018 was approximately 1117. The part time plow hours used in 2019 was approximately 340 hours. Increasing the rate by \$2 would impact the 2020 budget by roughly 60 hours. The part time budget request for 2020 is currently \$25,000 which at an average rate of \$20 would buy you 1250 hours, increasing the average rate to \$21 would buy you 1190 hours or 60 hours less.



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## TOWN OF HENNIKER, NEW HAMPSHIRE

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# STAFF REPORT

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**DATE:** January 7, 2020

**TITLE:** 2020 Budget Review

**PREPARED BY:** Joseph Devine, Town Administrator

**TOWN ADMINISTRATOR'S COMMENTS - RECOMMENDATION:**

**BACKGROUND:**

This is an opportunity to discuss the 2020 budget and any revisions you wish to make.

**DISCUSSION:** N/A

**FISCAL IMPACT:** N/A

**RECOMMENDATION:** N/A

**ATTACHMENTS:**

Description

Upload Date

Type



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## TOWN OF HENNIKER, NEW HAMPSHIRE

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# STAFF REPORT

---

**DATE:** January 7, 2020

**TITLE:** Azalea Park/Riverwalk Committee Grant Money

**PREPARED BY:** Joseph Devine, Town Administrator

**TOWN ADMINISTRATOR'S COMMENTS - RECOMMENDATION:**

I have asked Russ Roy to be in attendance for this item.

**BACKGROUND:**

In 2018 Azalea Park obtained a grant for a rain garden drainage project. The committee approached the Board and asked to have the funds to complete the project prior to receiving the grant money. To date the town has not been reimbursed for the money the committee was fronted. The concern is no tax dollars are to be used to fund the park.

**DISCUSSION:**

Selectmen Hooper has asked this to be added to the agenda.

**FISCAL IMPACT:**

Unknown

**RECOMMENDATION:**

N/A

**ATTACHMENTS:**

Description	Upload Date	Type
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TOWN OF HENNIKER, NEW HAMPSHIRE  
OFFICE *of the* TOWN ADMINISTRATOR

**REPORT OF THE TOWN ADMINISTRATOR**  
**January 7, 2020**

- **LED Conversion:** The LED conversion is continuing. According to the project manager they are approximately 70% complete. There was a delay in product and will continue working again on 1/13/2020.
- **Henniker Beautification:** I had the opportunity to meet with Mark and Nancy. We are going to have ongoing discussion in reference to the status of the committee and if they will be a town committee, non-profit, or a subdivision of another community organization. Meanwhile, they are looking to still move forward with several projects that do not require any funds.
  1. They would like permission to clean up the war and veteran's memorial in front of town hall.
  2. They would like to add mulch or other ground cover plants around the trees along Main St.
  3. They would like to clean and repaint the Rush Road historic sign located on the corner of Main St. and Rush Rd.
  4. They would like to take care of the planning of the whiskey barrel planters around town. They would work with Kristen to order the flowers and take care of the planting.
- **Town Report:** We are looking for ideas for the cover photo for the town report?
- **Important Dates:** Please mark you calendars for upcoming dates:
  - Planning Board Public Hearing on Zoning changes – January 8 @7pm
  - All submissions for town report due – January 17
  - First day for candidates to file declarations – January 22
  - All warrant articles for town departments due – January 24
  - Last day for candidates to file declarations – January 31
  - Public Hearing on budget and bond/note issues over \$100,000 – February 4
  - Presidential Primary – February 11, 2020
  - Town Meeting – March 14

**\*\*\*The Sections below will not be reported on orally to the Board at the meeting but will use this as a chance to update on any pertinent information. Unless the Board has questions or comments and would like to address the information\*\*\***

### **Ongoing Projects**

- RFP for 2020 Construction of Western Ave. (RFP POSTED)
- Employee Recognition Program
- Fire Tower Communication and Access Road

### **Useful Information**

- I will be out of the office from January 16-27

### **Upcoming Dates**

- **Planning Board – Wednesday January 8 @7:00pm – Town Hall**
- **Town Offices Closed – Civil Rights Day – Monday January 20 – ALL DAY**
- **Water Works Public Hearing on 2020 Budget – January 21 @3:00pm – Water Works Office**
- **Road Management Committee – January 21 @6:30pm – Highway Garage**
- **Board of Selectmen Meeting – January 28 @6:15pm – Town Hall**

Respectfully Submitted,



Joseph R. Devine, Jr.  
Town Administrator