



# Reappraisal & Appeals

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*Presented by*

Eric Cregger

Assessment



# What is Reappraisal?

- Process where all property (land and buildings) in the County is revalued to its current market value as of Jan. 1. NC General Statute **§105-286 requires counties to reappraise all real property at least once every eight years**. This statute also authorizes counties to reappraise more frequently than every eight years.
- Buncombe County attempts to reappraise all real property on a **four-year schedule**. The 2025 reappraisal was delayed due to Helene. The next reappraisal is effective **Jan. 1, 2026**. Current values are still **2021** values.
- North Carolina law, NCGS §105-283, requires that real property be valued at its true value in money, meaning market value. **Properties are appraised at 100% of market value based on the most recent qualified sales that occurred leading up to the reappraisal date.**



# Why Do Reappraisal?

**NCDOR requires us to do so**

Notice received to perform reappraisal in 3 years on 01/01/2023

**Equalization and fairness**

Market value does not change at the same rate for all properties in all market areas within the County.

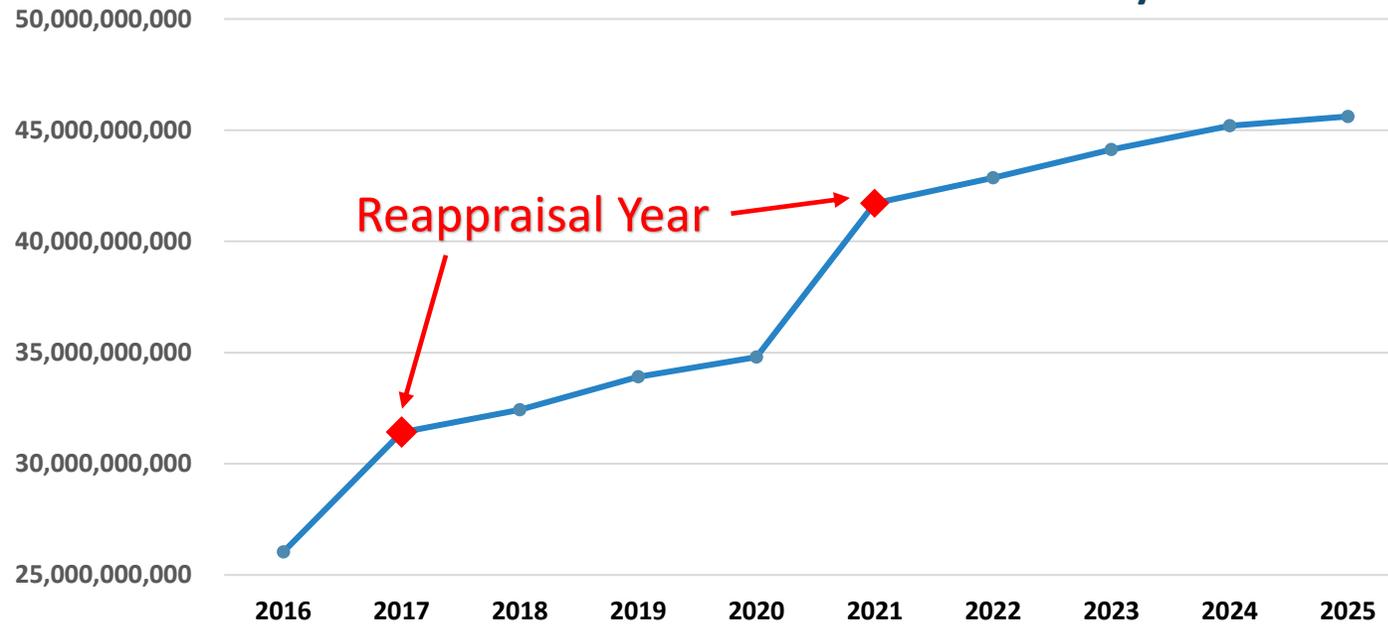
**Assessment level will vary depending on the type of property and its location.**

**\*Last year's value was 5 years old\***



# Values and Reappraisal

YOY Taxable Value for Buncombe County



$$\text{Taxable Value} \times \text{Rate} = \text{Tax Bill}$$

## Property values will change

- Values can change every year on properties with improvements and new construction but are **not** set to **current** market.
- Value change is more drastic during reappraisal year due to the adjustment to current market value.

## Reappraisal is not a method to increase revenues

- Assessors set market value as required by statute.
- Rates are set by local boards and budget offices.

*When percentages of change for areas in the County are reported by the Assessor, that does not mean all owners in the area will see that increase.*



# Recent 2025 Reappraisal Comparison

Rank	County	% Increase	Last Reappraisal
1	Dare	73%	2020
2	Lenoir	73%	2017
3	Durham	71%	2019
4	Johnston	70%	2019
5	New Hanover	67%	2021
6	Cumberland	65%	2017
7	Jackson	61%	2021
8	Union	60%	2021
9	Forsyth	55%-57%	2021
10	Cleveland	55%	2021
11	Caldwell	56%	2021
12	Transylvania	54%	2021
13	Person	54%	2021
14	Orange	52%	2021
15	Davie	51%	2021
16	Wayne	50%-55%	2019
17	Stanly	30%-40%	2021
18	Surry	25%	2021



# How do we value?



# Mass Appraisal

Reappraisal is completed using mass appraisal methodology. *The grouping of geographically and characteristically similar properties together and applying the most relevant approach to value.*



## Key data points in mass appraisal

- Age of improvements
- Condition of improvements
- Location of property
- Neighborhood
- **Market conditions**

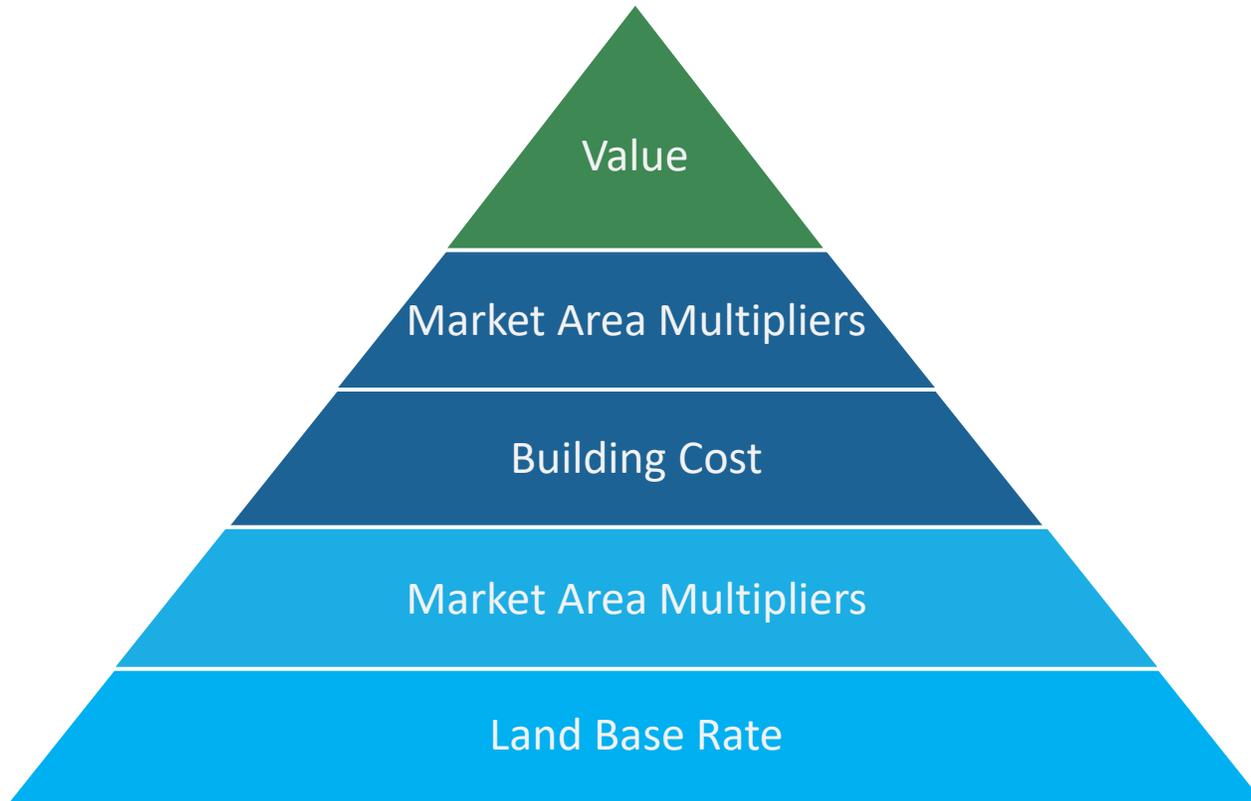


Analysis of the real estate market since the last reappraisal is performed **(1/1/2021 – 12/31/2025)** and those sales are used to assign a market value to all properties in the county **(sold or unsold)**.

The Assessor's job during reappraisal is to predict what you can sell your property for as of the **reappraisal date**.



# Market Adjusted Cost



**Market Value = Building Value + Land Value**

**=**

**Building Value = Building Cost x Market Multipliers**

**+**

**Land Value = Base Rate x Market Multipliers**



# How & why do you appeal?



**Online:** [tax.buncombenc.gov](https://tax.buncombenc.gov)

**Mail:** 182 College St. Asheville, NC 28801

**Drop-off** in person or at our drop-box

Set up a phone call with an area appraiser  
on your appeal form or call 828-250-4940



# Ask the question. Could I sell my property for that as of Jan. 2026?

PARCEL ID (PIN)	AGREAGE	APPRAISED VALUE	EXEMPT/DEFERRED	TAXABLE VALUE
965650073600000	0.44	\$ 621,200	\$ 0	\$ 621,200



# Do you qualify for tax relief?

PARCEL ID (PIN)	ACREAGE	APPRAISED VALUE	EXEMPT/DEFERRED	TAXABLE VALUE
965650073600000	0.44	\$ 621,200	\$ 0	\$ 621,200



# Appeals Basics

In North Carolina, the Assessor is presumed to be correct. The burden of proof lies with the taxpayer to prove the assessment substantially exceeds or is below fair market value as of the reappraisal date.

## What does the property owner need to provide?

- Proof of a listing error (photos or information about property)
- Comparable sales to show over/under valuation
- Private appraisal from 24 or 25 (Not necessary and not required)
- Contractor estimates

*Overstated square footage, grade, condition or age of a home are the most common reasons a property owner receives a lower valuation.*

## What is **not** allowed to be appealed?

- The anticipated tax bill or amount due
- The ability to pay
- Prior year assessments

**Property tax bill = Taxable Value x Rate**

*There is usually an assumption that an increased value will increase a tax bill. It is important to remember that the value is just one piece of the property tax bill formula. **The rate is another piece and is set by elected officials by July 1<sup>st</sup> each year.***



# Finding a comp

What Makes a Good Comparable?	Why It Matters
Within a few miles of your property (1 mile is preferable if possible)	Location significantly affects value
Similar square footage and acreage	Size is a primary value factor
Same property type	Compare houses to houses, condos to condos
Similar age ( $\pm 10$ years)	Age affects condition and features
Sold within last 12-24 months	Recent sales reflect current market



# We have an app to help!

## 🔍 Finding Comparable Properties

Comparable properties are one of the most helpful pieces of evidence when filing an appeal. Please use our **Comper tool** to assist you with finding comparables. Watch the video tutorial below to learn how to use Comper.

**Important:** Remember to download the PDF of your comparables from Comper and attach it to your appeal online, or attach it to your printed appeal form if you are filing by mail or drop-off.

[🔗 Launch Comper Tool](#)

[▶ Watch Tutorial](#)

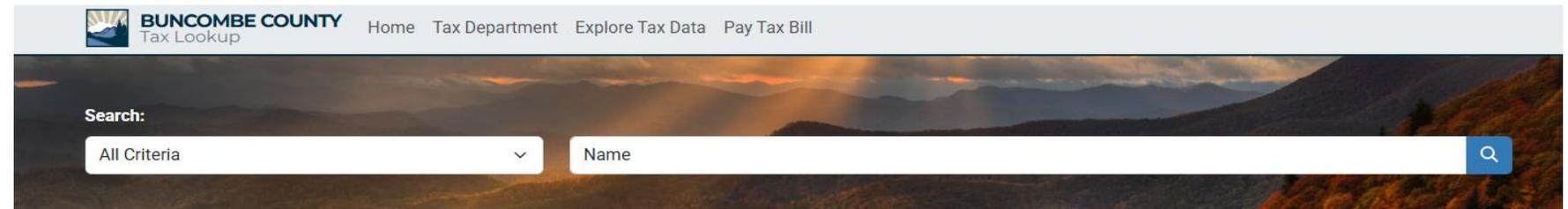
You can use any resource for comps at your disposal. We see a lot of Redfin and Zillow estimates, but these are not comps and are generated using unknown projections (AI and Machine Learning models).

**True comps are sales that have been closed/completed.**



# Appeal on tax.buncombenc.gov

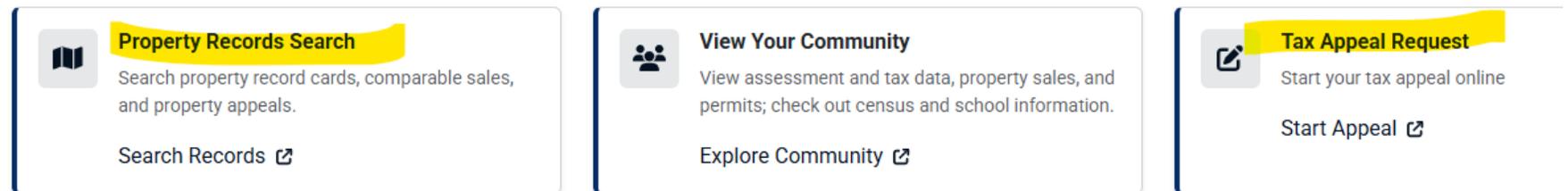
Search by name or address



The screenshot shows the top navigation bar of the Buncombe County Tax Lookup website. It includes the logo, the text "BUNCOMBE COUNTY Tax Lookup", and links for "Home", "Tax Department", "Explore Tax Data", and "Pay Tax Bill". Below the navigation is a search bar with a "Search:" label, a dropdown menu set to "All Criteria", a text input field with "Name" entered, and a search button.

## Property Resources

Select "Property Records" to review your property or "Tax Appeal" to file



The Property Resources section contains three cards:

- Property Records Search**: Search property record cards, comparable sales, and property appeals. Search Records [↗](#)
- View Your Community**: View assessment and tax data, property sales, and permits; check out census and school information. Explore Community [↗](#)
- Tax Appeal Request**: Start your tax appeal online. Start Appeal [↗](#)





# Reviewing the card

## Scroll down for land

ZONING	◇	LAND USE CODE	◇	SIZE	◇	NEIGHBORHOOD	◇	ASSESSED VALUE	◇	FLOODPLAIN	◇
RES SINGLE FAM MED DENSITY		RES 0-3 ACRES		0.44 acres		SA-BLTC		\$106,400		YES	

## Scroll down for building information

Quality	CUST	Condition	GOOD
Building Type	SPLIT-LEVEL	Year Built	1987
Full Baths	2	Half Baths	1
Fireplaces	1	Story	1.00
Heat Type	HEAT WITH A/C	Green Certification	-
Style	SPLIT-LEVEL	Total Finished Area	2340
Bedrooms	4	Deck	400
Patio	48	Carport	0
Garage	0	Utility	0
Unfinished Basement	520	Finished Basement	520
Porch	0	Building Value	\$514,800



# Appealing step 1

1

Understand Your Assessment

2

Gather Evidence

3

File Your Appeal

## Understanding Your Property Assessment

Let's start by understanding what your property assessment means and how it affects your taxes.

### Your Property Information

Parcel ID:

965650073600000

Property Owner:

[REDACTED]

Property Address:

[REDACTED]

Acreage:

0.44acres

2026 Assessed Value:

\$621,200

2026 Taxable Value:

\$621,200

 How do I start my appeal?

 Need Help?

Book an Appointment

Want to discuss your property assessment with an appraiser?

 Schedule Appointment

A new tab will open with the appraiser's booking calendar.

 Call Us:

(828) 250-4940

Monday-Friday, 8:00 AM - 5:00 PM

 Email:

[realestate.questions@buncombenc.gov](mailto:realestate.questions@buncombenc.gov)

 Visit Us:

182 College Street

Asheville, NC 28801



# Appealing step 2



Understand Your Assessment



Gather Evidence



File Your Appeal

## Gather Supporting Evidence

Strong evidence significantly improves your chances of a successful appeal.

### Examples of Evidence Include



#### Recent Appraisal

Professional appraisal dated within the last 12 months

### Need Help?

#### Book an Appointment

Want to discuss your property assessment with an appraiser?

[Schedule Appointment](#)

A new tab will open with the appraiser's booking calendar.

 Call Us:

### Finding Comparable Properties

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[Watch Tutorial](#)



# Appealing step 3

## You will be able to:

- Update the information about the property if needed
- Supply a reason for appeal (damage, disrepair, other issues)
- Contact information
- Supporting documentation (additional 30 days to supply if needed)

Uploaded Files (0) [Add Files](#)

  
No files uploaded yet  
Drag and drop files here or click "Add Files" above

[Save Draft](#) [Review Your Appeal](#)



# Appeals Overview

## Who can file an appeal?

Any taxpayer who owns or controls taxable property in the county may appeal the listing or appraisal of their property.

Informal Appeal to Assessor's Office

January 1<sup>st</sup> - April 7<sup>th</sup>

Formal Appeal to Board of Equalization & Review

April 7<sup>th</sup> – May 5<sup>th</sup>

Property Tax Commission

NC Court of Appeals

NC Supreme Court



**We are here to help if you need it  
and answer questions**



# Appendix



# Scenario

Value a Single-Family Residential Parcel



# Example Only

# Scenario

Value a Single-Family Residential Parcel

Component	Data	Rate
Living Area (RLA1)	1,200 sf	\$160/sf
Finished Basement (RBGL)	500 sf	\$110/sf
Unfinished Basement (RUBA)	500 sf	\$28/sf
# Kitchens	1	\$15,000 per
# Baths	2	\$15,000 per
# Half Baths	1	\$10,000 per
# Fireplaces	1	\$6,000 per
% Heated / % A.C. sq. ft.	87% / 87%	\$3.50 / \$3.50
Construction Quality	B	1.25 factor
Condition/Age	G / 10 yrs	-1.8%

**4 bedroom, 2 ½ bath, 2,200 sq. ft.**  
**Neighborhood: SA-OKFA**  
**Condition : Good**  
**Acreage : 0.44 Acres**  
**Size Adjusted Land Rate: 200,000/Ac.**  
**Land Market Factor: 1.05**  
**Building Market Factor: 1.02**

**Land Value = Acreage x Land Rate**  
**Building Value = Depreciated Total**



# Example Only

# Scenario

Value a Single-Family Residential Parcel

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Living Area (RLA1)	1,200 sf	\$160/sf
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# Kitchens	1	\$15,000 per
# Baths	2	\$15,000 per
# Half Baths	1	\$10,000 per
# Fireplaces	1	\$6,000 per
% Heated / % A.C. sq. ft.	87% / 87%	\$3.50 / \$3.50
		<b>\$335,398</b>
Construction Quality	B	1.25 factor
Condition/Age	G / 10 yrs	-1.8%

**\$192,000**

**\$55,000**

**\$14,000**

**\$15,000**

**\$30,000**

**\$10,000**

**\$6,000**

**\$13,398**

**\$419,248**

**\$7,546**

4 bedroom, 2 ½ bath, 2,200 sq. ft.

Neighborhood: SA-OKFA

Condition : Good

Acreage : 0.44 Acres

Size Adjusted Land Rate: 200,000/Ac

Land Market Factor: 1.05

Building Market Factor: 1.02

Land Value = **\$88,000 x 1.05**

Building Value = **\$411,702 x 1.02**

**\$512,336**

