

TELEPHONE OR ZOOM HEARING PROCEDURES

Jefferson CAD

WRITTEN REQUEST

If you did not request a telephone or Zoom hearing when you filed your protest, you must request one at least 10 days in advance of your hearing by emailing protests@jcad.org.

Due to the complexity of Zoom hearings, you must be familiar with and be able to use Zoom software. You must have an email address for the ARB to send you the Zoom hearing link. The District will not be able to provide any guidance on the operation of the Zoom software. If you are not able to connect to Zoom once the hearing is initiated by the ARB, your hearing will be conducted by telephone.

EVIDENCE

You must submit your evidence (documents, pictures, etc.) for your hearing *before* your hearing begins. You will not be allowed to present additional evidence during the hearing. You do not need to resubmit your evidence if you previously provided it to your appraiser. If you have not submitted evidence or would like to submit additional evidence, please email it to protestevidence@jcad.org. Please include either your Case number, Property ID, or address of the property in your email to ensure that we attach the evidence to the correct protest.

It is recommended that you request the District's evidence to be submitted at your hearing allowing sufficient time for you to review it prior to your hearing. To obtain the District's evidence, you may email evidence@jcad.org, visit our office, or call 409-840-9944 and ask for the Evidence Department. If you do not request the District's evidence in advance, it will be emailed to you when you register for your hearing.

REGISTRATION

In order to register for your telephone or Zoom hearing, please call 409-730-8179 within 30 minutes of your scheduled hearing and indicate whether you are registering for a telephone or Zoom hearing; **the ARB will NOT call you to register.** *This phone number is reserved for registration only; please call 409-840-9944 for any other information.* If you do not indicate that you are registering for a Zoom hearing, the District will assume that your hearing will be conducted by telephone, and the hearing will continue as such. Once the hearing has started, the ARB will not allow you to switch to a Zoom hearing.

Please be prepared to provide your name, case number(s), email address, and a callback telephone number when you register. Please keep your telephone line clear as the ARB will call you within one hour after registration to begin your Telephone hearing. If you are registering for a Zoom hearing, the ARB will call to inform you that an email is being sent with the Zoom link to begin your hearing. If you do not answer when the ARB calls, the ARB will make one more attempt within a 30-minute timeframe to contact you. If you do not answer on the second call, the ARB will consider your protest a no show, and your hearing will be canceled. However, if your evidence was submitted by affidavit, the ARB will make its decision on your protest based on the evidence submitted.

Multiple protests will be scheduled at the same time as your hearing. The ARB will make every effort to start your hearing no later than one hour from your scheduled time; however, prior hearings may run longer than the allotted time. If the ARB does not contact you within two hours of your scheduled hearing, you may call and request a reschedule of your hearing.

HEARING

During your telephone or Zoom hearing, please separate yourself from background noises that may interfere with the ARB's ability to hear your argument. If you are disconnected during your hearing, it will be your responsibility to either call back to be reconnected to your telephone hearing, or for Zoom hearings to reconnect using the Zoom link previously emailed to you. The ARB will not contact you to reconnect to the hearing. The ARB panel will wait five minutes for you to reconnect before they make their decision on your protest based on the evidence submitted. You will not be allowed another hearing.

You are responsible for providing access to other people that you invite to participate in the hearing. The additional people will not be allowed to address any evidence that you did not previously submit.