

# GENERAL QUESTIONS

## Frequently Asked Questions

### CHELAN COUNTY ASSESSOR

This document contains hyperlinks that will assist you in navigating for the information you are looking for. Just hover over any **colored** text throughout the document with your mouse and a hand  will pop up, simply click the left mouse button and the link will automatically take you to the information. You can return to the main menu at any time by clicking on the **RETURN TO MENU** link. **Can't find what you are looking for?** Call our office at (509) 667-6365 or send us an email at [assessor@co.chelan.wa.us](mailto:assessor@co.chelan.wa.us)

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#### Q: Where can I find?

A: Do you have a question but are unsure of what department at Chelan County to contact? Below is a list of some of the departments that the Assessor works directly with and where you can direct your questions.

Question Topics	Department	Contact Information
Property values, building and property characteristics, property address changes, personal property information, levy rates and county valuation, destroyed property claims, tax relief programs, senior or disabled person exemption, current use programs (e.g. Open Space Farm & Ag & Designated Forest Land)	Assessor	350 Orondo Ave, Suite 206 Wenatchee, WA 98801 (509) 667-6365 <a href="mailto:assessor@co.chelan.wa.us">assessor@co.chelan.wa.us</a> <a href="http://www.co.chelan.wa.us/assessor">www.co.chelan.wa.us/assessor</a>
Who sends me my property tax billing, due dates and making tax payments, refund information, delinquent taxes, bankruptcy, foreclosure or personal property distraint, mobile home movement permits.	Treasurer	350 Orondo Ave, Suite 203 Wenatchee, WA 98801 (509) 667-6405 <a href="mailto:David.Griffiths@co.chelan.wa.us">David.Griffiths@co.chelan.wa.us</a> <a href="http://www.co.chelan.wa.us/treasurer">www.co.chelan.wa.us/treasurer</a>
Parcel zoning, current restrictions on my current zoning, getting my zoning changed, subdivision requirements, getting a short plat started, projects requiring a building permit, getting a permit, how long it takes to get a permit, Shoreline Master Program, Open Space Public Benefit Rating System (PBRs) & Open Space Timber programs	Community Development	316 Washington St., Suite 301 Wenatchee, WA 98801 (509) 667-6225 <a href="mailto:hank.lewis@co.chelan.wa.us">hank.lewis@co.chelan.wa.us</a> <a href="http://www.co.chelan.wa.us/community-development">www.co.chelan.wa.us/community-development</a>

Question Topics	Department	Contact Information
Requirements for filing documents, document filing fees, getting copies of recorded documents, finding the last deed on my property, finding easements that are on my property	Auditor, Recording	350 Orondo Ave, 2 <sup>nd</sup> Level Wenatchee, WA 98801 (509) 667-6815 <a href="mailto:Recording@co.chelan.wa.us">Recording@co.chelan.wa.us</a> <a href="http://www.co.chelan.wa.us/auditor">www.co.chelan.wa.us/auditor</a>
Renewing vehicle license tabs, license tab fees, getting a title for a mobile home, marriage licenses	Auditor, Licensing	(509) 667-6810 <a href="mailto:Licensing@co.chelan.wa.us">Licensing@co.chelan.wa.us</a>
Registering to vote, ballot addresses, where to vote, election results	Auditor, Elections	(509) 667-6808 <a href="mailto:Elections.ballots@co.chelan.wa.us">Elections.ballots@co.chelan.wa.us</a>

**Q: What does the County Assessor do?**

A: The primary role of our office is to determine the value of all taxable real and personal property in Chelan County on a fair and equitable basis. Washington State law requires that the Assessor assess all property at 100 percent of true and fair market value, unless specifically exempted by law.

Our office is also responsible for maintaining accurate and accessible property information, providing timely and accurate property assessments for tax purposes, and maintaining a GIS data layer that maps all parcels within Chelan County.

**Q: What information is available to me?**

A: All assessment records maintained by our office are public record and open for inspection during regular business hours (8 am to 5 pm, Monday thru Friday) except for confidential income reports and personal property listings. We also provide up to date sales data on our website by either clicking on the Monthly Sales Report link, or through the sales layer of our **Interactive Map** or through our sales search tab on the online Parcel Search webpage. County assistance is available to help you obtain available information.

**Q: How do I find the assessed value of my property?**

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A: All assessment records maintained by our office are public record and open for inspection during regular business hours (8 am to 5 pm, Monday thru Friday) except for confidential income reports and personal property listings. Here are the ways that you can find out the assessed value of a property:

- Online: Assessed values can be found online by **clicking here**. Current year values (2016-17) and previous years assessed values are available online. You can access the values by following the instructions below:
  - After agreeing to the disclaimer click on the "Search type" drop down menu in the upper left hand corner of the webpage. Select which type of search you want to conduct and enter your information in one of the boxes below (*Hint: Geographic ID is the same thing as your parcel number*). Select the "Appraisal Year for Tax Year" (*Hint: for current year select 2016-17*) using the drop down menu. Click on the "Search" button at the bottom of the page. Depending on the data you entered in the parcel search a list of properties will appear. The assessed value is located under the column titled the "Appraised Value". For more information on the property, click on the "View Details" link. To find prior year values click on the bar titled "Roll Value History". For other details of the property click on the bar with the topic you are interested in and it will automatically expand to show you the data or you can click on the "Expand All" button near the top right hand corner of the webpage. If you would like to see a map of the property, click on the "View Map" link on the

Property Search Results page. If you need assistance, give us a call at (509) 667-6365 and we will walk you through it.

- In-Person: Visit us in the Assessor's Office located on the main level of the courthouse at 350 Orondo Avenue, Suite 206 in Wenatchee
- By phone: Call us at (509) 667-6365 and we can look it up for you. It is helpful if you have either the parcel number, property id, owner name or situs address ready before calling.
- Email: [assessor@co.chelan.wa.us](mailto:assessor@co.chelan.wa.us)

**Q: Where do I get information about property ownership and legal descriptions?**

A: You can either stop by our office located on the main level of the courthouse at 350 Orondo Avenue, Wenatchee or give us a call at (509) 667-6365 for more information. If you know the owners name, the address, the property id or the parcel number (geographic id) you can also search using our parcel search or our online mapping links on our website. Click here for [parcel search](#) or here for the [Interactive Mapping](#). You can also search through the County's Document Search by [clicking here](#).

**Q: What does "annual update" mean?**

A: Annual update simply means that our County updates the value of your property every year. We physically inspect each real property every four years and adjust all other property values by way of statistical analysis, if indicated by changes in the marketplace; or if new construction or a change in boundaries occurs. For more information, check out FAQ on Annual Revaluation.

**Q: What is a Notice of Value?**

A: Property owners receive a notice of value when the Assessor's Office determines there has been a change in their property value. The notice shows the previous (e.g. 2015-16) and the current year's assessed values (e.g. 2016-17). The current year values are used to compute the following year's taxes and include exemption and deferrals on record. Change of Value notices are generally mailed out by June 1<sup>st</sup> of every year. If there is no change in your property value you will not receive a notice.

**Q: Why are there two addresses on my Notice of Value?**

A: The first address is the property address (also called the Situs address). This address is assigned to the parcel number through the Chelan County Public Works Department. The second address is the legal owner's mailing address and is used by our office to address assessment notices. For questions or corrections to your mailing address please contact our office at (509) 667-6365. For questions regarding your Situs address please contact the Public Works Department at (509) 667-6340.

**Q: Why don't I have a "previous value" on my Notice of Value?**

A: The notice will show no previous value if the parcel size or acreage has changed or in the case of mobile homes, the property may not have been in the County the previous year.

**Q: Where is my property line?**

A: If you cannot locate your property corners, the safest action is to contact a private land surveyor. You should never rely upon GIS maps for exact property boundaries. On site property surveys are the only way to identify actual property lines and corners. You can also contact our office at (509) 667-6365 or the County Auditor's Office at (509) 667-6800 to check for a recent survey or to acquire a copy of your plat or search through the

County's Document Search by [clicking here](#). Recorded surveys and plats often have notes describing how the property corners are monumented that can be helpful in determining your property corner locations. Keep in mind that any improvements made without proper knowledge of property lines could result in litigation.

**Q: If I move, how do I change my mailing address?**

A: If you have recently moved and would like to change your mailing address to continue to receive your Notice of Values and Tax Statements (mailed by the Treasurer's Office) you can fill out our Mailing Address Change Request Form by [clicking here](#). Complete the form and return by:

- Mail or In-person: Chelan County Assessor, 350 Orondo Ave., Suite 206, Wenatchee, WA 98801
- Email: [assessor@co.chelan.wa.us](mailto:assessor@co.chelan.wa.us)
- Fax: (509) 667-6664

**Q: How do I change the owner's name on my parcel following a death, divorce or court order?**

A: You can either stop by our office at 350 Orondo Avenue, Wenatchee or mail the following documents that we will need to process the name change:

- Death: A copy of the death certificate for the deceased owner from whom the property is being transferred AND a copy of a recorded community property agreement or court probate order identifying the property being transferred through conveyance language and the name of the person to whom the property is being transferred. *Please Note: A community property agreement or probate order may not contain the proper conveyance language for our office to transfer the property and we may need a recorded deed or other conveyance instrument to be able to complete the property transfer.*
- Divorce or lawsuit: Copy of the court order identifying the property being transferred, the name of the owner from whom the property is being transferred, and the name of the new owner to whom the property is being transferred. *Please Note: A divorce decree may not contain the proper conveyance language for our office to transfer the property and we may need a recorded deed or other conveyance instrument to be able to complete the property transfer.*
- Legal name change: Identification AND a copy of court order changing your name.

**Q: Are maps available online?**

A: You can access our Interactive Map on our website at [www.co.chelan.wa.us/assessor](http://www.co.chelan.wa.us/assessor) by clicking on the Interactive Mapping link. If you need assistance navigating the map, give us a call at (509) 667-6365 and we will walk you through how to use the program. There is also a Trouble Shooting Tips which can be found in the **How Do I** section or by [clicking here](#) for ideas to resolve your issue.

**Q: What does GIS mean?**

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A: GIS is an acronym for Geographic Information System. GIS is an organized collection of computer hardware, software, geographic data, and personnel designed to efficiently capture, store, update, manipulate, analyze, and display all forms of geographically referenced information. One of the most powerful features of geographic analysis is the ability to compare different layers of information. Just as a County agency may store information in different databases, GIS stores information in thematic layers. Chelan County data can be divided into layers such as streets, hydrology, parcels, etc. Each layer is managed separately in GIS. GIS can provide a unique insight into many difficult problems. The benefit of a GIS is that it provides a graphical representation and an intelligent database about the inventory of geographic elements. This inherent ability of GIS to locate features spatially adds a great deal of power and flexibility to a database.

**Q: I'm having a hard time accessing your online maps, do you have any suggestions?**

A: Please refer to our Trouble Shooting Tips which can be found in the **How Do I** section or by **clicking here** for ideas to resolve your issue. You can also call us at (509) 667-6365.

**Q: Why do my property lines not line up with the aerial photo and/or street centerlines?**

A: The data used on the Online Mapping comes from various sources and it does not always align perfectly. The GIS database is for demonstrative purposes and should never be relied on for exact property boundaries. On site property surveys are the only way to identify actual property lines and corners.

**Q: Are there programs that can lower my property value and taxes?**

A: There are special programs that can reduce the taxable value of property for qualifying seniors, disabled persons, historical property, single family remodels and lands in farm and forest production. Additional information about these programs can be found in our section on Exemptions.

**Q: Who do I contact with questions regarding my assessed value?**

A: We encourage you to talk to our office to review your valuation any time you have a question or concern regarding your assessed property value. You can contact our office at (509) 667-6365, visit us in person at 350 Orondo Avenue, Wenatchee or send us an email at [assessor@co.chelan.wa.us](mailto:assessor@co.chelan.wa.us).

**Q: What can I do if I think the value on my property does not represent fair market value?**

A: If you think your assessed value does not reflect fair market value, you should consult our office. Property owners are encouraged to talk with a County appraiser to verify that our assessment records are accurate. The appraisal will be reviewed and manifest errors may be corrected without a hearing. If you still think your assessed value does not reflect market value, you may file an appeal with the Chelan County Board of Equalization (BOE) by July 1<sup>st</sup> or within 30 days of the mailing of the Notice of Value to petition for a hearing. If you miss the BOE appeal period you can still request a property valuation review with our office.

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