

## Recommendations

### Assessor

1. William O'Brien to be removed as Assessor.
2. Assessor should reside in New Haven, be a registered voting citizen of New Haven, and garage his motor vehicles here (paying all of his car taxes here).
3. Readjust all appeal assessments in '09 back to the '08 assessments – start fresh.
4. Create a written standard on how property and autos will be assessed.
5. No auto or personal property should be reassessed without a physical inspection. If reassessed there should be a face to face meeting.
6. Add a process for special circumstances.
7. Grace period for lost items.
8. A grace period/special exception for non-profit document issues.

### Board of Assessment Appeals

1. Appointed members of the BAA must be approved by the BOA/Aldermanic Affairs Committee.
2. BAA Selection: Members selected for the BAA should sign affidavits that they are not relatives to current members, and will not hire relatives, friends or business partners. This should be done annually.
3. Add Aldermanic representatives to the BAA.
4. BAA – Their office should not be in the Assessor's office.
5. Post a sign of BAA rules and process.
6. A lawyer is to be a member of the BAA.
7. Written periodic updates to the Tax Abatement Committee on Board of Assessment appeals and denials in each Aldermanic Ward.
8. Mediate all pending court cases to save tax payers, and the City, funds. Also extend the BAA meeting window.
9. There should be a clear process articulated for taxpayers to file ethics complaints against city tax officials or members of the BAA.

### Tax Collector

1. Reconsider tax foreclosure process – practice of instituting foreclosure proceedings for default on a half year's taxes without prior notice to taxpayer should be reviewed.

### Board of Alderman Rules

1. Modify or quantify BOA rules for autos and special circumstances/hardships.
2. Policy – Zero tolerance for rude and disrespectful treatment towards tax payers. Set up a hot line.
3. Set up an automatic over site committee of two members to review process and make ongoing recommendations.
4. Disclosure documents any member that goes in front of the BOA/Aldermanic Affairs Committee must hand in their disclosure forms.

5. BOA to have their own lawyer.
6. Clarify/define subpoena process.
7. When the elderly are late filing for the two Elderly Tax program, circuit breaker and tax freeze, the Tax Abatement committee is to provide relief for one year.
8. Senior Tax Freeze – All values assigned this year which show an increase should be returned to the previous years levels, with seniors given advanced notice that next years taxes will show an adjustment as the City fixes the "glitch".
9. Car and personal property tax inquiries shall only apply to the current tax year. Investigations shall be limited to the current tax year.

#### Committee Rules

1. Tax payer sign off checklist for abatement hearing disclosures.
2. Have a representative from Elderly Services attend the Tax Abatement meeting, when a tax abatement for low and to poor to pay petition is to be heard.
3. Involve Elderly Services in process as soon as possible.

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