



All about iSettle™

At Harris County Appraisal District, we continue to push the boundaries of computer and other technologies to ensure better service and offer fair and equal market valuations of property in our county. We were one of the first property tax agencies in the nation to put our records on the Internet, and the first in Texas to provide on-line filing of protests and property renditions. The new iSettle™ program extends this outreach.

iSettle™ is a new approach to handling disputes over a property's value. In the traditional system, you file your protest by email or in person, wait weeks or months to have your protest scheduled, and then have to come to the district's offices for two appointments. The first appointment is for an informal settlement conference with an appraiser. Most protests are settled at this conference. If the protest isn't settled, you can go on to a second appointment to appear before the appraisal review board.

In the iSettle™ system, you file your protest online. You get an immediate confirmation that your protest has been filed. If your account is eligible for an iSettle™ offer (discussed below), we will review your opinion of value and your property's characteristics and those of the neighborhood, and compare your property's value to recent selling prices and to the values placed on other comparable properties. If this analysis indicates a reduction is warranted, we'll email you a notice that you have a settlement offer. You'll need to log on to the district's website (we give you the link) to indicate your acceptance. You'll get immediate confirmation, and that's all there is to it. No traffic. No waiting in line. You get to keep all of your tax savings.

What if we can't make an offer or you don't agree? You'll be scheduled to go straight to a hearing with the appraisal review board, which will independently review the evidence. Most people still make a trip for that, but you can, if you choose, file your evidence by affidavit.

The iSettle™ process will be available only to individual homeowners. Most neighborhoods are eligible, but a few neighborhoods are not because of the complexity of the market in those neighborhoods. If you aren't eligible, we'll notify you.

To use iSettle™, you **MUST** file your protest on line using the [iFile™ system](#). When you fill out the online protest form, you'll be asked whether you want to participate in iSettle™. If you do, you'll need to provide your opinion of the property's value and your email address. We keep all email addresses confidential.