



# Photo Update Initiative – Pender County NC

Pender County has contracted with Dayton-based **Tyler Technologies, Inc.** to digitally photograph the exterior of every property in the county and validate the exterior data. North Carolina law requires counties to reappraise property every eight years. In an effort to maintain accurate data on every parcel in the county correct, up-to-date property information is crucial to ensure fair and equitable property values.

In addition, updated digital photos will:

- Improve the overall quality of the county’s real estate data.
- Save taxpayers money by making the property tax administration process more efficient.
- Assist homeowners and businesses with “before” photos in case of loss.
- Enhance emergency management recovery reports necessary for state and federal assistance.
- Validate property addresses to identify homes for fire, police and medical emergency response.

Please note the following:

- All personnel assigned to this project have been issued photo identification badges that must be visible at all times.
- Local law enforcement has been notified of van descriptions and their locations.
- All photographs are taken from public right-of-way whenever possible.
- Project members are deputized to access driveways or private lanes only when necessary to obtain an unobstructed image.

Your cooperation in this important project is appreciated. For more information, please visit our website at [www.pendercountync.gov/txa/reval](http://www.pendercountync.gov/txa/reval) or contact the County Tax Assessors Office at **(910) 259-1221**

# Property Photo Update Initiative – Pender County NC

## Frequently Asked Questions for Property Owners

### **Q. Why is it necessary for Pender County to take photos of properties?**

Pender County's mandate is to ensure that all properties in Pender are accurate, fairly and equitably assessed for property tax purposes.

### **Q. What's so different about this photo update initiative?**

Instead of appraisers walking slowly from house to house to inspect and photograph properties from the street, we have contracted a private company, Tyler Technologies, to update street front property photos quickly using digital camera equipment mounted inside a mobile van.

### **Q. What's the purpose of this initiative?**

Pender County is using this method to more efficiently and cost-effectively update our ever-increasing inventory of properties (Pender County currently values almost fifty thousand properties throughout the county).

### **Q. How many properties will be photographed?**

The residential photo update initiative is taking street front digital photos of approximately 27,000 improved parcels in Pender County

### **Q. What are the pictures used for?**

The pictures will be used by Pender County in its day-to-day business to provide more accurate property assessments. As well, property owners who appeal their assessment can request information on comparable sales which would include the new pictures.

### **Q: How are the pictures taken?**

A white van containing state-of-the-art digital camera equipment will stop in front of every home and take a photo of each residence. Photos will only be taken from the street (public right of way). Crew members have been authorized to access driveways or private lanes when necessary.

### **Q: Will the mobile photo van be marked with any kind of identifying signage?**

Magnetic signs on both sides of the van will read Pender County, Digital Imaging Project. The van driver will provide information upon request.

### **Q. How will you ensure that the pictures don't include any personal information related to the property?**

Pender County's contractor, Tyler Technologies, is under a contractual obligation not to photograph any personal information related to:

- Images of people on the property, including partial pictures comprised of parts of faces and/or bodies.
- Visible signage on a residence (excluding civic street number), including political signage, business signs, signs with the names of the people living at that property, plaques and any other type of signage that may relate to the identity of a person.
- Views of the interior of the residential improvements which are customarily enclosed (eg., images that show the inside of a home via a window or open doorway, or the interior of an enclosed vehicle shelter such as a garage).