CHEYENNE COUNTY ASSESSOR'S OFFICE

FIELD VISIT PROTOCOL

A guide to what property owners can expect when our staff visit a property

OUR RESPONSIBILITY

The Assessor's Office is responsible for discovering, listing, classifying, and valuing all taxable property within the county in accordance with Colorado law. State law and the rules and standards governing the operations of the Assessor's Office require physical inspections of properties throughout the county to ensure property records remain accurate and up to date.

The Cheyenne County Assessor's office works diligently to fulfill our legal obligations in a respectful and considerate manner while minimizing inconvenience to property owners. Periodic field inspections allow our office to verify property characteristics, identify changes or improvements, and maintain an accurate inventory of taxable property. These inspections help promote fair and equitable property valuations by ensuring that all properties are assessed using accurate and consistent information.

WHY DO WE CONDUCT FIELD VISITS?

Field visits may be conducted for a variety of reasons, including:

- Routine reviews and updates to property records.
- Identification of new construction, additions, or other improvements reported through building permits.
- Verification of structures that have been removed or demolished.
- Review of property details, characteristics, and condition following a change in ownership or sale.
- A property owner's request or a question about the property record.
- Changes in land use or verification of agricultural classification or status.

WHY THIS MATTERS TO PROPERTY OWNERS

An unrecorded addition, a building that has been demolished or removed that remains on the record, or an incorrect building size can affect the accuracy of a property record and valuation. Fieldwork helps our office identify and correct discrepancies and maintain reliable records.

Why don't you schedule every visit?

With approximately 14,300 parcels in Cheyenne County, a large workload, and a small staff, scheduling appointments for every inspection is not practical. We typically only schedule appointments for new homes and businesses, or when we need to access the interior of a property. Oftentimes staff may identify a property that needs updated information while working nearby, and they usually don't have reliable internet, phone service, or contact information for property owners while in the field.

WHAT TO EXPECT DURING A VISIT

When staff arrive, they will generally knock or ring the doorbell, wait briefly, and if someone answers, they will identify themselves as employees of the Assessor's Office and explain the purpose of the visit.
Then, the Assessor's staff may:

- Ask questions to verify or update information in the county's property records.
- Visually observe the property site, land, and accessible structures.
- Measure buildings from the exterior and prepare sketches showing the footprint and layout of each level, as needed to calculate square footage.
- Take photographs of buildings and other property features that may assist in accurately valuing the property.
- Verify and document relevant characteristics such as size, construction, condition, quality, and features.

IF WE MISS YOU

If no one is available when our staff visits your property, staff will complete an exterior-only inspection of areas that are reasonably accessible. Assessor's office staff will take photographs as well as measurements and sketches of all structures, and will leave a notice on your door handle to inform you that our office visited your property. A follow-up may be made if additional information is needed.

PROPERTY ACCESS AND PRIVACY

- Staff will not enter a home without the owner's permission.
- Interior inspections are not required for a routine exterior review. If interior information would be helpful, staff may ask whether you are willing to provide access or arrange an appointment.
- Staff will not access locked or private areas without permission, climb over barriers, or bypass locked gates to gain access to a property.
- Staff may pass a "No Trespassing" sign to go directly to the front door and speak with the property owner.
- If you ask Assessor's office staff to leave, they will do so immediately. If staff cannot obtain information through an on-site visit, the property may be valued using the Best Information Available (BIA), through existing records, prior inspections, permits, photographs, or other information available to the office.

NEW CONSTRUCTION

Our office may perform a brief walk-through during the construction process. This allows us to gather accurate information about the structure (such as layout, materials, and finish) while it is still accessible. These visits help ensure your property record is correct and may reduce the need for follow-up questions later. If more information is needed, our office may contact you, request information by mail or email, or offer to schedule an appointment.

STAFF IDENTIFICATION & SAFETY

For your safety and peace of mind:

- Field staff will be driving the County's white Chevrolet Suburban.
- Staff should identify themselves as employees of the Cheyenne County Assessor's Office and explain the reason for their visit.
- All employees of the Assessor's Office are listed on Cheyenne County's website. co.cheyenne.co.us/departments/assessor.html
- If you have questions or concerns about someone claiming to represent the Assessor's Office, please contact our office at (719) 767-5664 before sharing information or allowing access.

IS ENTRY REQUIRED?

- Exterior observation is part of the assessment process.
- Interior inspections are not required unless you choose to allow access.

WILL A FIELD VISIT CHANGE MY PROPERTY VALUE?

Not necessarily. A field visit is primarily an effort to verify and update property information. A visit may result in no change, or it may identify information that needs to be corrected or considered in the valuation process. Any valuation determination is made in accordance with applicable Colorado law and appraisal procedures.

If your property's valuation or classification changes, the Assessor's Office will notify you by mailing a Notice of Valuation (NOV) by May 1 of the assessment year. The NOV explains the valuation and classification information and provides instructions for protesting the valuation or classification if you disagree. The back page of the NOV contains the official appeal form. Property owners may appeal their real property valuation between May 1 and June 8. Appeals must be received or postmarked by June 8 to be considered timely. Late appeals cannot be accepted under Colorado law. If a deadline falls on a weekend or holiday, it is extended to the next business day.

PROPERTY VALUES, TAX RATES, AND TAX BILLS

The Assessor's Office determines property values and classifications; it does not set local property tax rates or mill levies. Mill levies are established by the taxing authorities that provide local services, such as school districts, municipalities, fire districts, hospitals, and the county. Property taxes are generally calculated using the property's assessed value and the applicable combined mill levy. The County Treasurer is responsible for billing and collecting property taxes.

QUESTIONS ABOUT YOUR PROPERTY RECORD OR A FIELD VISIT?

The Assessor's Office is happy to assist you with any questions regarding field inspections or your property records.

Contact Us:

Cheyenne County Assessor's Office


Phone: (719) 767-5664


Email: cheyassr@rebeltec.net


Website: co.cheyenne.co.us/departments/assessor.html

We appreciate your patience, understanding, and cooperation as we carry out these responsibilities. Our goal is to maintain accurate property records while serving Cheyenne County property owners with professionalism, courtesy, and fairness.