

## COMPUTER VEHICLE REGISTRATION

Computer Vehicle Registration (CVR) technology is used to obtain tags for vehicles, motorcycle's, and ATV's. If you get tags from a dealer when you purchase a vehicle it may have come from the CVR system. Before receiving tags from the CVR system you must first assess in the county you reside in and have proof that all property taxes have been paid. Only then can your vehicle be processed through the CVR system database.

The Assessor's Office will receive a faxed copy of the transaction. The dealer will verify that the vehicle has been assessed. When these steps have been followed correctly you can depend on getting your tags without going to the Revenue Office.

BY: GERMAN MARTINEZ

## NEW FACE

We would like to introduce to you one of our newest employees to the Commercial Personal Property Department of the Assessor's Office, Rebecca Estes. Rebecca is a native of



Northwest Arkansas, and she graduated from the University of Arkansas in December of 2001 with a double degree in Psychology and Social Work. Directly after college she started work for the Department of Human Services as a Family Service Worker and Placement Specialist where she helped children and families in need. Rebecca started as a temporary employee here in August of 2004 and was hired on as a full time employee as a Commercial Personal Property Assessor, in November 2004. In her spare time Rebecca plays with her cat, Heide, and spends time with her boyfriend, Ben.

BY: STEPHANIE CRUM

## FAMILIAR FACE

Chances are that if you have ever had an ownership problem with a piece of real estate you've probably spoken to William Stephenson.

William is the Assistant Assessor in charge of Real Estate for the Washington County Assessor's Office and has held this position since January of 2003. He began his career in this office in 1996 as a Real Estate Appraiser Trainee. After completing his real estate appraisal courses he then advanced to a Level IV Real Estate Appraiser. He has inspected and appraised hundreds, if not thousands, of real estate parcels in Washington County.



He has driven on every mile of paved and dirt road in the county. William was promoted to the position of Real Estate Records Supervisor in October of 1998. He oversaw the process of maintaining and ensuring that real estate records were kept current and the setting up of new subdivisions. In January 2003, when he became the Assistant Assessor in charge of Real Estate, he kept all the duties from his previous position in addition to overseeing the G.I.S. and mapping departments. William also supervises the implementation of Amendment 79, this credit gives taxpayers up to \$300 credit on their taxes for their primary place of residence and also limits the amount a property's assessed value can increase from year to year due to a reappraisal.

In his free time William enjoys reading and experiencing the many different kinds of coffee offered at Common Grounds on Dickson Street. If it's nice outside you may find him at Lake Fayetteville playing a round of Frisbee Golf. He is a very talented artist and has drawn portraits for many of the employees of our office and the courthouse. William is the king of Trivial Pursuit and has the amazing ability to remember the most bizarre and obscure facts.

William has a Masters degree in Business Administration and a Bachelors degree in Business Administration from the U of A. He is a great asset to the Washington County Assessor's office and we are lucky to be working with him.

BY: DAN CYPERT

"Thanks for all the assistance in putting this newsletter together. Particularly: William Stephenson's editing, Dan Cypert's photography, and Cindy Jester for the layout."



Washington  
County  
Assessor's  
Office

**"Our mission is to serve Washington County taxpayers by fairly assessing property values, maintaining equity, providing information, and assisting our customers in every capacity within the law."**

## ASSESSMENT NEWS

QUARTERLY EDITION

June 1, 2005



## FROM THE ASSESSOR

Lee Ann Kizzar

I would like to take this opportunity to thank my staff for the wonderful job that they do day in and day out. They are the smiling faces that greet you when you when you visit one of our offices, or the cheerful person who answers your telephone call. They also assure accurate assessments and record keeping.

Everyone who works in the assessor's office is a problem solver, but there are some who enjoy the role of detective so much that they have become experts in particular subjects. These are the people that the rest of us rely on when we are stumped.

The best feature of my staff is that they work together as a team, relying on each other's strengths to make your experience with us the best it can be.

## A NEW LOOK FOR REAL ESTATE

In April, the Real Estate Division of the Washington County Assessor's Office received a makeover. The old metal L-shaped customer service desks were replaced with new, more efficient cubicles.



The new layout not only gives the office a more professional appearance, but it also increases the amount of working space of the office by creating room for an additional desk. The design provides a spacious working environment for both customers and office employees. Each new cubicle gives more individual space for better organization and provides a quieter work atmosphere. The remodeling has resulted in more comfort, convenience, and better efficiency, which in turn enables us to provide better customer service.



In addition to getting new cubicles and desks, the office received a facelift by getting rid of over thirty filing cabinets. The "blue cards" once contained in the cabinets held information that has since been digitally scanned into our database; these images are now available on our

property search website. With the cabinets removed, we gained more room for new public computer terminals, giving our customers the space and tools to better conduct their research. Additionally, a new laser printer was added and the old bulky computer monitors were replaced with flat screens. We hope that the new technologies and office furniture will enable us to better serve the citizens of Washington County.

BY: BRIAN FRAZIER

## SPRINGDALE PERSONAL PROPERTY

Steps are being taken to improve the busy conditions at our Springdale Office. Currently, two Deputy Assessors work from 8:00 a.m. to 4:30 p.m. However, since the Revenue Office hours are from 7:00 a.m. to 6:00 p.m., customers are frequently found waiting in the Assessor's Office line before opening time, and there are usually still long lines of customers when the office is closing. To enhance convenience for the citizens of Washington County, we will be adding a third Deputy Assessor to the Springdale Staff and changing the Springdale office hours so that someone will always be available to assist you when the Revenue Office is open. This will also alleviate lines that form when one of the two Deputy Assessors leave for lunch. Two people will now be available at all times, excluding the first and last hour of the expanded office hours. As always, our goal is to make assessing as convenient as possible.

BY: LEA ROCHESE

## VITAL LINK PROGRAM

The office recently participated in the Vital Link Program, a cooperative venture with Fayetteville Public Schools and the Fayetteville Chamber of Commerce. This program allows local students to go beyond the classroom walls into the workplace, providing educational and motivational experiences to prepare them for the world outside of school.

We hosted four Woodland Jr. High students on May 4<sup>th</sup> & 5<sup>th</sup> and three Ramey Jr. High students on May 18<sup>th</sup> & 19<sup>th</sup>. The students were introduced to the different areas and responsibilities of the Assessor's Office. They showed interest in the wide variety of work there is to be done

each day.

In the Personal Property Department, the students learned how to assess vehicles using the valuation manuals and learned to read bills of sale and other important documents. They also learned how the value of a vehicle helps determine the taxes generated from its assessment. In



Woodland Jr. High Students: Tyler, Blake, Jacob, and Evan

the Commercial Division of Personal Property, the students performed data entry of business' assets taken from the commercial assessment forms. They used accounting skills to reconcile numbers on the commercial assessment forms.

In the Real Estate Department, the students were shown the process for real property ownership changes. They were introduced to some legal description terms like section, township, and range. They learned how to locate parcels on our maps, plot parcel boundaries, and read legal descriptions.

The entire community benefits from this creative program as it promotes developing new avenues to mentor students and introduces them to a real workplace environment, making the tran-



Ramey Jr. High Students: Zack, Lourdes, and Selah

sition into the workforce a much smoother one. Once the students have completed the program, they are presented with a certificate. Both students and the employees of Washington County enjoy this program, and can't wait until next year when they can do this again.

BY: NANNETTE BHAUMIK