

FIELD LISTING INSTRUCTIONS

The information you record on the property record card is extremely important to several people; specifically the property owner, the Assessors, and the Company. For this reason, aside from the fact that you have a job to do, the field lister must use extreme care in recording construction specifications accurately and completely.

Admittedly, the appraisal must move on a mass production basis. Nevertheless, you should approach each property as an individual problem giving it YOUR FULL ATTENTION and remaining completely impersonal at all times.

The taxpayer's impression of you will be a lasting one. It is YOUR RESPONSIBILITY to make this impression one that will bring credit to the assessors and to the Company.

STANDARD LISTING PROCEDURE

APPROACH

Mentally determine the story height as you approach the house from the street. At the same time write in the address and check the exterior features (foundation, walls and roof) in the appropriate blocks on the card.

CONTACT

Show your identification card at the door. Greet the occupant, and explain your purpose in a brief, but courteous manner. For example you might say "Good morning, is this the Jones' property? I am working with the _____ Assessors Office working on the reappraisal of property. I would like to come in and take a look at the house and ask you a few questions."

INTERIOR INSPECTION - FIRST FLOOR

Good opening remarks, once you have entered the house, are to inquire: "How long have you occupied the house?" "Are you the owner?" "Do you know when the house was built?"

Next, ask to see the basement. En route to the basement door, mentally note the first floor features that indicate the quality of construction. Specifically, you are to observe the interior finish, the kind of floors, type of kitchen, paneled rooms, fireplaces and ALL OTHER FEATURES which affect quality and determine grade.

Also observe the general condition of the house for future determination of depreciation (evidence of recent remodeling, presence of cracked plaster, sagging floors, etc.). If the interior condition and/or quality is markedly different from the exterior note this.

INTERIOR INSPECTION - BASEMENT

Determine the type of basement (slab, crawl, part, half, full) and the floor construction. Mentally note the type of furnace, water heater, and floor joists. At the same time observe any improvements in the basement, such as extra plumbing, a recreation room or asphalt tile floors. If a finished basement is found, estimate the measurements so you can size and grade it AFTER you have left the house.

INTERIOR INSPECTION - OTHER FLOORS

Thoroughly view the other floors noting bathrooms, room counts and construction details. Be sure to estimate the % usable on the upper floors if less than 100%.

INTERIOR INSPECTION - CONCLUSION

You now return to the first floor, and, if you have no further questions to ask the occupant, thank her/him for her/his time and trouble and then leave. DO NOT TARRY AT THIS POINT. Explain that you are going to inspect the exterior of the property and take a few measurements. If the house was purchased within the past few years, tactfully ask the occupant for the sales price. Determine exactly what the price included; i.e., other lots, remodeling, landscaping, etc.

EXTERIOR INSPECTION

Upon leaving the house, pause and check on the card the interior features which you observed during your inspection. If a sale price was obtained, make a note of this.

Be certain to note any unusual conditions you observed that are not visible from the outside, such as recent remodeling, cracked plaster, etc. If unusual features are found in the house, mark the card clearly so they can be properly recognized.

UPON BEING REFUSED ADMITTANCE

In the rare case where the occupant refuses admittance to the property, DO NOT ARGUE WITH HIM/HER. Leave immediately and estimate the property, noting such on the card.

DO'S AND DONT'S OF GOOD LISTING

DO:

- Be courteous and respectful at all times.
- Show your identification card.
- Draw the sketch in approximate proportions.
- Make sure the dimensions of opposite sides balance.
- Re-check the card after completing the listing.
- Keep cards neat and clean.
- Consult your instructor or supervisor about any problems encountered.

DON'T:

- Don't discuss taxes, property values, or rentals.
- Don't argue with anyone you contact **ABOUT ANY ISSUE.**
- Don't joke with or tease the people you contact - the world is full of cranks and crackpots.
- Don't linger in the house. Get in, inspect and get out.
- Don't estimate measurements.
- Don't comment of the house.
- Don't stand at the door and ask questions, **LOOK FIRST.**

MEASURING

After you have completed the interior check off, measure the house and sketch it neatly on the card in its approximate proportions. A (40' side should be about twice as long as a 20' side on the sketch). Be sure that your measurements are COMPLETE AND ACCURATE. Walk completely around the house so that no offsets or additions escape your notice. Separate story heights and additions when you come to them. Check the sketch to see that opposite sides total to the same length.

PORCHES, ADDITIONS, AND GARAGES

Attached garages are to be included with the sketch of the main building. Indicate construction, story height, and area.

Detached garages and other auxiliary buildings shall be measured, but not sketched, and entered in the appropriate blocks on the card. Grade, and depreciate detached garages.

GRADING THE HOUSE

Determine the Quality Grade of the house taking into consideration your "first impression". Grade, the interior and exterior features you have observed and the overall QUALITY OF CONSTRUCTION.

CHECK CARD FOR COMPLETENESS AND ACCURACY

Finally, scan over the card to make doubly sure you have thoroughly completed the listing. Are all items checked? Is everything filled in? Are the house, garage, and additions properly sketched and labeled? Do the dimensions balance? O.K., fine. Now you are ready to list the next house.

ESTIMATES AND CALL BACKS

When encountering houses where the occupant is out, list the exterior features in the usual manner. Try to obtain reliable information as to when the occupant is usually home from a neighbor. If successful, note the circumstances - "Owners both work". Consult your supervisor for specific call back instructions. If you are ultimately unsuccessful in obtaining the information make your best estimate of the interior features and note accordingly and leave a notice.

SUMMATION

Although your share of this work may not be the complete appraisal, your work is nevertheless a vital part of the appraisal for each individual piece of property. You are the only person who will see the interior of the house. Therefore, it is your responsibility, as a lister, to gather and record the information accurately. Your work represents the beginning of an appraisal, and a job that is not started properly, cannot end properly. If the listing phase of the appraisal is done properly it will greatly expedite the work of the reviewer.

Remember, you are more than a "lister" to the taxpayer. To her/him you are an "appraiser" because you are the only person from the Municipality she/he will see. This is your opportunity to be both professional and objective in your approach. Regard each property as a separate problem to be intelligently solved. Give it your full attention for the few minutes you are dealing with it. This is the way an appraiser operates.

Always keep in mind that you represent both the Assessors and the Company to the taxpayer. As such, her/his impression of you will be her/his impression of them. Conduct yourself, at all times, in a manner which will never bring criticism on either.

LISTERS CHECKLIST - INTERIOR INSPECTION

FIRST FLOOR

- 1) VERIFY OWNERSHIP AT DOOR
- 2) NUMBER OF ROOMS AND BATHS
- 3) GENERAL INTERIOR CONSTRUCTION INFORMATION

BASEMENT

- 1) TYPE OF BASEMENT (SLAB, CRAWL, PART, HALF, FULL)
- 2) TYPE OF HEATING (NONE, BASE, AIR CON)
- 3) ESTIMATE AREA OF FINISHED BASEMENT AND APPLY PROPER CODE

UPPER FLOORS

- 1) IF HOUSE HAS ATTIC CHECK DEGREE OF FINISH (UNFINISHED, HALF, FULL)
- 2) ESTIMATE % USABLE IF LESS THAN 100%

CONCLUSION

- 1) IF OWNER OCCUPIED CHECK FOR SALES INFORMATION
- 2) BE POLITE AT ALL TIMES
- 3) DO NOT TARRY, GET IN, INSPECT AND GET OUT

EXTERIOR INSPECTION

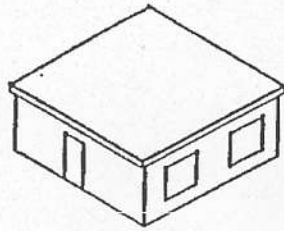
- 1) MEASURE ACCURATELY TO NEAREST FOOT
- 2) BALANCE THE SIDES ON THE SKETCH
- 3) LIST ALL OUTBUILDINGS ACCURATELY
- 4) MAKE SURE THAT NO INFORMATION IS OMITTED

THE BEST WAY TO MAXIMIZE YOUR LISTING PRODUCTION IS TO DEVELOP A SET ROUTINE AND FOLLOW IT THROUGH ON EACH CARD.

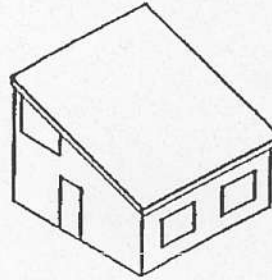
HOUSE DESIGNS

<u>CODE</u>	<u>DESCRIPTION</u>
1 <u>Antique</u>	A colonial house built prior to 1800 retaining many of the original features such as small pane windows, exposed beams, wide flooring, wainscotting, original fireplaces, etc.
2 <u>Bungalow</u>	Most bungalows were built in the early 1900's. A small one story house design, often seen with an expansion attic area and/or dormers. Usually have an open or enclosed front porch, with entry and ridge line perpendicular to the street.
3,4 <u>Camp</u>	A seasonal or year round (depending upon heating, insulation, and plumbing) building, usually one story of no particular design. Usually built on piers or concrete block crawl spaces and with low quality materials.
5 <u>Cape</u>	Generally built from the 1920's to present. Built "close to the ground" with simple lines. A high roof ridge, often supplemented with fuller partial dormers, may provide a second level of living area but not a full upper story. Ridge line is usually parallel to the street.
6 <u>Colonial</u>	Traditional design built from 1700's to present. Generally 2 stories with balanced openings along the Main facade. Second floor overhangs are common. Newer colonial attempt to imitate this classic New England design.
7 <u>Condominium Garden</u>	The living area is located on one level: A flat
8 <u>Condominium Townhouse</u>	The living area is located on two or more levels and and may have a basement.
9 <u>Contemporary</u>	Constructed since WWII. One story, two stories or split-level. Characterized by large windows, open planning, horizontal lines, simple details, and varying levels.
10 <u>Mansion</u>	A large, high quality house. May be of federalist, neo classical, Greek revival, or other architecturally designed style.

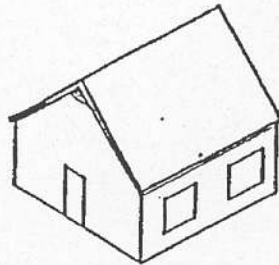
- 12 Multi-family Conversion A structure which has been converted from a single residence to two or more units. The units may lack symmetry and vary in number of rooms.
- 13 Multi-family Garden A dwelling with two or more units stacked on top of each other with the living areas of each unit on one level.
- 14 Multi-family Townhouse Generally a duplex with similar units side by side and the living area of each unit on two or more levels.
- 15 Old Style An older type of house with no particular architectural design. Story heights generally range from 1 1/2 to 2 1/2 stories.
- 16 Split Cape Cape with entry similar to a raised ranch - a post 1980 design
- 17 Split Colonial Colonial with entry similar to a raised ranch - a post 1980 design
- 18 Split Entry A ranch type building with the entry between the first floor and lower level. The basement area sets on or slightly below the ground level and is usually partially or totally finished. Basement garages are common.
- 19 Ranch Generally built after WWII, although some houses built earlier could fall in this category. A one story house which is usually rambling and low to the ground with a low pitched gable roof or roofs with the entry and ridgeline parallel to the street.
- 20 Conventional A newer house, 1 1/2 to 2 1/2 stories of no particular style.
- 21 Split Level (Bi-Level) Post WWII construction. The living area is on 2 or more levels, with each level having a single story height. Generally seen on uneven terrain lots. Can be a front/rear or side/side split or a combination of the two. Entry is not between levels.



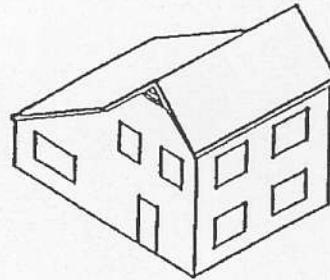
FLAT



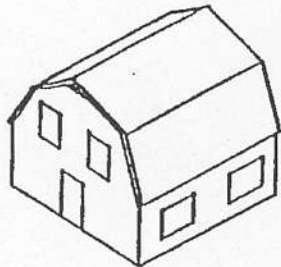
SHED



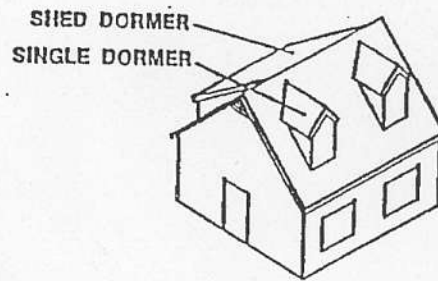
GABLE



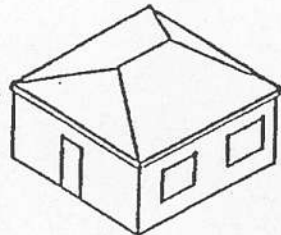
SALT BOX



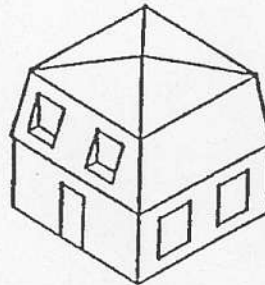
GAMBREL



SHED DORMER
SINGLE DORMER



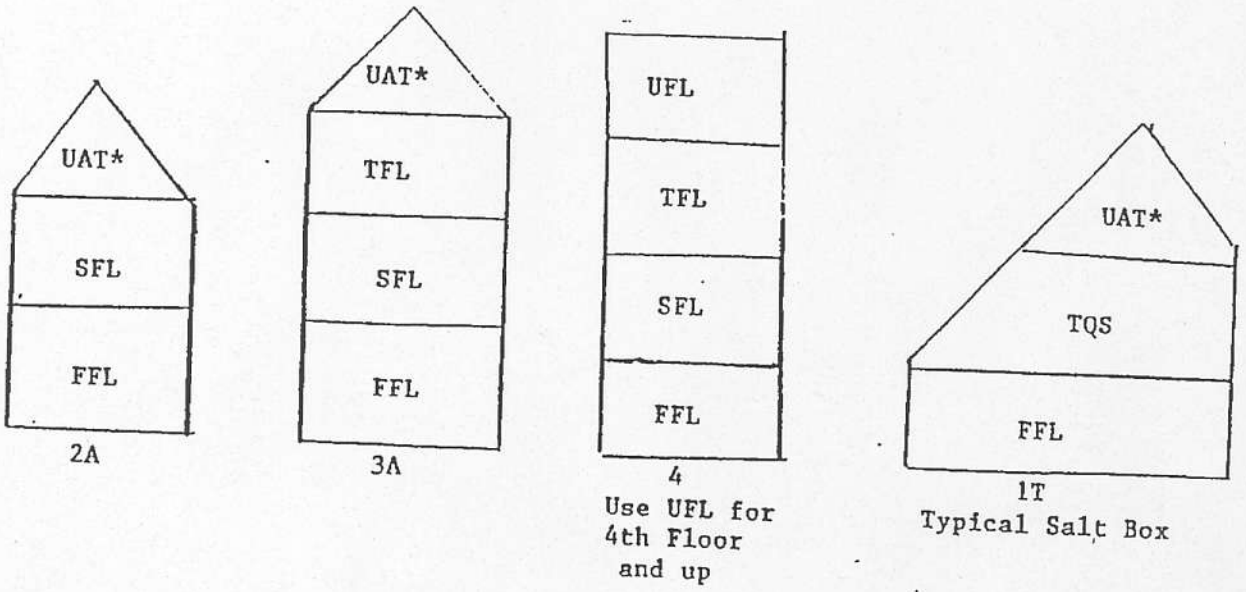
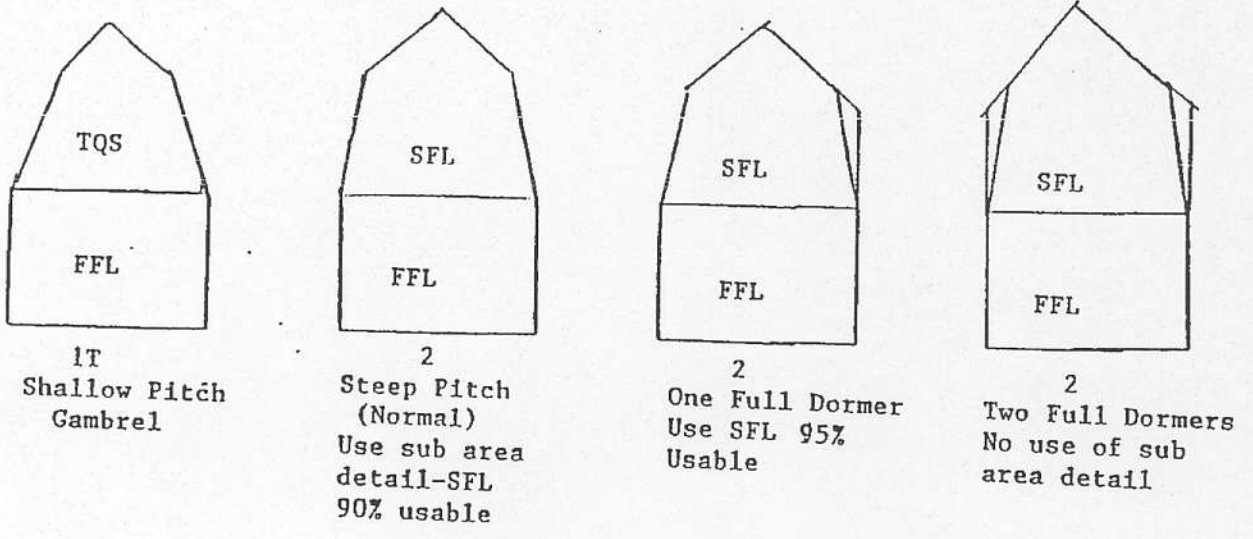
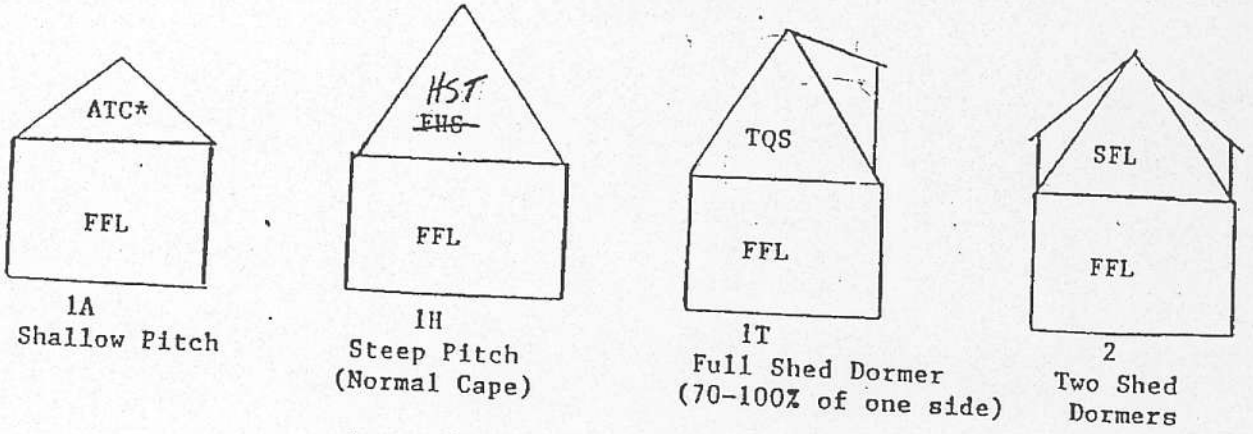
HIP



MANSARD

ROOF TYPES

STORY HEIGHTS



*Attics must have permanent stairs. Use ATC over FFL, use UAT over anything else. ATC is assumed finished, UAT is assumed unfinished.

TABLE BASE SPECIFICATIONS

	"A"	"B"	"C"	"D"	"E"
FOUNDATION	12" Concrete or Brick Water Proofed Concrete Footings Drain Tile	10" or 12" Concrete Waterproofed Concrete Footings Drain Tile	8" or 10" Concrete or Concrete Block. Concrete Footings	Granite Slabs on Rough Stone Walls Mortared or 8" Concrete Block	Granite Slabs or Piers
BASEMENT	8" Headroom Plastered Ceiling Recreation Room Other Partitions	7'6" Headroom Laundry Tubs Cellar Partitions	6'6" Headroom No Partitions Some Head Bumpers	6' Headroom Floor Layout	5'6" Headroom Cheap
FRAMING	2" x 12" Joists 16" O.C. Steel Beams & Columns 2" x 10" Rafters 16" O.C. 2" x 6" Studs 16" O.C.	2" x 12" Joists 16" O.C. Steel Beam & Columns 2" x 8" Rafters 16" O.C. 2" x 6" Studs 16" O.C.	2" x 8" Joists 16" O.C. Timber Beam & Columns 2" x 6" Rafters 24" O.C. 2" x 4" Studs 16" O.C.	2" x 8" Joists 16"-20" O.C. Timber Beams & Columns 2" x 4" or 2" x 6" Rafters 24" O.C. 2" x 4" Studs 16" O.C.	2" x 6" Joists or Less 18" to 20" O.C., Timber Beams & columns, 2" x 4" rafters 24" O.C., 2" x 4" Studs 24" O.C.
ROOF	Heavy Slate or Tile Ornamental Wood Cornice Copper Flashing & Conductors	Slate, Asbestos, Stained Wood, Heavy Asphalt Box Cornice Copper Flashing & Conductors	Wood, Asbestos, Asphalt Plain Cornice Galvanized Iron Conductors	Asphalt Stringles Scent Cornice Galvanized Iron Conductors	Roll Roofing No Cornice No Conductors
EXTERIOR	3/4"-7/8" Reveled Siding Elaborate Trim Insulation & Weatherstripped	3/4" Wide Siding Good Trim Insulated & Weatherstripped	1/2" Lap Siding Asbestos Stringles Fair Trim 4" Insulation	1" Drop Siding or Cheap Composition Siding Cheap Trim Poor Insulation	1" Drop Siding or Roll Roofing Little Trim
INTERIOR	Hardwood or Enamel Trim High Grade Decorating Ornamental Mouldings 3 Coats Plaster Wire Lath	Hardwood or Enamel Trim High Grade Hardware 3 Coats Plaster Wire Lath	Pine Trim Average Built-in Features and Hardware, 2 coats Plaster Rock Lath/Dry Wall	Pine Trim Cheap & Scent Built-in Features Wall Board	Cheap Pine Trim Small Kitchen Cupboards
FLOOR	1" Clear Oak throughout Herringbone or Parquetry Pattern	1" 1st Grade Oak or Brick or Very Good Carpet	1" Hardwood 1st Floor 1" Pine 2nd Floor or Carpet	Pine Floors No Subfloor	Cheap Painted Pine
PLUMBING	Kitchen Sink, Auto. Washer Heater, 2 Gen. Baths, Showers over Tubs, 1 T.R. High Grade, 1 Maid's Bath, Tiling, Laundry Tubs, Water Softener	Kitchen Sink, 1 Bath with Shower over Tub, Auto Hot Laundry Tubs, Water Softener Various Fixtures, Tiling	Kitchen Sink, 1 Bath Standard Heater, Average Fixtures, Galvanized Copper, or PVC Piping	Kitchen Sink, 1 Bath, Ordinary Heater, Cheap Fixtures Galvanized or PVC Piping	Running Water and Kitchen Sink Only
LIGHTING	Pipe Conduit High Grade Fixtures	Flexible or Pipe Conduit High Grade Fixtures	100 amp Circuit Breakers Romex Cable Average Fixtures and Number of Outlets	60 amp fuses or C.B.'s BX, or Romex Cable Scarcely of Outlets Cheap Fixtures	50 amp fuses Knob & Tube or BX Cable Drop Cords

PERCENT OF COMPLETION

The following is a guideline for estimating percent of completion for a typical Average Quality single family detached residence.*

	<u>Percent of total</u>	<u>Cumulative percent of total</u>
1. Plans, permits and survey.....	2	2
2. Excavation, forms, water/sewage hookup	4	6
3. Concrete.....	8	14
4. Rough framing.....	21	35
5. Windows and exterior doors.....	2	37
6. Roof cover.....	3	40
7. Rough-in plumbing.....	4	44
8. Insulation.....	1	45
9. Rough-in electrical and mechanical.....	11	56
10. Exterior cover.....	6	62
11. Interior drywall and ceiling finish....	8	70
12. Built-in cabinets, interior doors, trim, etc.....	13	83
13. Plumbing fixtures.....	5	88
14. Floor covers.....	3	91
15. Built-in appliances.....	3	94
16. Light fixtures and finish hardware.....	2	96
17. Painting and decorating.....	<u>4</u>	100
TOTAL:	100%	

*Source: Marshall and Swift Residential Costs