

HIDALGO COUNTY APPRAISAL DISTRICT



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www.hidalgoad.org

News Release

Hidalgo County Appraisal District (HCAD) Suspends Services Inside Office

HCAD encourages property owners to use electronic options

Edinburg, TX, March 19, 2020: The Hidalgo County Appraisal District will continue operations but will no longer provide face-to-face services to the public inside the building effective immediately, as part of the effort to reduce the spread of the COVID-19 virus.

HCAD is committed to being responsive to its property owners. However, we believe it to be in the best interest of the community and its employees to temporarily suspend direct face-to-face contact with the public while continuing to provide services through other options, such as its website, online, and phone services.

Forms and applications are available on the District's website; www.hidalgoad.org. A drop box will also be available from 8 AM to 5 PM at the building entrance at 4405 S Professional Drive in Edinburg.

"Social distancing" is one of the best ways to support the health of the entire community. HCAD will be mailing the appraisal (valuation) notices to property owners on April 17th. We would like to remind the public that the valuation notices we plan to send in April will represent property values as of January 1, 2020, per the Texas Property Tax Code. Any impact on values from the current health crisis will be reflected in the 2021 property valuations. There are currently no provisions in the Tax Code to allow for reduced values for 2020 based on an event such as the current health crisis. HCAD's current plan for the property owner walk-in period for the 2020 appraisal protest season will also be eliminated.

The protest process is scheduled to begin in April. HCAD'S process provides for property owners to file their protests electronically and minimize wait times for in-person meetings:

- Hidalgo County property owners who wish to protest their property values are strongly encourage to [efile via our online portal](#). E-filing will allow property owners to handle the entire process from the comfort of their own home, including submitting and reviewing evidence and managing their settlement offer. To set up an account, property owners will need an owner ID and PIN. If you do not have this information, please contact us by phone (956-381-8466 or 956-565-2461) or email (CS@hidalgoad.org) so we can help.
- Property owners who wish to have an informal meeting with an HCAD employee are strongly encouraged to [e-file their protest via our online portal](#).
- Property owners scheduled for a hearing with the Appraisal Review Board (ARB) will have the option of offering their evidence by affidavit.

Many services are available on the District's website at www.hidalgoad.org. If you require assistance, please feel free to use either the customer service portal (CS@hidalgoad.org) or contact the District's office at 956-381-8466 or 956-565-2461. HCAD will continue to have employees available to answer your questions during regular business hours. Please also monitor our website for continued updates on any other current or future changes.

About Hidalgo County Appraisal District

The Hidalgo County Appraisal District is a political subdivision of the State of Texas established in 1982 for the purpose of discovering and appraising property for ad valorem tax purposes for each taxing unit within the boundaries of the District. The District has approximately 340,000 parcels of property to assess each year with a total market value of approximately \$49 billion. The Hidalgo County Appraisal District covers an area of approximately 1,500 square miles. For further information, visit us at www.hidalgoad.org.