Agenda Item IV.4

Bristol Town Administrator

From: Terri Sabens <[redacted]>
Sent: Wednesday, November 11, 2020 10:47 AM
To: Bristol Town Administrator; newhavenzoning@gmavt.net; [redacted]
Subject: Grand List Maintenance
Attachments: VMGLM - Cover.pdf; TJS - RES.pdf

Good day,

I have been collaborating with Daniel from Vergennes on getting a full time position established for the Lister's/Assessor job in towns that are seeking help in this field.

The biggest issue in getting the younger generation into this field is not having full time positions available for them to want and learn the job. I have 4 people interested in my field but can't take the step due to not having a full time job and benefits to commit to. One of the solutions that I see is to get a handful of towns that are willing to team up and make this a full time job and share one person to do so. I am willing to help train new people to learn this plus the District Advisors from PV&R can be a big help. I have one person who is pretty much trained in this field and I would like to get that person started in this collaboration to get the state, PV&R, VALA & VLTC on board with helping this move along before a majority of the Lister's retire and a large amount of municipalities are left out in the cold without options to do the grand list maintenance needed.

One of the key things will be that the town's needing this be on the NEMRC cloud and have access to Kofile, ASC or another type of online records access. This will be one of the only ways that I can commit to help towns throughout the state since I can monitor all grand list changes from one location. I know that the state has committed to change our grand list software to Axiomatic and I have volunteered to be a test town in Morristown (one of the town's I maintain). I believe that the new software will all be online accessible but I don't believe that will include the CAMA software which will most likely remain NEMRC's Microsolve in most towns.

I have attached my cover letter and resume for your review to assure you that I am very qualified and committed in this field. Please let me know if you have any questions, I look forward to working with you to help resolve this ongoing issue here in Vermont.

Thank you in advance.

Regards,
Terri J Sabens VPA III
Vermont Municipal Grand List Maintenance LLC
Independent Contractor
Municipal Grand List Maintenance and Consultation.

"Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it." - Lou Holtz

VERMONT MUNICIPAL GRAND LIST MAINTENANCE LLC

To whom it may concern,

Allow me to introduce myself. I am Terri Sabens, Vermont Property Appraiser III (VPA III). I established the Vermont Municipal Grand List Maintenance, LLC (VTGLM) in 2019. I realized then that there was a big problem in Vermont with attempting to fill a Lister position with experienced personnel. I chose this LLC to assist municipalities with maintenance of their grand list and to help look for folks to train and accomplish their goals in this field. I've realized over the years that it requires at least five to eight years to fully understand all the "nuts and bolts" of keeping an accurate grand list, how to manage all the changes, learn inspections and CAMA use, maintain great customer service, et cetera.

Perhaps your municipality may be looking to fill these part-time positions. If so, please contact me and I will assist in any way I can. I am in the process of training a few people to maintain records for a minimum of 2 to 3 towns each. In order for me to handle the large need for this position, the municipality would need to be using NEMRC Cloud (for access to the CAMA Microsolve program as well as the grand list) and the land records to be accessible online. If these requirements are not an option, remote access would be an alternative; however, I would need to review the work being done on your specific grand list each week (from my home work site).

I am attaching my resumé for your consideration. I am happy to provide references as needed. You may contact me to set up a meeting and talk about our availability, hiring options, and rates.

Best Regards,

Terri J. Sabens, VPA III
Vermont Municipal Grand List Maintenance, LLC
Municipal Grand List Maintenance and Consultation

Enclosure

Terri J Sabens



EDUCATION:

Vermont Association of Realtors - Real Estate Appraisal
Champlain College - Excel Course
Burlington High School

APPRAISAL COURSES AND SEMINARS:

- R1/G1: Appraisal Basics General and Residential (2004) R2/G2: Single Family Appraisal Residential (2004)

- RS/GS: National USPAP (Uniform Standards of Professional Appraisal Practice)

(2004)

- Report Writing (2004)

- Real Estate Continuing Education - Salesperson's Pre-Licensing (2005)

- Champlain College - Excel Course (2005)

- NEMRC - Grand List Seminar ~ (2009 thru 2019)

- NEMRC - Commercial Seminar ~ (2009)

- Lister Training ~ (2015)

- Residential Data Collection ~ (2015)

- NEMRC - CAMA & MSOL Seminar ~ (2015, 2016, 2018, 2019,2020)

- Current Use Training ~ (2018, 2019)

- Solar & Cell Tower Valuation ~ (2018)

- Vermont Property Appraiser III ~ (2015)

- IAAO 112: Income Approach to Valuation II ~ (2018)

- IAAO 311: Residential Modeling Concepts ~ (2018)

TITLES HELD;

Vermont Property Appraiser (VPA I)

Vermont Property Appraiser (VPA II)

Vermont Property Appraiser (VPA III)

EXPERIENCE:

* Owner (Independent Contractor) Vermont Municipal Grand List Maintenance LLC
06/2019 – present ~ 20 +/- hours/week

Working in Morristown/Morrisville doing grand list maintenance, training new Lister's and office staff.

Working in Jericho helping with grand list maintenance and training existing Listers.

* Town of Essex; Assistant (to) Assessor (Property Valuation) 03/2008 – 06/2019
40 Hours/Week

All grand list maintenance;

This includes but not limited to following the scope of the Vermont State statutes and the Lister's handbook for real estate appraisal laws;

I must pay very close attention to detail to maintain accurate files and information for all properties in our jurisdiction; this includes inspections, measurements, sketching and valuation analysis to complete zoning permit inspections issued by Essex Town and Essex Village Planning and Zoning departments;

Coordinate visits with the Zoning Administrators for both town and village requiring inspections to keep the files up to date and be sure the permits are in compliance with the issuance;

Prepare and mail all change in appraisal notifications after changing values by evaluating the market and sales, reviewing all grievance letters, schedule hearings, send result of grievance notices;

Prepare for BCA (Board of Civil Authority) hearings by following the policies, present evidence of property values;

Assist and advise the public on a daily basis with property record information, recent sale activity, current policies and operations of the statutes; I also created sales books to help customers easily find all recent valid and invalid sales;

Understand all property issues and evaluate issues that affect true market value and sales to ensure that fair taxation and the policies are correct and in place;

I am able to understand and input all Current Use and the Town Farm Stabilization programs that are an important task to keep accurate records;

Required to continually communicate with the Town Clerk and Finance departments to ensure that tax bill information is correct by following the proper procedures with State downloads (HS-122) and property transfer tax returns for ownership;

I had re-organized that office to make it more efficient and have accurate

records, I was able to get the property record cards on-line and obtain MLS (Multiple Listing Service) to keep our CLA (Common Level of Assessment) & COD (Coefficient Of Dispersion) tight for more accurate State sales studies;

When I was hired in 2008, Essex had just gone through a reappraisal (2007) and

I spent quite a few years fixing all the issues and errors to make the records and fair taxation more accurate.

***** Town of Milton; Head Lister (elected position) 03/2008 – 2014
As Needed/Year

Duties for Lister's are/were granted to the contracted assessor, therefor my responsibilities were to oversee the Lister's office, help with zoning permit inspections when needed, review grand list changes, assure that notifications are done in a timely manner, attend grievance and BCA hearings.

***** Vermont Municipal Assessor; Deputy Assessor 05/2005 - 02/2008
40 Hours/Week

Assisted the assessor in contracted towns on grand list maintenance with a majority of the time spent in Shelburne conducting the 2008 town wide re-appraisal inspections;

I was the sole employee to conduct the reappraisal by doing 95% of all inspections, attention to detail was very important in able to have accurate data input;

Duties listed above (in Town of Essex) were also my responsibilities in each town;

The towns I was mainly responsible for were Shelburne, St. George and Panton, but I also helped in other towns for the reappraisal's grievance hearings and inspections.

***** 02/2004 - 05/2005

Time spent on taking the Vermont Real Estate appraisal courses, studying and doing research for the classes. Also worked part time at Shaw's Supermarket.

***** IBM - Manufacturing Operator, Production Specialist & ISO Auditor/Lead Assessor 04/1984 - 02/2004
40 Hours/Week

Duties included but not limited to;

Back up department lead (supervisor) included managing the department and the tool processes, duties included making sure that all processes and tools were covered, breaks were covered and shift communications were done;

Processing computer chips in various operations. Most of my career was inspecting and verifying the product quality;

Submitting ideas to have implemented to help save process times;

Lead assessor and auditor for ISO (International Standard Organization) 9001, this consisted of serving as the primary coordinator and having to read and understand all processes documentation for various departments throughout manufacturing;

Preparing for various department audits by arranging the proper questions for each process per audit;

Conducting audits by doing the analysis of the activities and policies related to each process and records then having to report them.

***** Memberships - Blue Star Mothers of Vermont (Pet Coordinator) & Patriotic Instructor 2013 – Present

The Blue Star Mothers of Vermont are mothers who have/had sons or daughters in the military. We do emergency support for our Vermont veterans. We also offer a variety of services for veterans and their pets which is all funded by donations which I am responsible for all grant writing and fundraising.

As the primary pet coordinator, I help our veterans with emergency veterinary support for their pets, look for and screen temporary foster homes for deployed military or veterans in need of short-term pet care, et cetera. Matching up veterans with emotional support/comfort dogs is also a big part of the program along with coordinating them with a professional contracted trainer.

I screen and interview all potential veterans for our self-training service dog program, determining the difference between need and want is an important responsibility.

I have worked with the State Department of Corrections for the last six years working on our puppies in prison program which included getting all the contracts written, drafting the Memorandum of Understanding (MOU), overseeing the curriculum with the contracted trainers, working with attorneys, et cetera.

I am solely responsible for the total budget for this program; I need to be sure that we stay within the funds that have been raise