



## *Please let us know if we are serving your needs.*

The Board of Directors, Management and Staff trust that you have been well served. Please complete the inside of this pamphlet and let us know what you think about the service that was provided to you today.

Courtesy and Efficiency are the main requirements for our office.

### A Property Owner:

- Is not dependent on us, we are dependent on them
- Is not an interruption of our work, they are the purpose of it
  - Is doing us a favor by letting us serve their needs
  - Is the most important person in the world to us
- The Navarro County Appraisal District is a political subdivision of The State of Texas created by the legislature and governed by the Property Tax Code that can be found at <http://www.cpa.state.tx.us/>
- The district's primary responsibility is to develop an annual appraisal roll for use by the taxing entities.
  - The Appraisal District **does not set tax rates or collect taxes.**
- For information about your tax rates and/or tax payments, please contact the Navarro County taxing entities directly, or the Tax Assessor/Collector's office in their respective jurisdictions.

As the Chief Appraiser of the district, it is important to me to know that we are serving you well. Please give us your comments and we will use them to further develop our staff into the professional and courteous team you deserve.

Bud Black, RPA, RTA, CTA, Chief Appraiser

Navarro Central Appraisal District  
[www.navarrocad.com](http://www.navarrocad.com)  
1250 N. 45<sup>th</sup> St., Corsicana, TX 75110  
903-872-6161

# Who helped you?

Staff Member's Name: \_\_\_\_\_

## How courteous was this staff member?

- Very Courteous
- Courteous
- Average
- Discourteous
- Very Discourteous

## I contacted the Appraisal District for help on:

- Homestead, Disability, or Over 65 Exemption
- Agricultural Special Use Valuation
- Appraised Market Value
- Ownership
- Address Change
- Research
- Personal Property Rendition
- Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## In terms of the service you received, how would you rate us?

Highly Satisfied    Satisfied    Dissatisfied

- |                        |                       |                       |                       |
|------------------------|-----------------------|-----------------------|-----------------------|
| Friendly and courteous | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Willingness to listen  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Responsive to needs    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Knowledge              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Professionalism        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## How long did it take to completely meet your needs?

- The problem was resolved today
- 1-3 business days
- 3-5 business days
- Longer than a week
- Still not meet

## Contact Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

## How could we have better served you?

\_\_\_\_\_  
\_\_\_\_\_

Should you desire to file a complaint you may do so by submitting a written complaint addressed to:

Mr. Bud Black, Chief Appraiser  
Navarro Central Appraisal District  
1250 N. 45<sup>th</sup> St.  
Corsicana, TX 75110  
Email: [general.info@navarrocad.com](mailto:general.info@navarrocad.com)