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**Swiss Agency for Development  
and Cooperation SDC**

implemented by:

inter  
cooperation  
Natural Resource Management  
Rural Economy  
Local Governance and Civil Society

# A GUIDE FOR PROPERTY SURVEYORS

# Table of Contents

<b>I. SURVEYING OF PROPERTIES</b> .....	5
1 Starting the software application for the surveying of properties.....	7
1.1 Starting and selecting the language of the equipment.....	7
1.2 The survey application log in .....	7
The Municipality* .....	8
The Surveyor* .....	8
Options* .....	9
1.3 Property Surveying .....	10
Property Number .....	10
Type of Roof* .....	11
Roof Material* .....	12
Building materials* .....	13
Building façade * .....	13
Condition* .....	14
Size (Surface).....	15
Number of floors* .....	17
Unit floor* .....	17
Accessing the Property * .....	17
Property Category* .....	18
Valuation Category* .....	19
Unfinished property* .....	20
Photo of the building or the unit in the building .....	21
Position-Geographic Coordinates (GPS – Global Positioning System) .....	21
Manual adjustments of the geographic coordinates .....	22
Comments.....	24

1.4 Property bypassing .....	25
Properties which are bypassed .....	25
Reason for bypassing .....	25
Unregistered property nearby .....	26
1.5 Survey modification .....	27
1.6 Survey deletion .....	28
1.7 Transfer .....	29
1.8 Empty .....	30
<b>II. POLITE COMMUNICATION WITH TAXPAYERS .....</b>	<b>31</b>
2.1 Introduction .....	33
2.2 Introduction and communication with the taxpayer .....	34
<b>III. USING GPS EQUIPMENT FOR SURVEYING .....</b>	<b>37</b>
3.1 Introduction .....	39
3.2 The surveying equipment .....	39
3.3 Familiarization with equipment and its components .....	40
Front view .....	40
Bottom view .....	40
Left and right sides .....	41
Bottom view .....	42
Keyboard .....	42
Keyboard use .....	43
Battery charge .....	45
Accompanying parts .....	46



# **I. SURVEYING OF PROPERTIES**



# 1 Starting the software application for the surveying of properties

## 1.1 Starting and selecting the language of the equipment

Process: Start-Settings-System-Regional Settings- select language:

For Albanian-select “Albanian”

For English-select “English (United States)”

For Serbian-select “Serbian (Latin)”

Press “OK” and then restart equipment and then press “YES” on the next message and restart equipment again and then go to the programs.

### **Warning!**

*Do not change the Date, Month, Year and Hour information in the equipment, otherwise the re-surveying information, if was changed, will be deemed invalid and a re-surveying will be required.*

## 1.2 The survey application log in

The application has been installed in the equipment containing the information which needs to be completed as follows:

### **Warning!**

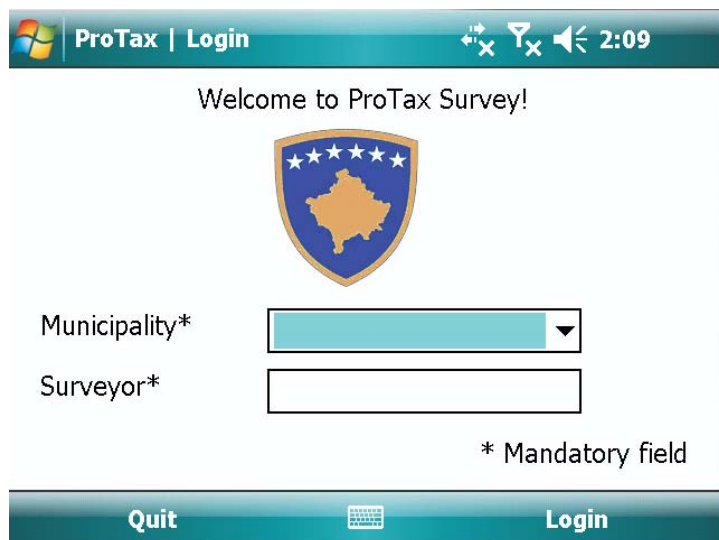
*The fields with an \* are required and cannot be ignored.*

### The Municipality\*

From the menu select the municipality to be surveyed. **The same equipment should not be used to survey properties/units of properties in two different municipalities. The equipment for the next municipality should be used only after the data pertaining to the municipality where the re-surveying was completed has been transferred and then deleted.**

### The Surveyor\*

In this field, the surveyor enters his/her first initial and the full last name, i.e. "hsalihu" and press "enter."



ProTax | Login

Welcome to ProTax Survey!

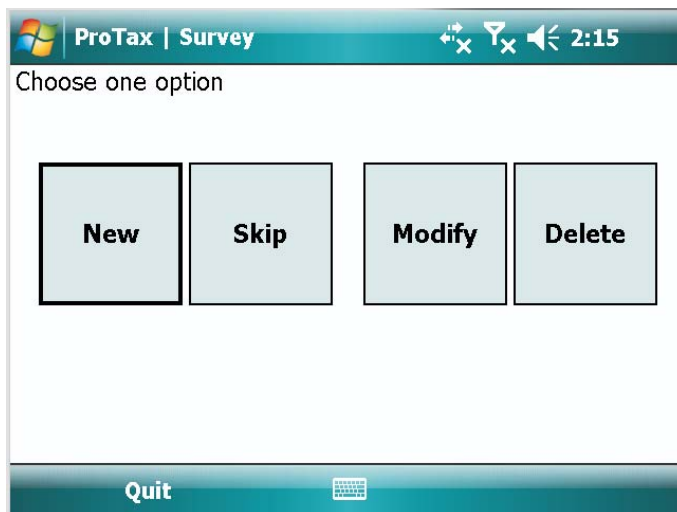
Municipality\*

Surveyor\*

\* Mandatory field

Quit Login





### Options\*

Option	Description
<b>Survey</b>	Press when a new property is re-surveyed
<b>Bypass</b>	
<b>Modify</b>	
<b>Delete</b>	
<b>Transfer</b>	
<b>Empty</b>	

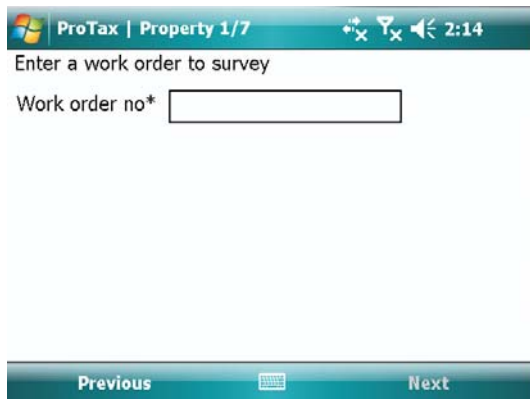
## 1.3 Property Surveying

After you press “survey” in the next field you will enter the “property number.” In this field in the empty section the “number of property” is printed Nr of property is entered by the “Work Guide” located on top of the right side.

### **Warning!**

*The property number is entered only after it has been confirmed that the property being surveyed is the actual property described in the “Work Guide.”*


### Property Number



ProTax | Property 1/7


Enter a work order to survey




Work order no\*

Previous  Next

After the property number is entered, go to the next “field” marked as “Characteristics” where one option is selected which best reflects the characteristics of the property being surveyed:

## Type of Roof\*


ProTax | Characteristics 2/7




2:17

Select characteristics


Roof Type\*

Roof Material\*

Construction Materials\*

Facade\*

Condition\*

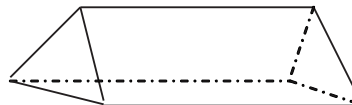
Previous

Next

Select option which best reflects the roof description of the building. **Select one of the options only:**

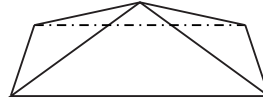
NO ROOF – If there is no roof, then enter “No Roof.”

LAT ROOF – Use this option if the roof is flat (an in apartments).

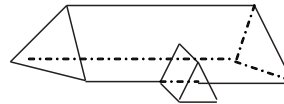
TRIANGLE - POINTED ROOF – This roof has a two-sided slope as in the drawing below:



PYRAMID – “HIP” ROOF – This roof has a pyramid shape with four side hips as in the drawing below:



OTHER – There are other roofs. For example, there is a cupola-shaped roof. Some roofs are more complex. See example below:



In basic construction, this roof is a ridge roof, and the surveyor should identify this kind of roof as a GABLE (with points). If the surveyor cannot identify the roof type, only then it should be entered as “OTHER.”

### Roof Material\*

Select an option which best describes material used to build the roof of the building. Select **one option only**:

- No Roof
- Steel, aluminum, copper etc
- Roof shingles
- Tile – normal roof tiles
- Tile – cement tiles
- Selonyte
- Asphalt, cement, slate
- Other

Often the surveyor cannot determine the type of roofing material only through sight inspection. For example, a building may have a flat roof and the surveyor cannot see it. In these cases, the surveyor should make a careful assessment based on his/her knowledge on these types of buildings (tall buildings with apartments usually have cement tile roofs or asphalt).

### Building materials\*

Select an option which best describes materials used to build the object. Select only the options offered. The categories are as follows:

- Cement, slate or tile
- Cement tiles
- Dobby tiles or wood shingles
- Other

### Building façade \*

Select an option which best describes the surface/siding of the building. Select only one of the options offered. If a building has two types of materials as siding, then select the dominating material or the material which covers the main part of the building (the front). For example, there are homes which are partially covered by natural rocks and partially by stucco. The siding categories of the building are as follows:

- Without façade/unfinished surface
- fSilicone-based stucco
- Natural stones/marble
- Stucco tiles
- Classical (stucco)
- Artificial (pane, glass etc)
- Other



The silicone-based surface or stucco are two of the most commonly used for residential buildings. Sometimes it's difficult to differentiate between the two. A silicone-base façade is usually smoother than the traditional stucco façade. The surveyor could tell the difference by tapping on the wall. If it makes the sound of emptiness, then almost always the façade is silicone-based. This sound comes from the insulation. Otherwise if there is no sound, it is a classic façade – stucco.

**Warning!**

*If a building/unit is only stuccoes in the front, it is deemed completed, and then a type of facade is selected.*

**Condition\***

Select an option which best describes the relative condition of the building. Select only one option. Use the following criteria:

**EXCELLENT:** For new buildings (five years old) which are 100 percent completed. Other buildings could be in excellent condition if they were renovated within five years and/or were maintained carefully since they were built or renovated.

**GOOD:** Buildings that are in good condition and have undergone some or no renovation. The building material and other characteristics (roof, gutters, windows and façade) are not necessarily new, however, they are well-maintained.

**AVERAGE:** An average building which some areas need maintenance or repair, however, it does not require expensive renovation of the roof, gutters, windows or the façade.

**LESS THAN AVERAGE/STABLE:** A building in a stable condition will need investments in the near future, such as changing the roof, gutters or windows. The roof could be leaking in several areas of the building or some of the windows do not close completely. A building in a stable condition has signs which indicate it has undergone earlier renovations – “patching” the façade, new window hardware here-and-there, new gutters in a corner of the building – but no signs of regular maintenance.

**POOR:** A building in poor condition is worsening due to system failures such as roof, gutters, the building exterior, windows, to include interior issues such as plumbing. The building is livable but needs repairs.

**UNSTABLE/NOT LIVABLE:** A building in poor condition cannot be used without repairs and substantial changes of the building material. In general, it is not livable.

Pošto ste odabrali sve karakteristike pritisnite taster "idi dalje" i potom se otvara prozor "dodatne karakteristike" i potom se počinje sa popunjavanjem dodatnih karakteristika.



### Size (Surface)

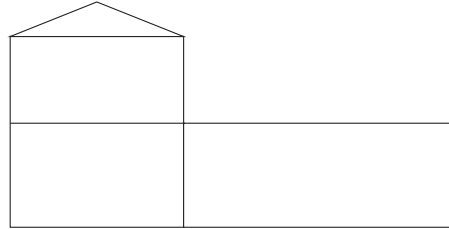
**Please be advised that the surveyor is not obligated to measure the properties.**

Enter the size of this object in square meters..

For an apartment units, it is not necessary to measure the interior if the owner possesses a property certificate which has the overall measurements of the apartment. Otherwise, the general measurements of a building must be provided and divided separately for each apartment. Furthermore accurate measurements can be obtained in coordination with taxpayers.

**How to measure a building/unit:**

In order to accurately measure a living space of a building sometimes it's necessary to divide the building in several areas to be measured separately. The below example illustrates how the building must be divided into two areas.



The room areas in the left section are measured and then multiplied by two since the building has two stories. The walls on the right section are measured and the area is measured separately, then the general area on the left section is added in order to calculate the overall size of the building.

Sketch 1



$$10 \text{ m} \times 8 \text{ m} = 80 \text{ m}^2 \times 2 \text{ storeys} = 160 \text{ m}^2$$

Sketch 2



$$8 \text{ m} \times 16 \text{ m} = 128 \text{ m}^2$$

The overall measurements of the building in square meters =  $160 \text{ m}^2 + 128 \text{ m}^2 = 288 \text{ m}^2$



**Explanation:** The measurements of generally residential properties, which are used as depots/storage spaces for family belongings without the intention of being used for profit, are measured, however, their measurements are annotated in the “comments” field.

### Number of floors\*

Enter the number of floors. If there is only floor, enter “1”. If a floor is partially underground, it is considered a full.

### Unit floor\*

Enter the floor where the main entrance of a unit or an addition is. This field is the most important when describing a unit in a building. The entrance to a detached addition of a building is usually above ground.

The number of the floor is selected from the list. For the floor underground, select “cellar”; for the floor of the unit above ground “basement” is selected, while for other floors select “1st Floor,” “2nd Floor” ..... “50thFloor.”

### Accessing the Property \*

Identify the main entrance (the most important) of the property. Circle one and only one possible entrances. The description of this category is as follows:

**HIGHWAY:** A two-way road such as the road from Prishtina to Fushe-Kosova or Prishtina to Skopje.

**MAIN ROAD:** A main road which passes through the city such as the Bill Clinton Boulevard or the Agaim Ramadani Road in Prishtina.

**SECONDARY ROAD –** A one-way or two-way road alongside the main road which is paved. For example the Mujo Ulqinaku Road in Prishtina.

**OTHER PUBLIC ASSESS –** Usually away from the center, these roads are less busy, and could be unpaved.

**PRIVATE ACCESS –** A road which is not for public use. It is usually fenced in and gated.

**OTHER –** All other roads that do not fit the above descriptions.

### Property Category\*

Select the option which best reflects the primary use (the most important) of the building. **Provide only one option.**

- Residential
- Occupied
- Commercial
- Industrial
- Agricultural
- Abandoned.

When the data is entered in the equipment, surveyor will first select one of the following classifications. Then, depending on type of Primary Use, the classification of the property is determined.

For most part, the Primary Use categories are clear. Some of them may require elaboration:

**Residential** – To su kuće, stanovi i zgrade koje su u upotrebi ili namenjene za stanovanje. Rezidencijalne imovine se klasificiraju u imovine na sledeci način:

- **Primary residence:** homes, apartments and similar buildings people use for their basic living needs and the owner owns only one such building.
- **Secondary residence:** when the owner owns more than one home, apartment or similar property. In the comments of the work guide and the comments in the equipment's application select "Secondary residence."
- **Occupied:** includes garages, auxiliary occupied buildings, and similar commercial buildings.
- **Commercial:** -- includes properties designated or used for business activities to include small businesses, trade, entertainment services, arts, sports, private educations, private medical services and so on. Select one of the classifications below. For properties that are finished and designated for commercial use, select the "commercial" property category. Select "other" for the evaluation category and enter "not in use" on the comments section.
- **Industrial:** these are properties designated or are used for production, making or storing materials, to include factories, depots, shops and similar objects.

- **Agricultural:** these are properties used in agricultural living environment or large commercial farms. In the comments field specify the intent of the agricultural property.
- **Abandoned:** are all properties which were once designed or used for a specific reason, but are currently unused, demolished (physically unsustainable), damaged, without any human activity and often left in the mercy of the times.

### Valuation Category\*

Select the best responding option.

Valuation categories are classified based on the Property Category previously establish, i.e. if the property category was determined to be “Residential” then the properties classified in the Evaluation Category could be as follows:

House and apartment

For each “Property Category” there is an “Valuation Category.”

- Residential – house
- Residential – apartment
- Occupied – garage
- Commercial – store
- Commercial – office
- Commercial – hotel
- Commercial – restaurant
- Commercial – swimming pool
- Commercial – sports field
- Commercial – gas station
- Commercial – parking lot
- Commercial – private educational institutions
- Commercial – other
- Industrial – factory, worksite, shop
- Industrial - depot, storage

- Industrial – services – plumbing, sewer, trash, electric
- Industrial - other
- Agricultural – agricultural objects (farm with large capacity, commercial farm)
- Agricultural – fish farms
- Abandoned – land and buildings

### Unfinished property\*

Select “Yes” or “No” options.

Notice if the property is finished or unfinished. A finished property is defined as an object with four walls, installed windows and roof. It's not important whether the interior is unfinished or the façade is incomplete.



### Photo of the building or the unit in the building



Select the “Take picture” option. Up to five pictures can be taken preferably from all sides of the building. For building with units several pictures can be taken for the entire building, but not necessarily for each unit. Picture taking is done from several sides in order to include the following criteria: type of roof, roof material, building material, façade, condition, category of use, category of evaluation and so on.

If a picture was wrongfully taken, it could be deleted by pressing the “delete” button.

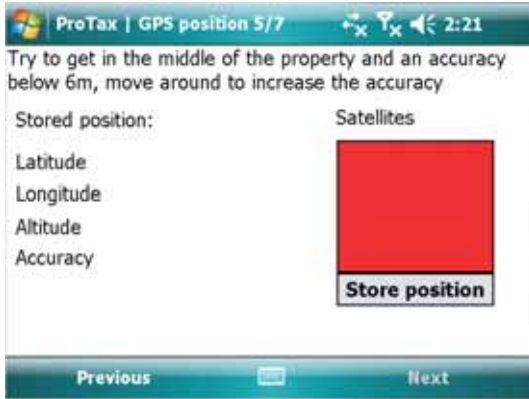
#### **Warning!**

*Do not change the picture resolution.*

### Position-Geographic Coordinates (GPS – Global Positioning System)

Record the position shown in the equipment.

X- Width, Y-length, height are obtained by pressing the “record” button. Accuracy must be 6 m or less and the number of satellites should be as large as possible, thus position yourself in the middle of the property in order to have a bigger accuracy than 6 m while constantly moving to increase the accuracy. The moment you have reached the desired accuracy, press the “record” button.



### **Warnings!**

*The re-surveying data for the building/unit in the building without coordinates or with mistakes in accuracy will not be accepted and a re-surveying will be required.*

### **Manual adjustments of the geographic coordinates**

The GPS Coordinate adjustments can be performed on the window for manual localization. When opening this window, the ortophoto appears initially where the GPS coordinates were taken from and the red marker will show the GPS coordinates.

On the left upper corner are the buttons for the ortophoto navigation to increase or decrease the ortophoto view. The buttons with arrows show the movement of the ortophoto view to the left or right, up or down, while the plus and minus buttons enable the increase or the decrease of the ortophoto view. If the red marker is not shown in the object being surveyed, then click over the building/unit in question and the yellow marker will appear.



The yellow marker indicates the manual adjustments of the GPS.

On this window, both markers are shown, the red coordinates marker and the yellow manual adjustment marker.

After you click on the manual adjustment of coordinates the next button will be activated.

If for some reason there is no GPRS or the ortophoto server does not function, a message stating “This step is not successful at this time, try manual adjustments later” followed by the comments: There is no GPRS or the server is not in use.

For example, if the message “server is not in use” appears, then the next step will automatically follow by not showing the manual adjustment ortophoto. In such instances you need to repeat the action once access to the GPRS is available when you will perform the manual adjustments if necessary.

### **Warning!**

*Markers in the street or other locations which do not clearly identify the building/unit in question, will not be accepted and in such cases a manual adjustment or repeat of the re-surveying will be requested .*

## Comments

In the “comments” field could be stated that “this property was destroyed in 2007”; “the street name if it's different from the one in the guide”; “the name of the new taxpayer if property was sold”; “in this lot, new property was built which has not been surveyed”; “adjacent to this property new property was built which has not been surveyed”; etc.

Or in the “comments” field could be entered any comment not part of the property description, i.e. property was partially renovated in 2008; the façade and windows have been changed, etc.



To complete the re-surveying of the property press the “finish” button; to save press “OK” with the following message “Data has been saved...close.”

After this the application procedure returns to the initial stage.



## 1.4 Property bypassing

### Properties which are bypassed

After you press “bypass property, in the next window the “property number”; and in the field of the “property number\*” put down the property number for bypass and after the property has been selected, press “continue.”

### Reason for bypassing

After the “continue” button is pressed, a new window will appear “select one of the reasons:”

1. Work guide is for the building
2. Property is destroyed
3. Property has been registered twice
4. Property cannot be found'
5. Owner denies access to property
6. No access to property
7. Work guide does not have the taxpayer's name

*Note (maximum 200 characters).*

In addition to selecting the reason in the “note” field for each of the reasons selected or “unregistered property nearby” additional comments can be added to elaborate one of the reasons making justification comments such as: “Property registered twice” could be added the technical property number containing the status of the survey; if such a number is not provided, then this property will not be considered as having registered twice. Or for the destroyed property, if possible provide the year it was destroyed.

The maximal number of characters for such comments is 200. It is recommended that comments are brief and concise.

### Unregistered property nearby

If there is another property near the property which has been surveyed or bypassed, but you have not received the work guide, this is a property which has not been surveyed by the municipality and the “yes” option is selected. If there are no such properties, the “no” option is selected. In the “note” field pertaining to the unregistered property additional data can be provided such as: Unregistered property belongs to XXXXX taxpayer; property is utilized for commercial use; the property in question is a multi unit apartment building etc.





### III. USING GPS EQUIPMENT FOR SURVEYING

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### 3.1 Introduction

Instructions provided next will help the surveyors tasked to record the data about the taxpayers and property.

Accurate valuation of the property depends on accurate compiled data about the property and the taxpayers.

Property surveyors during their field work will have the ability to gather and to save the data in their surveying equipment (GPS), to record the characteristics of the property, for which you can later receive the necessary guidance.

### 3.2 The surveying equipment

Please read before you continue.

CHARGE THE BATTERY 24 HOURS PRIOR TO USE.

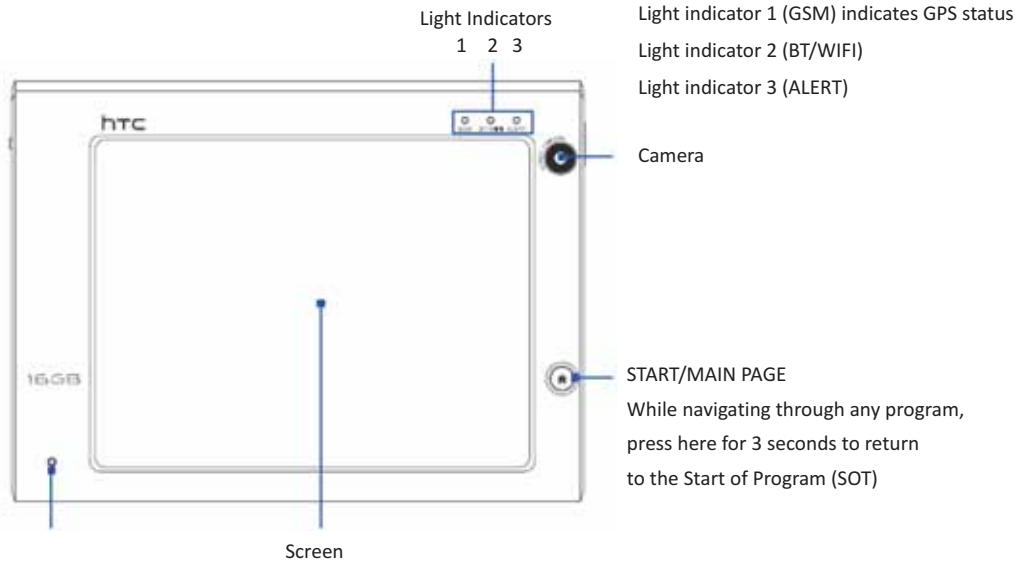
TO BE SURE THERE IT IS SUFFICIENTLY CHARGED, THE SURVEYING EQUIPMENT SHOULD BE CHARGED EVERY NIGHT.

DO NOT REMOVE THE BATTERY WHILE THE EQUIPMENT IS CHARGING.

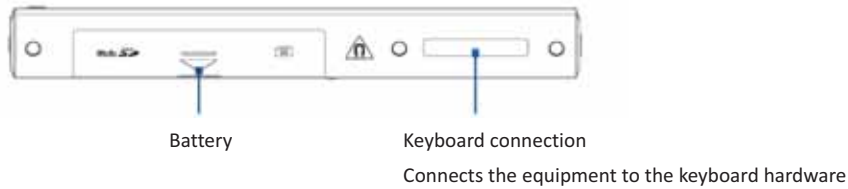
YOU ARE RESPONSIBLE FOR THE EQUIPMENT OR ITS PARTS IF LOST, DAMAGED OR STOLEN.

### 3.3 Familiarization with equipment and its components

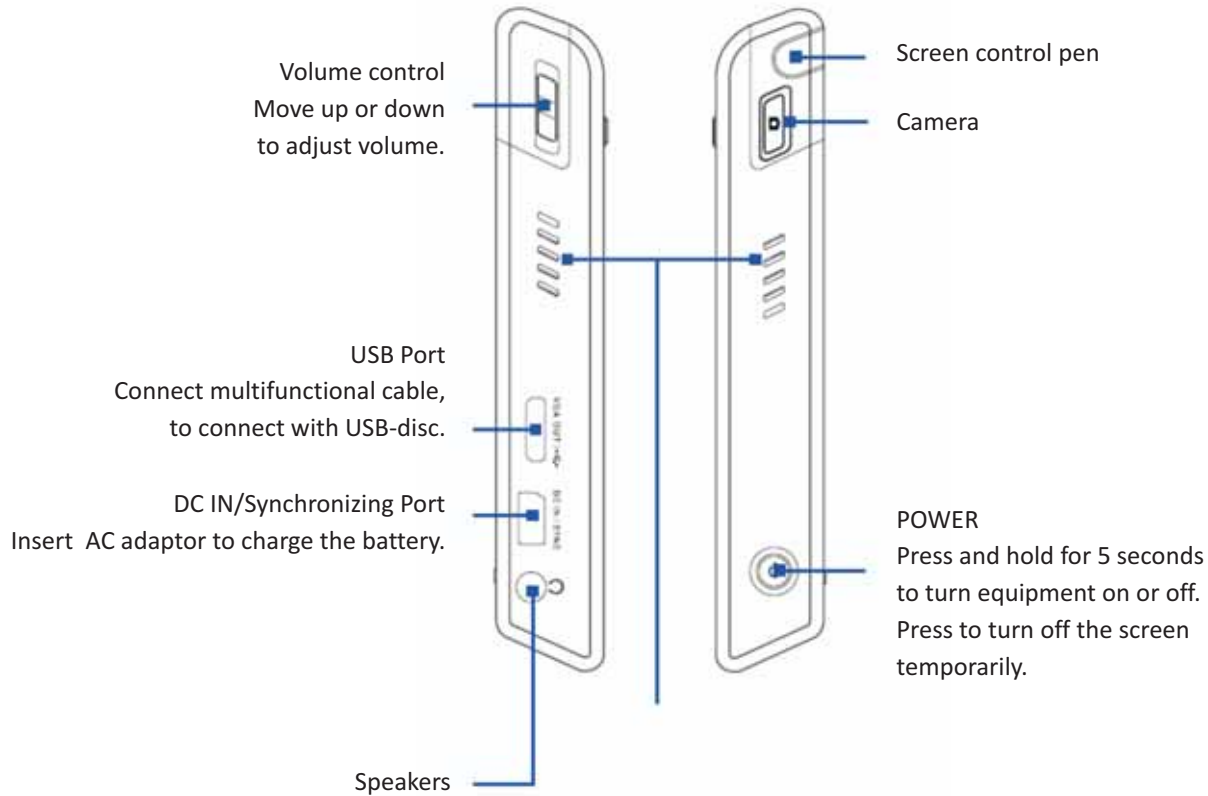
#### Front view



#### Bottom view

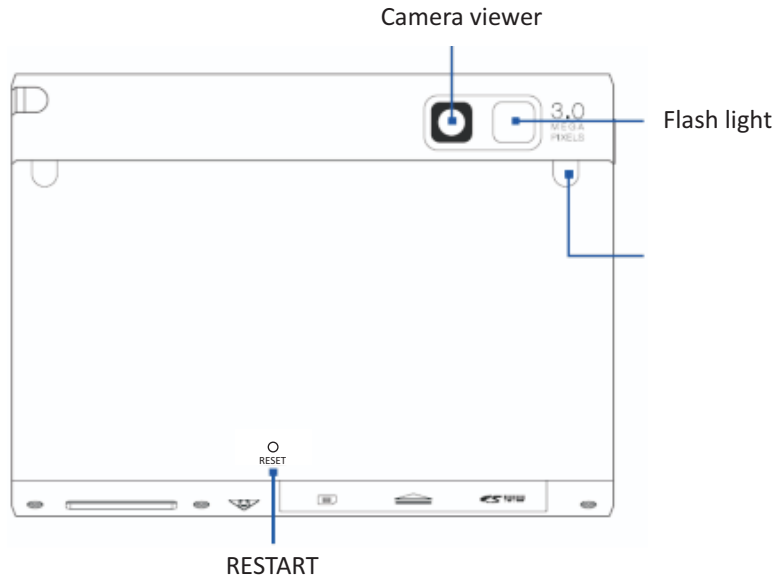


## Left and right sides

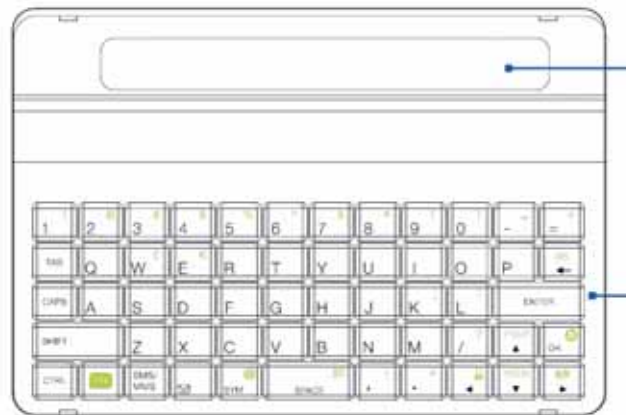




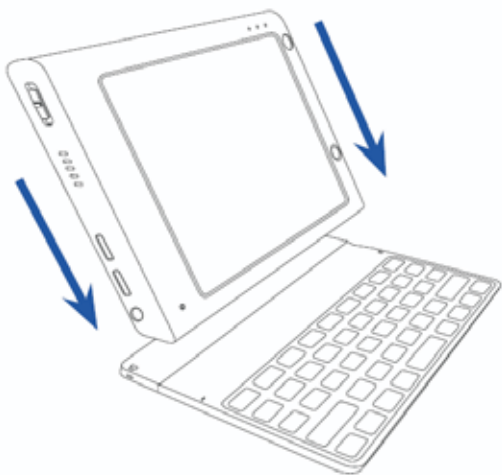
## Rear view



## Keyboard



Your equipment will come with a keyboard, which is similar to a standard keyboard used in your personal computer. To use the keyboard, attach your equipment through the keyboard connector. The equipment is connected easily to the keyboard through a magnet.








To separate the keyboard from the equipment, simply pull them apart.

**Note:** be careful when separating the equipment from the keyboard.

**WARNING!** Do not place credit cards, discs, audio or video cassettes or any other magnetic data near the equipment or the keyboard since it could cause the loss of data saved in the equipment. Other sensitive magnet equipments should also be kept away from the keyboard and the equipment.

### Keyboard use

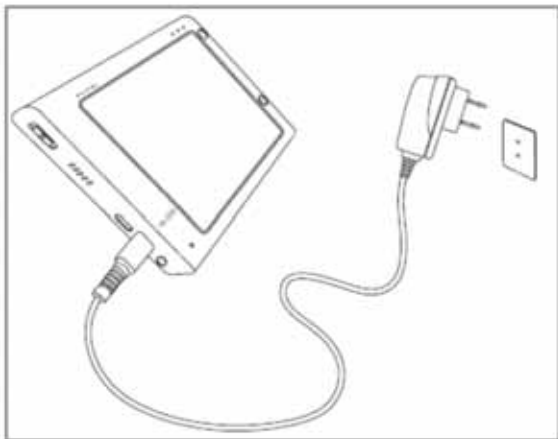
The keyboard can perform the following functions:

1. To type lower case letters, press with your fingers, without holding any other key.
2. To type capital letters, press . The CAPS LOCK icon is located in front of the Input Panel when CAPS LOCK is activated. To return to lower case letters, press CAPS LOCK .
3. To type only one upper case letter press  and then press the desired key.
4. To type a symbol or a punctuation mark, or to activate a program on the right side of the keys, press , then press the required key. When  is pressed, the key icon is shown in front of the Input Panel on the screen.

-

## Battery charge

Before you use your equipment, it is recommended to charge the battery for 24 hours. Some batteries perform best after having been recharged several times.



To charge the battery

- **Connect adaptor to the equipment through the port DC IN/SYNC.**

**Note:** Only adaptor AC which comes with your equipment should be used to charge the equipment.

The charge of the battery is indicated by the Signaling Light 1 (GSM).

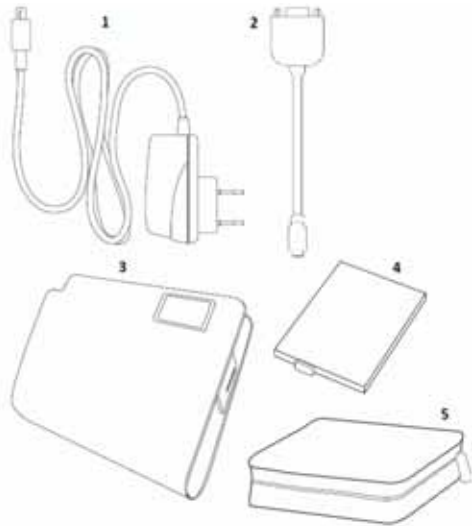
While is charging the equipment it should be on, and icon  will appear on the upper side of the screen Today.

After the battery is fully charged, Light Indicator LED 1 turns green and an icon of a full battery  will appear on the screen.

### **Warning!**

***Do not remove the battery from the equipment while it's charging with the AC adaptor.  
For safety reasons, the battery will stop charging when it heats up.***

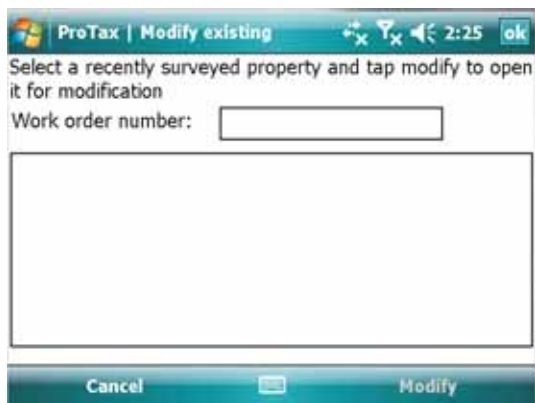
Accompanying parts



Part	Description	
1	<b>Adaptor AC</b>	Recharges the battery. Connect adaptor to your equipment, then plug in adaptor to begin the battery charge.
2	<b>USB cable</b>	Connects equipment to the USB memory stick
3	<b>Equipment</b>	GPS equipment
4	<b>Battery</b>	Provides electricity for the equipment.
5	<b>Bag</b>	Protects your equipment.

## 1.5 Survey modification

To modify a property/property unit which has been already surveyed or bypassed, press the **Modify** button and a ProTax I Modify will appear.

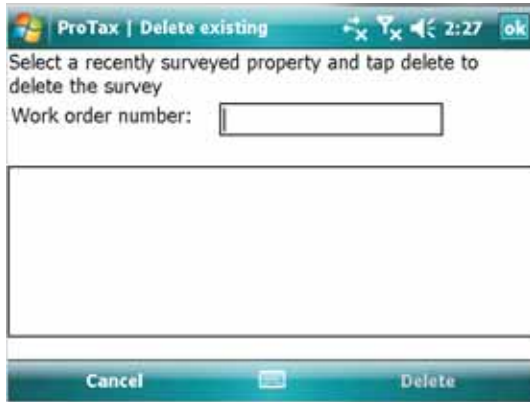
The image shows a screenshot of a mobile application interface titled "ProTax | Modify existing". The interface includes a status bar at the top with icons for signal, Wi-Fi, and battery, along with the time "2:25" and an "ok" button. Below the title bar, there is a text prompt: "Select a recently surveyed property and tap modify to open it for modification". This is followed by a label "Work order number:" and a text input field. Below the input field is a large, empty rectangular box. At the bottom of the screen, there is a navigation bar with two buttons: "Cancel" on the left and "Modify" on the right.

In the "property number" field the property/property unit of the already surveyed or bypassed number is entered; and to proceed with modification, press the "Modify" button.

Through the "modify" button the characteristics of the property/property unit can be modified to include the status of the property/property /surveyed status/bypass status with special focus on the adjustments of characteristics or comments entered before the change of status.

## 1.6 Survey deletion

To delete a property/property unit select the “delete” button.



### **Warning!**

*A property/property unit already surveyed/bypassed could be deleted only if identification mistakes were made during the survey process/i.e if the property/property unit's number is 30932 instead of 309332/which should have been surveyed and would be bypassed in the future.*

### **Warning!**

*No property/property unit should be deleted if it has been surveyed/bypassed and which has correctly been identified. Each property/property unit which has been registered by the municipality where the re-surveying is performed must have one of the statuses of surveying or bypassing. If any of the properties/property units which at the completion of the survey and submission of the date lacks one of the statuses of re-surveying as surveyed or bypassed will be considered property/property unit not having been surveyed and the surveying team will be obligated to resurvey it.*

## 1.7 Transfer

Transfer is pressed when data from the re-survey is transferred from the equipment into an USB.

This button is pressed when data from the re-survey equipment must be saved into an (memory) USB or other computer folders. In order to transfer the data, an equipment connecting cable is used.



### **Warning!**

*Surveyors before each transfer or temporary or permanent data handover must take care to not have property/property units with a status of survey/bypass which are twice re-surveyed by two different surveyors with different equipments.*

*If there is doubt, surveyor is obligated to perform a modification and deletion of the double property/property units on condition only one of the properties remains.*



## 1.8 Empty

By selecting this option the emptying of the equipment with re-surveying data is performed.

### **Warning!**

*With this option the data is emptied from the equipment in a non-retrievable form – see information on the screen.*

*The emptying of the equipment should not be performed by the surveyor, rather only by the responsible parties who have undergone special training the ways to copy, emptying, and the ways of submitting the data MEF-DTP.*

If the data from the electronic re-surveying is lost while in the field as a result of some technical dysfunction or another reason, the surveyor is responsible for repeating the re-surveying and re-registering of the lost data.



## II. POLITE COMMUNICATION WITH TAXPAYERS

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## 2.1 Introduction

The meeting with taxpayers is routine work for surveyors. One of the most important aspects of the surveyor's job is to provide clear explanations of the reasons for the visits with taxpayers. Additionally, the surveyor must possess basic knowledge about how a property tax bill is completed and how the payment is made in case the taxpayer enquires about it.

First thing the surveyor does when in the field, is to show his ID card to the taxpayer and explain the reason for the visit. The surveyor must knock on the door and introduce himself/herself as to avoid alarming someone who could be in the house and a stranger enters their property. If the taxpayer is not at home, the data about the property characteristics could be obtained, however, the surveyor must return to get the information from the owner/occupant.

Being patient is essential for a surveyor. The latter could encounter taxpayers who are un cooperative and rude. The surveyor must treat the taxpayer with greatest respect possible and to convince the taxpayer relent through a calm and rational behavior. The surveyor must be polite during the entire time. If the taxpayer continues to refuse the surveying procedure, or to offer any information, the surveyor will be forced to obtain only the property characteristics. The surveyor has the ability to evaluate the property characteristics accurately from a distance. Nevertheless, measuring the property ought to be evaluated. In the case when the taxpayer denies access to the property to obtain the measurements, the surveyor should provide a rough idea of the measurement, which, even if inaccurate, should not be as such to under evaluate the size of the property. In such cases in the comments field/notes in the application is annotated that the “taxpayer denied access to the property; data was obtained from the distance.” If the size of the property which the surveyor has provided is bigger than the actual size, the taxpayer could appeal it and call for another re-survey.

## 2.2 Introduction and communication with the taxpayer

*[Knock on the door and introduce yourself while explaining the reason for the visit. Do not forget to show your identification card.]*

“Hello, my name is \_\_\_\_\_ and I am a Property surveyor with municipality \_\_\_\_\_. I am here to update the data we have for your property. Can you, please, confirm if this address and this taxpayer in this work guide are accurate?”

*[If the name and address of the taxpayer in the work guide are accurate, then make a note at the bottom of the guide. Inform the taxpayer that you will be submitting the new information to the municipality office of property taxation for corrections. However, whatever bill it was received until that moment is valid and the taxpayer is responsible to pay it].*

*[If the property is new, then ask for the address and the owner's/occupant's name. Inform the taxpayer that you will be submitting the updated information to the municipally office of property taxation for registration.]*

*[TAXPAYER'S QUESTION]*

„What kind of information are you collecting?”

*[ANSWER]*

“The municipality is collecting the data necessary to establish the value of the property, in order for the taxpayers to receive the bill. The data includes a description of the exterior characteristics: such as the building material, quality of construction, façade, type of roof, roof material, property size, its use etc.”

*[TAXPAYER'S QUESTION]*

“Why is such data important?”

*[ANSWER]*

“Accurate assessment of the property cannot be done without the data about the property characteristics. Additionally, the property tax bills cannot be sent without a property address and the owner's or occupant's name. Your property tax bill is

determined in accordance with the property value as per tax code. Hence, any data that is not registered properly could result in higher value, thus a higher bill. Or, if your property is being used for living and not for commercial use, you could be charged higher taxes. It is to your benefit to provide accurate data about your property.”

*[TAXPAYER'S QUESTION]*

“What if discover that something was not properly registered or if there was a change in the data for my property?”

*[ANSWER]*

“When you receive a bill, review it carefully to be sure that the data it contains is accurate. You can also visit the property tax office in your municipality and request the data about your property whenever you want. If you determine that some of the data about your property or about you as the taxpayer are inaccurate, and then request verification and correction of the data. The office will request you to fill out a simple form where you will confirm your identity and complete a list with corrections. The municipality office of property taxes will then send surveyors to re-survey your property. If the list of corrections is verified, the data for your property will be modified and a new bill will be sent out.”