

How Do I Protest?

(Step by Step Directions)

Step 1: Turn in your Protest Form by Your Deadline

There are two ways to do this:

1. Through the eFile Portal (fill out the protest form in the Portal)
2. Download and print out a protest form and either
Mail it to: DCAD, 3911 Morse St, Denton, TX 76208 (or)
Drop it off at the front of our building (same address)

The quickest and most efficient way to file is through our eFile Portal.

Please check the bottom of your Notice to confirm your own deadline. There is not one set deadline.

Step 2: Upload Evidence

If you have evidence or documentation you would like to submit to support your opinion of value, please do so through the eFile Portal, mail it in or bring it to 3911 Morse St, Denton.

Helpful evidence includes:

Closing statements, estimates of repair, fee appraisals, inspection reports, current photos with date stamp or recent comparable sales data.

Step 3: DCAD Appraiser will reach out to you

Once DCAD receives your Protest Form, a DCAD appraiser will review your protest and will contact you through the eFile portal or schedule you for an ARB hearing.

★ Please be patient with us, there are only 30 appraisers and 120k protests. Please wait for us to contact you through the eFile Portal, telephone, or mail. Thank you!

Step 4: Informal Review

When submitting a protest form, a property owner/ agent can request an informal review with a DCAD appraiser.

Informals can be done through the new messaging feature in the eFile portal, or by telephone, or in-person. *The most efficient way to file a protest and have an informal settlement discussion is through the eFile Portal. This portal allows property owners to skip the lines and never leave their home or office.

In-person meetings may have a longer wait time due to a staffing shortage, but can be shortened by using our virtual waiting room. **Please text “DENTON CAD” to (952) 649-6591 or call (940) 205-4077 to join the virtual waiting room.** The system will text you before your scheduled meeting time, so you can wait in the comfort of your home. Estimated wait times vary based on the number of taxpayers in the queue.

Step 5: Hearing with the Appraisal Review Board (ARB)

If the property owner can reach an agreement (electronically or in person) with the DCAD appraiser, prior to the date of their scheduled ARB hearing, the ARB hearing will be canceled, the settlement will be recorded, and the protest will be closed out. If there is NOT an agreement made prior to their scheduled hearing, the owner will need to proceed with their ARB hearing at the scheduled date and time. The ARB is requesting hard copies of your evidence for all in-person hearings.

For all ARB hearings, including telephone or video conference hearings, you will be mailed a notice of protest hearing at least 14 days prior to the scheduled hearing. The notice will include details on the exact time and location of the hearing, and for telephone or video conference hearings, it will give detailed information on how to call and check in prior to the hearing time. Please allow a 2-hour window for all phone/video ARB hearings. Also, you must provide a valid daytime phone number and email address for your phone/video hearing. Please note: ARB video hearings will be held later in the protest season and DCAD cannot provide technical support for secure connections to the video conference.

DCAD's mailed evidence and the evidence you submit prior to your hearing will be the only evidence that is discussed at your hearing. ★