



DEPARTMENT OF REAL ESTATE ASSESSMENTS

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Dear Property Owner/Manager:

Every year the Department of Real Estate Assessments (DREA) collects Income and Expense information from commercial property owners to assist us in making our annual fair market value assessments. In the past, we have mailed out paper forms to you that are cumbersome to fill out and require you to mail them back to us - where we in return - hand enter the information into our computerized data base. This year, we created a web-based on-line filing system to make it easier and simpler for property owners to file their information - and to eliminate the error prone and inefficient hand entry of data on our end. Additionally, we have designed the system so that it will be even easier for you to file in future years. Next year we will provide you with the information that you provide us this year - so that all you will have to do is update the information that has changed in the past year - rather than file a wholesale new submission.

The **instructions** are on the back of this letter. You can be assured that the form is designed to be confidential and secure; the information you enter will be as safe as if it were submitted to our office in paper form. Access to an individual property's form is password protected. In addition, state law (Code of Virginia Section 58.1-3) protects the confidentiality of the information.

It is **very important** for you to furnish us with full and accurate statements of income and expenses for two reasons. First and foremost, this information will be used to determine the ranges of operating characteristics and the investment criteria in the marketplace so that our fair market value assessments can be as accurate as possible. We want **to work with you** – up front – to make sure that our assessments are fair and equitable. Second, failure to furnish the statements of income and expenses in a timely manner will preclude the owner from utilizing such information as evidence in any future judicial proceeding under Code of Virginia Section 58.1-3984. However, **properties that are owner-occupied are not required to file.**

The forms have also been revised. There are fewer forms overall, as four of the forms have been merged into one. Please read the instructions fully, contact us with any questions, and feel free to suggest any improvements for next year. We look forward to working with you.

Sincerely,

The Department of Real Estate Assessments

Instructions for Filing Online

PLEASE NOTE: PROPERTIES THAT ARE OWNER-OCCUPIED DO NOT NEED TO FILE

First you will need to create an Alex web account by going to the City's website: <https://apps.alexandriava.gov/Login/COARegister.aspx>. Once you have created an account, you can proceed to the online form. **Remember to record your login and password information.**

The following property classes are now, for the purposes of the I&E Survey, considered one class and should all utilize the **Commercial Income and Expense Survey** form: (1) Office Buildings; (2) General Commercial; (3) Warehouses; and (4) Vacant Land/Parking Lot.

The following classes and their forms have remained the same: (1) Apartments; (2) Shopping Centers; (3) Hotels; and (4) Elderly Housing.

To reach the online form, go to: <https://apps.alexandriava.gov/Login/Default.aspx> or click on the link called **"New Online Income and Expense Survey"** on our website: <http://alexandriava.gov/realestate/>. Using your new account login and password, log into the system. The database will then ask you to enter additional information, such as address and phone number.

Next you will reach a screen that says: "No account found. Please Click Search to search for an account." Click on the **"Search"** button. You will then be asked to search for your property using one of the following: (1) property account number; (2) property owner's name; or (3) property address. If the search is successful, the property information will appear below the search parameters. Select the property by checking the box to the left of the property information and clicking the **"Add Account"** button. Once you have added the account, a screen will appear with the property information next to a button that says **"Select."** Click the **"Select"** button to begin the Survey.

When filling out the form, please make sure that **every question** is answered. Those that have a value of zero should be noted as such. Please place a **"0"** in the appropriate cells. Additionally, please make sure that you follow the provided online instructions as well; they highlight vital processes such as making sure that you click the **"Save"** button after every section, which will signal the form to calculate the totals of the sections you have filled out. Please review these totals carefully to ensure that the screen matches your records. The **"Save"** button will also allow you to save your work and return to the form later.

Once you feel comfortable that all your entries are correct, please make sure to **submit** your survey by first clicking in the **"Save"** button at the bottom of the form, which will bring up a text box with three options: (1) Save; (2) Submit; (3) Cancel. Click the **"Submit"** button to submit the survey. Please note that **once the submit button has been clicked, no further changes to the form can be made.** You will be able to access the survey and print a copy for your records using the **"Print Survey"** button, but you will no longer be able to make changes to the form. When you print the form, a PDF with your responses will pop up, allowing you to save the form as a PDF and/or print out a paper copy.

If you prefer not to submit the form online, paper forms are available. To download a form from our website, visit us at <http://alexandriava.gov/realestate/info/default.aspx?id=1664>. If you would like a paper form mailed to you, please email us at realestate@alexandriava.gov or call us at 703.746.4646.

An electronic version of these instructions, and a live link to all the links listed above are available on our website: <http://alexandriava.gov/realestate/>.