

City of Malden Assessor's Office

Annual Report: 2022 Accomplishments. 2023 Goals.



Who Works in the Assessors Office?

- Nate Cramer, Director (Since 2020)
- Diane Macken, Assistant Assessor (Since 2016)
- Melissa Comita, Clerk Supervisor (Since 2013)
 - Joanne Settemio, Clerk (Since 1999)
 - Erin Simpson, Clerk (Since 2022)

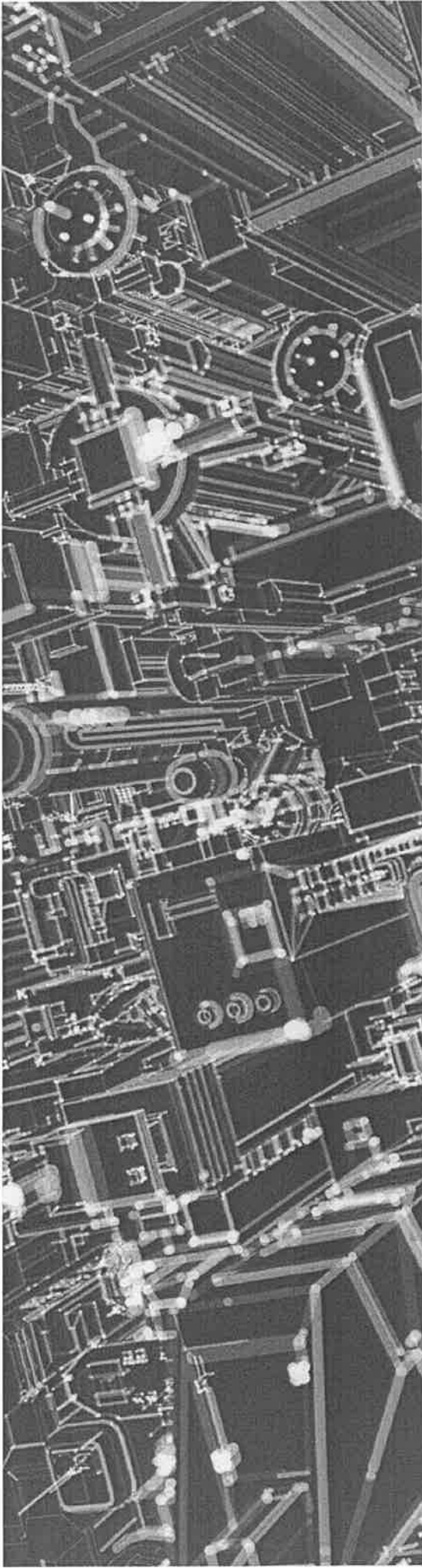
What Does the Assessors Office Do?

- Determines and updates annually fair and equitable valuation of all real and personal property in the city
- Commits real and personal property values to the treasurer
- Commits motor vehicle excise to treasurer
- Holds annual classification hearing
- Grants/Denies MV/Real & Personal/Statutory abatements & exemptions
- Certifies abutters lists
- Keeps database updated through inspections, building permits & deeds
- Taxpayer interaction at the counter, on the phone and via e-mail
- Provide information to appraisers, brokers & attorneys as requested

By the Numbers

- Over 10,000 incoming phone calls
- 30,000+ e-mails
- 500+ Residential Exemption apps sent
- 110 3ABC forms sent
- 100+ Statutory Exemption apps sent
- 750+ I&E forms sent
- 1,500+ FOL forms sent
- 1,500+ MV Abatements
- Avg 4 sick days per employee in 2022

	RE Abatement Applications
FY23	42
FY22	65
FY21	67
FY20	157



Accomplishments & Goals

Calendar 22 Accomplishments / Calendar 23 Goals



Calendar 2022 Accomplishments

- Reduced number of ATB cases to 2, from 57 when Nate came on board in 2020
- Took a more pro-active approach with taxpayers to lower the number of real estate abatement applications. This year we are down to 42, from an average of 150/yr prior to 2020
- Continue to work with multiple departments to ensure only those who are entitled to the residential exemption are receiving it, currently at an all time low of less than 8,200
- Continue to cross-train staff that are interested in broadening their knowledge of assessing
- Participation in youth employment/senior employment programs was very helpful with special projects, specifically archives & mailings

Calendar 2023 Goals

- Upgrade Patriot Properties Software (carryover from 2022)
- Continue to cross-train staff – will be ongoing
- Continue to find educational opportunities through MAAO/IAAO and other resources (Excel classes, DOR classes, etc.)
- NearMap- this is a software that can be used city-wide
- Continue to work on office procedures manual
- Create a data collection manual, followed by staff and accessible by public to help them better understand their property record cards.
- Abutters lists- we currently do not charge for this, and we should be. We are working on a fee study
- Scan all archives, make them available to the public
- Personal Property database

Questions?

Thank You!

Nate Cramer
Director of Assessing
781-397-7100
ncramer@cityofmalden.org