



City of Malden Assessor's Office

Annual Report: 2021 Accomplishments, 2022 Goals.



Who Works in the Assessors Office?

- Nate Cramer, Director (Since 2020)
- Diane Macken, Assistant Assessor (Since 2016)
- Elisabeth Dicko, Clerk Supervisor (Since 2021)
- Melissa Comita, Clerk (Since 2013)
- Joanne Settemio, Clerk (Since 1999)

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
- 600+ I&E forms sent
- 400+ FOL forms sent
- 1,500 MV Abatements
- Three languages (English, French, Wolof)

RE Abatement Applications

FY22 65

FY21 67

FY20 157



Accomplishments & Goals

Calendar 21 Accomplishments / Calendar 22 Goals



Calendar 2021 Accomplishments

- Revamped the process for Residential Exemptions- currently lowest since 2014
- Sales review available at MyMalden
- Significantly reduced use of paper- working towards becoming paperless
- Forms/Applications
 - Updated to be more user/language friendly
 - All forms available as fillable PDF's on website
- Automated building permit process- hoping to do the same for deeds
- Multiple staff trainings through MAAO
- Office procedures manual
- FAQ's on website
- Statutory Exemption spreadsheet- allows us to send reminders for those that may forget

Calendar 2022 Goals

- Upgrade Patriot Properties
- Continue to cross-train staff
- Continue to find educational opportunities through MAAO/IAAO
- NearMap- this is a software that can be used city-wide
- Complete office procedures manual
- Continue to work on making the office more accessible for non-English speakers

Questions?

Thank You!

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