

**Realty Data Systems LLC**  
2 Majestic Avenue – Suite 2  
Lincroft, NJ 07738  
Tel: 732.276.1057  
Fax: 732.276.1056  
[www.rdsnj.com](http://www.rdsnj.com)



Serving New Jersey Municipalities

August 1, 2020

**To: Municipal Tax Assessors**  
**Fr: Realty Data Systems LLC (RDS)**  
**Re: Monmouth County Board of Taxation (MCTB) Resolution  
Revised Inspection Process**

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We previously shared some information on steps which RDS has taken to ensure the safety of both residents and our inspection teams, while maintaining the continuity of your data collection projects.

As you know, property inspections are a key component of the reassessment process which maintains the fair allocation of tax burdens required to fund municipal, county and local school budgets.

In order to complete these projects in a shortened time frame resulting from the COVID-19 pandemic and to address health concerns, we want to share our current inspection process.

This process is consistent with the MCTB Resolution passed on June 25, 2020, which reflected the input of the Monmouth County Tax Assessor's Association, the MCTB's Technology Committee and RDS, and endorsed the use of technology to obtain critical interior data to adapt to our post pandemic "new normal".

While this process varies from traditional methods outlined in some data collection agreements, we believe it also demonstrates the commitment of local governments to respect the health concerns of their residents while maintaining the quality of collected property data.

#### Inspection Process

All RDS projects will follow the inspection process contained in the MCTB's Resolution, as follows:

- (1) All residents will receive an advance mailing notifying them that their properties are scheduled for inspection. This mailing will include instructions for completing a "remote virtual" (RV) interior inspection using our video technology.
- (2) Each property will be visited for an exterior inspection and photographs to record and verify measurements, exterior conditions and any primary or

accessory improvements.

Inspectors will knock on each door during this visit and supply a door hanger, before backing away to respect social-distancing during any conversations with residents.

Each resident who is present will be offered their choice of a physical or RV interior inspection, with instructions for the RV also being contained on the door hanger for any residents who are not present.

- (3) A second notification mailing will be made to all residents for whom an interior inspection has not been completed, which will again contain instructions for completing an RV inspection.
- (4) RDS will complete RV inspections for all residents contacting us prior to the conclusion of each project, which will be kept open for an additional 2 weeks following the final notification mailing.

### RV Inspections

RDS has made significant investments in new technology, personnel and office space to provide the most effective and user-friendly “virtual” inspection process available from any vendor.

Residents do not need an appointment, so an RV inspection can be completed at their convenience. They can contact our office any weekday between 9am and 5pm using their smartphone, tablet or other device capable of video calls, and no app downloads are necessary.

In order to respect privacy concerns, no recordings are made during RV inspections, which is also specified on all RDS mailings and door hangers.

Our RV process has been very well-received by residents and municipal officials - and has already been utilized by more than 15 municipalities (and counting) during 2020.

Finally, please note that for any physical interior inspections requested by residents, all RDS personnel wear face masks and respect social-distancing. In addition, the names of residents present for inspections will be inputted by our personnel so that signatures are not required (which would result in residents handling the same tablet and stylus).

We are confident this improved process will limit anticipated increases in refusal rates resulting from COVID-19, while making every effort to maintain data quality and resident cooperation.

Upon municipal authorization, we begin implementing this process in each RDS project.

Thank you and please feel free to reach out to RDS if you have any questions.

We hope that you and your families are doing well.