



Franklin County Auditor's Homeowner Assistance Program



Homeowner Information Sheet

The Franklin County Auditor's Homeowner Assistance Program connects volunteer real estate and legal experts with low-to-moderate income homeowners to assist with understanding their property value and navigating the Board of Revision (BOR) process. The conversations with program participants will address the homeowner's opinion of value, whether the homeowner should file a BOR complaint, and how great of a change in value should be requested. Volunteers can register for a one, two, or three-hour volunteer shift. The program is available to homeowners in Franklin County with gross annual incomes below \$75,000.¹

Clinics will be held in-person, virtually, and over the phone. Filing a BOR complaint allows property owners to schedule a hearing to contest the Auditor's appraised value of their property, used for taxation purposes. The clinics are designed to assist property owners with understanding their value and filing a BOR complaint, if appropriate.

In-Person Clinics

February 3rd	9:30am-12:30pm	Linden Library
February 24th	9:30am-12:30pm	Southeast Library
March 2nd	10:00am-12:00pm	MLK Library
March 9th	10:00am-2:00pm	Hilltonia Middle School
March 23rd	9:30am-12:30pm	Parsons Library

Zoom and Phone Clinics

Volunteers will be available to meet over Zoom or over the phone on: February 8th (6:00pm-8:00pm), February 17th (10:00am-12:00pm), February 29th (6:00pm-8:00pm), March 14th (6:00pm-8:00pm), and March 28th (6:00pm-8:00pm).

To register, complete the online registration form (link below) **OR** call 614-525-HOME.

Registration Form: <https://calendly.com/franklincountyhap>

Volunteer Opportunities:

Volunteers can sign up for the entire clinic or for a one-hour time slot for any of the clinics listed above.

In-person and Zoom clinics: volunteers are required to be at the clinic location or logged onto the provided Zoom meeting link 10 minutes prior to their first appointment time. Volunteers will need their own laptop or tablet to view the online property record and assist with e-filing. Paper copies of the DTE-1 complaint form will be available for in-person clinics.

Phone Clinics: The Auditor's Office staff will provide volunteers with a list of property owners and their phone numbers. Volunteers should make their assigned phone calls during the appointment window.

¹ The income eligibility threshold for homeowner participants is \$75,000. The threshold is based on data analysis from the Kirwan Institute 2020 [study](#), "Franklin County: Investigating the Appraisal Process (July 2020)."

Questions or concerns? Contact Michaella Radich at michaella.radich@franklincountyohio.gov