

Complaint # _____

Tracking Number TRACK0123514

Received 10/5/2021 3:19:34 PM

Division Property Tax Consultants

Complainant

Complainant Randall C. Armstrong

email **ramstrong@tad.org**

Company Tarrant Appraisal District

Address 2500, Handley-Ederville Rd.

City/State/Zip Fort Worth, TX 76118

Willing to testify at hearing: **Yes**

Work Ph

Home Ph

Mobile Ph

FAX

Respondent

Respondent Chandler Crouch

email

Company/Facility Chandler Crouch Realtors

Physical Address

City/State/Zip Fort Worth, TX

Mailing Address

City/State/Zip

ID/License No 12363

Work Ph

Mobile Ph

FAX

10-06-2021 07:49:12

On-Line (Web) Complaints

Tracking Number TRACK0123514

Explanation

October 5, 2021

Property – 7308 John McCain Rd.
 CAD account # - [REDACTED]
 Complaint – Charge

Chandler Crouch, Property Tax Consultant (TDLR # 12363), through his misrepresentation of facts and abuse of his dual positions as both a Property Tax Consultant and a Licensed Texas Realtor/Broker intentionally misled members of the Tarrant Appraisal Review Board (TARB) with his testimony in a "market value" protest hearing on June 16, 2021.

The protest hearing on 6/16/21 referenced above was for the property located at 7308 John McCain Rd, (CAD account number [REDACTED]) in Colleyville Texas. At the time of the TARB hearing the subject property was listed for sale by Mr. Crouch, the Broker/Realtor, for \$2,530,000. (See attached Chandler Crouch Facebook listing) Mr. Crouch is also the authorized tax agent for all property tax matters for the property located at 7308 John McCain Rd. (See Attached Appointment of Agent Form). In this hearing the CAD representative presented recent sales in the subject neighborhood with an indicated market value of \$1,123,844 (See attached CAD Comparables Report).

In the TARB hearing Mr. Crouch, the Property Tax Consultant, testified under oath that the "market value" of the property was \$882,000. (See attached TARB worksheet) He never once disclosed the fact that the home was currently listed for sale for \$2,530,000 by Mr. Crouch, the Realtor, during his sworn testimony before the TARB (See attached Facebook listing). This is at best a misrepresentation of the truth and at worst, unethical and certainly lacks transparency on his part. One of the basic principles of the National Association of Realtors Code of Ethics is: "avoid exaggeration, misrepresentation, and concealment of pertinent facts" (See attached Basic Principles of the NAR Code of Ethics).

In the TARB hearing Mr. Crouch did present misleading testimony that 7308 John McCain Rd. suffered \$31,812 of "water damage" as his justification for requesting a value reduction to \$882,000 from the 2021 CAD notified value of \$1,090,164 (See attached Property Value Notice) for a property worth more than \$2,000,000. This alleged water damage he presented as justification for a value reduction to the TARB is not listed in the seller's disclosure document that as the listing broker, Mr. Crouch had privy to during the June 2021 TARB hearing. It is also my opinion that any damage from water to the property occurred after the January 1, 2021 assessment date and should not have been presented or considered in the TARB hearing. Mr. Crouch was fully aware of this fact and chose instead to mislead the TARB panel that the water damage existed on January 1, 2021.

Page 1

As the facts are brought to light on this situation Mr. Crouch will bring shame to the Texas Association of Property Tax Consultants, Texas Department of Licensing and Regulation, Institute for Professionals in Taxation and the Texas Property Tax industry as a whole.

As the Registered Property Tax Consultant for 20,000 plus property owners in Tarrant County, Mr. Crouch files thousands of protests annually that he cannot possibly responsibly and properly represent. The property at 7308 John McCain is only one example of the mockery of the current tax system he continues to make at the expense of other taxpayers in Tarrant County. There are many other misrepresentations of properties that he serves as both the tax agent and the commissioned broker that will also be disclosed as needed.

Factors for Consideration:

Seriousness

Misrepresentations of fact in TARB hearings to achieve unwarranted value reductions by Mr. Crouch will likely continue only to promote his name and real estate brokerage. Mr. Crouch's actions do in-fact create equity issues and inconsistent market values for all taxpayers in Tarrant County. Additionally, 7308 John McCain will most likely sell at a value far greater than the \$882,000 Mr. Crouch testified to before the TARB and will potentially harm Tarrant CAD in the annual property value performance study conducted by the Texas Comptroller's Office. These tactics and his continued mockery and criticism of the property tax system should not be allowed. I believe these actions warrant a thorough and serious investigation on the part of your agency.

66.100. Code of Ethics and Professional Responsibility. (Amended effective February 1, 2006, 31 TexReg487)

(j) A registrant shall not knowingly furnish inaccurate, deceitful, or misleading information to a client or employer, a prospective client or employer, or a public agency or representative of a public agency.

Respectfully,

Randy Armstrong
 Director of Residential Appraisal
 Tarrant Appraisal District
 rarmstrong@tad.org
 817-595-6088 Page 2

Attachments:

2021 Property Value Notice – 7308 John McCain Rd.
 Recording of Tarrant ARB Hearing – 7308 John McCain Rd.
 CAD Worksheet - TARB Hearing – 7308 John McCain Rd.
 Chandler Crouch Affidavit of Evidence – 7308 John

Complaint # _____

Tracking Number TRACK0126372

Received 12/22/2021 11:36:40 AM

Division Property Tax Consultants

Complainant

Complainant Randall C Armstrong

email rarmstrong@tad.org

Company Tarrant CAD

Address 2500 Handley-Ederville Rd.

City/State/Zip Fort Worth, TX 76118

Willing to testify at hearing: **Yes**

Work Ph

Home Ph

Mobile Ph

FAX

Respondent

Respondent Chandler Crouch

email

Company/Facility Chandler Crouch Realtors

Physical Address

City/State/Zip Fort Worth,

Mailing Address

City/State/Zip

ID/License No

Work Ph

Mobile Ph

FAX

12-27-2021 08:29:20

On-Line (Web) Complaints

Tracking Number TRACK0126372

Explanation

December 22, 2021

Property - [REDACTED]

CAD account # - [REDACTED]

Complaint – Charge also delivered VIA certified mail receipt 7009 3410 0001 2279 6205

Chandler Crouch, Property Tax Consultant (TDLR # 12363), through his misrepresentation of facts and abuse of his dual positions as both a Property Tax Consultant and a Licensed Texas Realtor/Broker intentionally misled members of the Tarrant Appraisal Review Board (TARB) with his sworn testimony in a "market value" protest hearing on November 3, 2021.

The protest hearing on 11/03/21 referenced above was for the property located at [REDACTED] CAD account number [REDACTED] in Fort Worth Texas. Mr. Crouch submitted a false affidavit of evidence on May 28, 2021 falsely listing the owner of the property as W.P. Johnson. (1. - See attached Property Owner's Affidavit of Evidence) Mr. Johnson sold the property to his Property Tax Consultant, Chandler Crouch, on 04/28/2021 for \$256,000. The fact that the property had recently sold to Mr. Crouch was not disclosed by Mr. Crouch in the sworn affidavit he submitted to the TARB. (2. - See attached Trulia Sale Document) Mr. Crouch did submit an Appointment of Agent Form listing himself as the authorized agent for Mr. Johnson for property tax matters (3. - See Attached Appointment of Agent Form). In this hearing before the TARB the CAD representative presented recent market sales data in the subject neighborhood with an indicated market value of \$236,429 (4. - See attached CAD Comparables Report). The indicated market value of \$236,429 for [REDACTED] was easily supported by the sales comps presented by the CAD representative.

Despite the fact that Mr. Crouch had full knowledge that the property had recently sold for \$256,000 (emphasis added) he submitted an affidavit to the TARB requesting a reduction in the market value to \$214,423. His affidavit attempted to discredit the evidence submitted by TAD by making inappropriate and misleading adjustments for the appearance that [REDACTED] is an inferior property to the sales comps presented by the CAD representative and worth only \$214,423. This is truly a mockery of Section 23.01(a) of the Property Tax Code (10. - See Attached), "Except as otherwise provided by this chapter, all taxable property is appraised at the market value as of January 1".

In the TARB hearing Mr. Crouch, the Property Tax Consultant, testified under oath that the "market value" of the property should be reduced to \$214,423. (5. - See attached TARB worksheet) He never once disclosed the fact that he had purchased the home on 04/28/2021 for \$256,000 (emphasis added). This is at best a misrepresentation of the truth and at worst, unethical and certainly lacks transparency on his part (6. - See attached General Warranty Deed).

As the facts are brought to light on this situation Mr. Crouch will bring shame to the Texas Association of Property Tax Consultants, Texas Department of Licensing and Regulation, Institute for Professionals in Taxation and the Texas Property Tax industry as a whole.

As the Registered Property Tax Consultant for 22,000 plus property owners in Tarrant County, Mr. Crouch files thousands of protests annually that he cannot possibly responsibly and properly represent. The market value protest he filed for the property located at [REDACTED] is another example of the mockery of the current tax system he continues to make at the expense of other taxpayers in Tarrant County.

Factors for Consideration:

Seriousness

Misrepresentations of fact in TARB hearings to attempt to achieve unwarranted value reductions by Mr. Crouch will likely continue only to promote his name and real estate brokerage. Mr. Crouch's actions do in-fact create equity issues and inconsistent market values for all taxpayers in Tarrant County. Mr. Crouch's tactics and his continued mockery and criticism of the property tax system should not be allowed. I believe these actions warrant a thorough and serious investigation on the part of your agency. As a licensed Property Tax Consultant Mr. Crouch is required to conduct business according to a Code of Ethics as follows (7. - See Attached Code of Ethics) : PROPERTY TAX CONSULTANTS CODE OF ETHICS Texas Occupations Code, Chapter 1152 requires that registrants read and submit to a code of ethics. This requirement is part of the Property Tax Consultants registration application.

Rule 66.20 (f) reads as follows: (f) Individuals who are registered under Texas Occupations Code, Chapter 1152 shall certify that the registrant has read and submits to the code of ethics as follows:

(f) (4) shall not engage in any activity that constitutes dishonesty, fraud, or gross incompetency while performing property tax consulting services;

(f) (10) shall not knowingly furnish inaccurate, deceitful, or misleading information to a client or employer, prospective client or employer or to a public agency or representative of



TEXAS DEPARTMENT OF LICENSING & REGULATION

COMPLAINT FORM

Your Tracking Number is: TRACK0126372

The complaint you filed with the Texas Department of Licensing and Regulation has been received and forwarded to Enforcement Intake staff for review. We appreciate you bringing your concerns to our attention. This matter is important to us. Identifying violations of the law is one of the most essential functions of a regulatory agency. We will contact you again after we have completed our initial review of your complaint.

Additional documentation in support of your complaint may be faxed to (512)539-5698 or mailed to TDLR, P.O. Box 12157, Austin, Texas 78711. **Please include the tracking number shown above on all documentation related to this matter. Please do not send original documents. All documents you send us will be scanned, electronically saved, and then destroyed.**

Type of Complaint: Property Tax Consultant

A.

Would you be willing to testify if this case results in a hearing? Yes

B. You, as the complaining party:

Name: Randall C Armstrong

Company: Tarrant CAD

Address: 2500 Handley-Ederville Rd.

City/State/Zip: Fort Worth, TX 76118

Work Phone: 8175956088 Home Phone: Mobile Phone:

Fax: E-mail: ramstrong@tad.org

December 22, 2021 Property - 4648 Timken Tr. CAD account # [REDACTED] Complaint - Charge also delivered VIA certified mail receipt

C. The person or firm you are complaining about:

Name: Chandler Crouch

Company Name: Chandler Crouch Realtors

Physical Address:

City/State/Zip:

Mailing Address

City/State/Zip:

Office Phone: 18179284300 Fax: Mobile Phone:

E-mail: [REDACTED] License or Registration #:

RECEIVED	
TDLR MAIL ROOM	52
DEC 29 2021	
TOTAL	TYPE

D. EXPLANATION: Describe your complaint in detail.

7009 3410 0001 2279 6205 Chandler Crouch, Property Tax Consultant (TDLR # 12363), through his misrepresentation of facts and abuse of his dual positions as both a Property Tax Consultant and a Licensed Texas Realtor/Broker intentionally misled members of the Tarrant Appraisal Review Board (TARB) with his sworn testimony in a "market value" protest hearing on November 3, 2021. The protest hearing on 11/03/21 referenced above was for the property located at [REDACTED] (CAD account number [REDACTED] in Fort Worth Texas. Mr. Crouch submitted a false affidavit of evidence on May 28, 2021, falsifying the owner of the property as W.P. Johnson. (1. - See attached Property Owner's Affidavit. [Enter Another Complaint](#) [Print](#) [Exit](#) his Property Tax Consultant, Chandler Crouch, on 04/28/2021 for \$256,000. The fact that the property had recently sold to Mr. Crouch was not disclosed by Mr. Crouch in the sworn affidavit he submitted to the TARB. (2. - See attached Trulla Sale Document) Mr. Crouch did submit an Appointment of Agent Form listing himself as the authorized agent for Mr. Johnson for property tax matters (3. - See Attached Appointment of Agent Form). In this hearing before the TARB the CAD representative presented recent market sales data in the subject neighborhood with an indicated market value of \$236,429 (4. - See attached CAD Comparables Report). The indicated market value of \$236,429 for [REDACTED] was easily supported by the sales comps presented by the CAD representative. Despite the fact that Mr. Crouch had full knowledge that the property had recently sold for \$256,000 (emphasis added) he submitted an affidavit to the TARB requesting a reduction in the market value to \$214,423. His affidavit attempted to discredit the evidence submitted by TAD by making inappropriate and misleading adjustments for the appearance that [REDACTED] is an inferior property to the sales comps presented by the CAD representative and worth only \$214,423. This is truly a mockery of Section 23.01(a) of the Property Tax Code (10. - See Attached), "Except as otherwise provided by this chapter, all taxable property is appraised at the market value as of January 1". In the TARB hearing Mr. Crouch, the [Privacy and Security Policy](#) [Accessibility](#) [Open Records Policy](#) [Link Policy](#) [Compact with Texas](#) [Report Suspected Fraud](#) [Waivers Abuse](#) [Taxpayer Assistance](#) [Statewide Search](#) [Texas Homeland Security](#) [Texas Transparency](#) [Texas Veterans Portal](#) [Contact TDLR](#) market value" of the property should be reduced to \$214,423. (5. - See attached Warranty Deed). This home on 04/28/2021 for \$256,000 (emphasis added). This certainly lacks transparency on his part (6. - See attached General Warranty Deed). As the facts are brought to light on this situation Mr. Crouch will bring shame to the Texas Association of Property Tax Consultants, Texas Department of Licensing and Regulation, Institute for Professionals in Taxation and the Texas Property Tax Industry as a whole. As the Registered Property Tax Consultant for 22,000 plus property owners in Tarrant County, Mr. Crouch files thousands of protests annually [REDACTED] that he cannot possibly responsibly and properly represent. The market value protest he filed for the property located at [REDACTED] is another example of the mockery of the current tax system he continues to make at the expense of other taxpayers in Tarrant County. Factors for Consideration; Seriousness Misrepresentations of fact in TARB hearings to attempt to achieve unwarranted

value reductions by Mr. Crouch will likely continue only to promote his name and real estate brokerage. Mr. Crouch's actions do in-fact create equity issues and inconsistent market values for all taxpayers in Tarrant County. Mr. Crouch's tactics and his continued mockery and criticism of the property tax system should not be allowed. I believe these actions warrant a thorough and serious investigation on the part of your agency. As a licensed Property Tax Consultant Mr. Crouch is required to conduct business according to a Code of Ethics as follows (7. - See Attached Code of Ethics) : PROPERTY TAX CONSULTANTS CODE OF ETHICS Texas Occupations Code, Chapter 1152 requires that registrants read and submit to a code of ethics. This requirement is part of the Property Tax Consultants registration application. Rule 66.20 (f) reads as follows: (f) Individuals who are registered under Texas Occupations Code, Chapter 1152 shall certify that the registrant has read and submits to the code of ethics as follows: (f) (4) shall not engage in any activity that constitutes dishonesty, fraud, or gross incompetency while performing property tax consulting services; (f) (10) shall not knowingly furnish inaccurate, deceitful, or misleading information to a client or employer, prospective client or employer or to a public agency or representative of a public agency

Chandler Crouch TDLR Complaint – TDLR License # 12363 – 9500 Ray White Rd. Fort Worth, TX 76244

December 21, 2021

Property – [REDACTED]

CAD account # - [REDACTED]

Complaint – Charge also delivered VIA certified mail receipt 7009 3410 0001 2279 6205

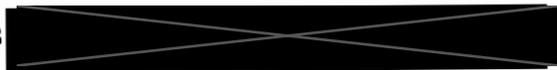
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Respectfully,

Randy Armstrong, Director of Residential Appraisal

Tarrant Appraisal District

rarmstrong@tad.org

817-595-6088

Attachments:

1. Chandler Crouch Affidavit of Evidence (Form 50-283) – [REDACTED]
2. Trulia Sales Information – [REDACTED]
3. Chandler Crouch Appointment of Agent Form (Form 50-162) – [REDACTED]
4. CAD Comparables Report – Residential Sales
5. CAD TARB Worksheet - TARB Hearing – [REDACTED]
6. General Warranty Deed – [REDACTED]
7. TDLR Property Tax Consultants Code of Ethics – Texas Occupations Code Chapter 1152
8. TDLR License Data – Chandler Crouch
9. 2021 Property Value Information Notice – [REDACTED]
10. Tax Code – 23.01 (a)

Property Owner's Affidavit of Evidence

Form 50-283

Tax Year **2021**

Tarrant

Appraisal District's Name

Appraisal District Account Number (if known)

GENERAL INSTRUCTIONS: This form is for use by a property owner to offer and submit evidence and/or argument for an appraisal review board (ARB) protest hearing by telephone conference call or written affidavit pursuant to Tax Code Section 41.45.

FILING INSTRUCTIONS: This affidavit and evidence for the hearing may be submitted to the ARB either in paper or on a small portable electronic device (such as a CD, USB flash drive or thumb drive) which will be kept by the ARB.

SECTION 1: Property Owner or Lessee

JOHNSON, W P (Agent Chandler Crouch #11730)

Name of Property Owner or Lessee

Mailing Address, City, State, Zip Code

Contact agent at: 817-928-4300

Contact agent at: [REDACTED]

Phone Number (area code and number)

Email Address*

* An email address of a member of the public could be confidential under Government Code Section 552.137; however, by including the email address on this form, you are affirmatively consenting to its release under the Public Information Act.

SECTION 2: Property Description

Physical Address, City, State, Zip Code (if different than above)

If no street address, provide legal description.

Mobile Home Make, Model and Identification Number (if applicable)

SECTION 3: Reasons for Protest

To preserve your right to present each reason for your protest to the ARB according to law, be sure to select all boxes that apply. Failure to select the box that corresponds to each reason for your protest may result in your inability to protest an issue that you want to pursue.

- | | |
|---|---|
| <input checked="" type="checkbox"/> Incorrect appraised (market) value. | <input type="checkbox"/> Ag-use, open-space or other special appraisal was denied, modified or cancelled. |
| <input checked="" type="checkbox"/> Value is unequal compared with other properties. | <input type="checkbox"/> Change in use of land appraised as ag-use, open-space or timberland. |
| <input type="checkbox"/> Property should not be taxed in _____
(name of taxing unit) | <input type="checkbox"/> Incorrect appraised or market value of land under special appraisal for ag-use, open-space or other special appraisal. |
| <input type="checkbox"/> Property is not located in this appraisal district or otherwise should not be included on the appraisal district's record. | <input type="checkbox"/> Owner's name is incorrect. |
| <input type="checkbox"/> Failure to send required notice. _____
(type) | <input type="checkbox"/> Property description is incorrect. |
| <input type="checkbox"/> Exemption was denied, modified or cancelled. | <input type="checkbox"/> Incorrect damage assessment rating for a property qualified for a temporary disaster exemption. |
| <input type="checkbox"/> Temporary disaster damage exemption was denied or modified. | <input type="checkbox"/> Other: _____ |

SECTION 4: Evidence

Attach evidentiary materials (such as letters, receipts, deeds, photographs, etc.) to be submitted with this affidavit.

Provide the total number of pages or images submitted as evidence with this affidavit: **9**

SECTION 5: Statement of Facts or Arguments

State all facts or arguments that may help resolve your case.

TAD's proposed market value is incorrect and/or the property is not being equally valued when compared to other properties as supported by the attached evidence. Attached you will find my opinion of value and supporting evidence for both Market Value and/or Unequal protests.

SECTION 6: Hearing Type

Indicate how you intend to participate in the ARB hearing regarding your protest (select only one box).

- I do **not** intend to appear at the hearing, either in person or by telephone conference call.
This affidavit and the evidence and/or argument submitted with it may be used for the hearing if I do not appear in person at the hearing.
- I intend to appear **in person** at the hearing.
This affidavit may not be used for the hearing if I do appear in person at the hearing.
- I intend to appear **by telephone conference call** for the hearing.
This affidavit and the evidence submitted with it may be used for the hearing if I do not appear in person at the hearing.
If you decide later to appear by telephone conference call, you must provide written notice to the ARB at least 10 days before the hearing date and submit your evidence with an affidavit (if not previously done).

NOTE: You may change your mind and appear in person at the ARB hearing. You do not waive the right to appear in person at the hearing by submitting this affidavit to the ARB. If you indicate that you intend NOT to appear at the hearing or you do not complete this section of the form and you do not elect to appear by telephone conference call, the ARB is not required to consider the affidavit at a scheduled hearing, and may consider the affidavit at a hearing designed for the specific purpose of processing affidavits.

SECTION 7: Name and Signature

State of Texas

County of Tarrant

Before me, the undersigned authority, personally appeared Chandler Crouch, who, being by me duly sworn, deposed as follows:
Affiant Name

1. My name is Chandler Crouch. I am of sound mind, capable of making this affidavit, and personally acquainted with the facts stated in this affidavit as well as any materials attached to this affidavit. I am submitting and offering any materials as evidence or argument to the ARB for consideration at the protest hearing for the property described in Section 2 of this affidavit.
Affiant Name
2. Any materials submitted with this affidavit as evidence were generated or collected by me or for me, and are the original or exact duplicates of the original.
3. Any materials I am submitting as evidence comprise a total of 9 pages or images and are described in Section 4 of this affidavit. I am attaching any materials in paper form or on a small portable electronic device (such as a CD, USB flash drive or thumb drive) onto which images of the materials have been loaded as prescribed by the ARB's hearing procedures.
4. The facts contained in this affidavit are true and correct, and the information reflected in any evidentiary materials attached to this affidavit are true and correct.

Signed on this 28th day of May, 20 21

Ci

Affiant Signature

SWORN TO AND SUBSCRIBED before me on the

28th day of May, 20 21

Jennifer Jameson

Notary Public, State of Texas

January 6, 2025

My Commission Expires

Jennifer Jameson

Notary's Printed Name



Important Information

GENERAL INFORMATION: This form is for use by a property owner to offer and submit evidence and/or argument for an appraisal review board (ARB) protest hearing by telephone conference call or written affidavit pursuant to Tax Code Section 41.45.

Property owners not appearing in person at a scheduled ARB protest hearing are required to offer and submit evidentiary materials (such as documents, photographs, etc.) or argument (such as a written statement that specifies the action of the appraisal district relating to the property from which relief is sought) by written affidavit delivered to the ARB before the hearing.

FILING INSTRUCTIONS: This affidavit and evidence for the hearing may be submitted to the ARB either in paper or on a small portable electronic device (such as a CD, USB flash drive or thumb drive) which will be kept by the ARB. Evidence should NOT be provided on a smart phone. Review the ARB's hearing procedures regarding the requirements to properly submit evidence on a small portable electronic device. **Do not file this document with the Texas Comptroller of Public Accounts.**

DEADLINES: The affidavit and evidence must be submitted to the ARB before the protest hearing begins.

Market Value Attached Statement of Facts and Evidentiary Materials

Account #: [REDACTED]

Property Address: [REDACTED]

The Owner's Comps have been formatted and adjusted to provide the ARB board members an easy to compare snapshot of the evidence.

SUMMARY OF OWNER EVIDENCE:

Comp value (Exhibit 1 attached):	\$214,423
Final Market Indicated Value:	\$214,423

My Opinion of Value for the Incorrect Market Value protest: **\$214,423**

Unequal Value Attached Statement of Facts and Evidentiary Materials

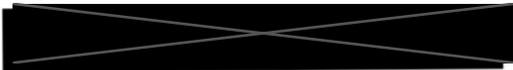
Account #: [REDACTED]

Property Address: [REDACTED]

The Owner's Comps have been formatted and adjusted to provide the ARB board members an easy to compare snapshot of the evidence.

SUMMARY OF OWNER EVIDENCE:

After properly adjusting the attached comparable properties, my Opinion of Value for the Unequal Value protest is:
\$210,253

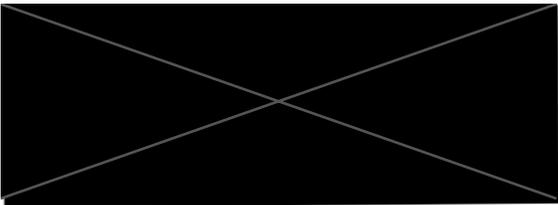


< Fort Worth



SOLD APR 28, 2021

30



4 Beds

2 Baths

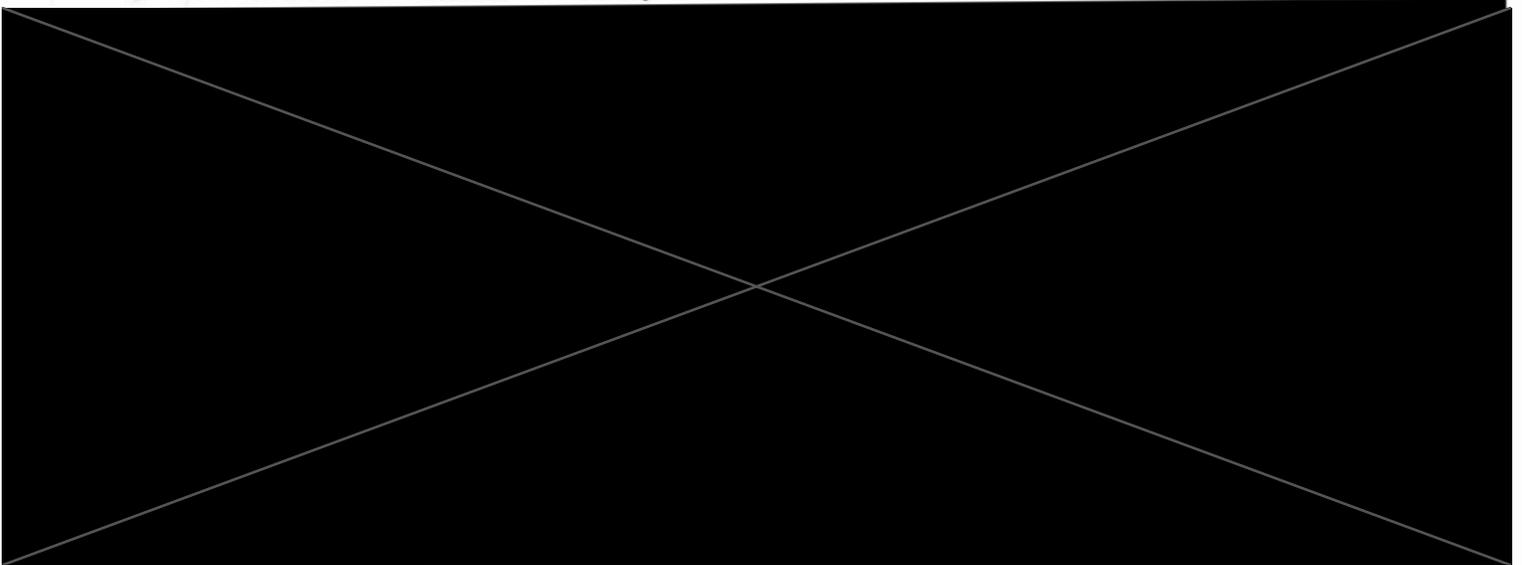
Local Information

Map

Schools

Crime

Shop & Eat

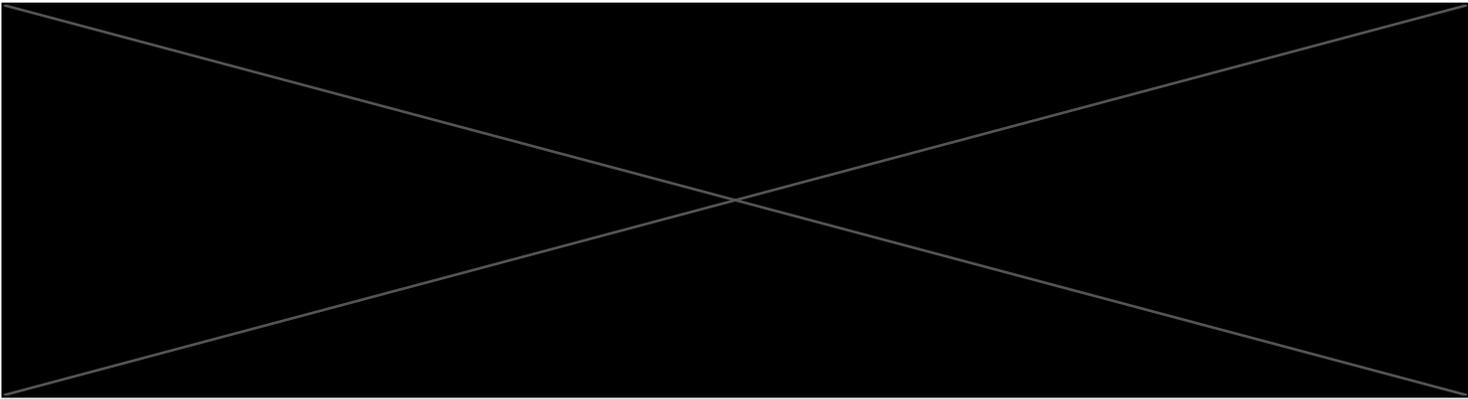


New Local Information



Get faster access to local insights and see your commute to anywhere on every listing.

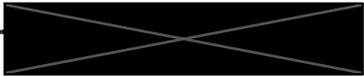




Home Highlights

- Parking
- Outdoor
- A/C
- HOA
- Price/Sqft
- 2 Car Garage
- Porch, Patio
- Heating & Cooling
- \$6/monthly
- No Info

Home Details for



Interior Features

Interior Details

- Number of Rooms: 8
- Types of Rooms: Dining Room, Living Room

Beds & Baths

- Number of Bedrooms: 4
- Number of Bathrooms: 2
- Number of Bathrooms (full): 2

See All





Fort Worth

trulia



RE/MAX Associates

Bought with: Chandler Crouch, Chandler Crouch, Realtors

Source

- Spectrum Available

Price History for

Date	Price	Event	Source
03/08/2021	\$256,000	Pending	
03/08/2021	\$256,000	Listed For Sale	

Property Taxes and Assessment

Year	2020
Tax	\$5,651
Assessment	\$217,004

Home facts updated by county records

Price Trends

For homes in

*Based on the Trulia Estimate ⓘ

\$299,199
 Typical home value
 This home: \$289,800 **3% below***

\$298
 Typical Home Value by sqft

Price trends provided by third party data sources.



Appointment of Agent for Property Tax Matters

This form is for use by a property owner in designating a lessee or other person to act as the owner's agent in property tax matters. You should read all applicable law and rules carefully, including Tax Code Section 1.111 and Comptroller Rule 9.3044. This designates the appropriate appraisal district. Once effective, this designation will be in effect until the earlier of (1) the expiration date, if any, designated by the owner or the owner's designated agent, or (2) the expiration date, if any, designated by the owner or the owner's designated agent. In some cases, you may want to contact your appraisal district or other local taxing units for free information before designating an agent.



Tarrant

Appraisal District Name _____ Date Received (appraisal district use only) _____

STEP 1: Owner's Name and Address

W P Johnson II, N M Leger Johnson

Name _____ Telephone Number (include area code) _____



Address _____



City, State, Zip Code _____

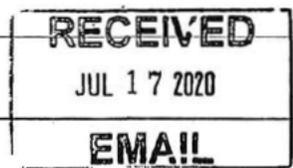
STEP 2: Identify the Property for Which Authority is Granted. Identify all property for which you are granting the agent authority and, unless granting authority for all property listed for you, provide at least one of the property identifiers listed below (appraisal district account number, physical or situs address, or legal description). A chief appraiser may, if necessary to identify the property, request additional information. In lieu of listing property below, you may attach a list of all property to which this appointment applies, denoting the total number of additional pages attached in the lower right-hand corner below.

- (check one)
- all property listed for me at the above address
- the property(ies) listed below:

Appraisal District Account Number _____ Physical or Situs Address of Property _____

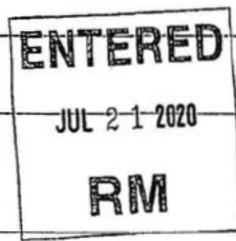
Legal Description _____

Appraisal District Account Number _____ Physical or Situs Address of Property _____



Legal Description _____

Appraisal District Account Number _____ Physical or Situs Address of Property _____



If you have additional property for which authority is granted, attach additional sheets providing the appraisal district account number, physical or situs address, or legal description for each property. Identify here the number of additional sheets attached: _____

Texas Comptroller of Public Accounts

Form 50-162

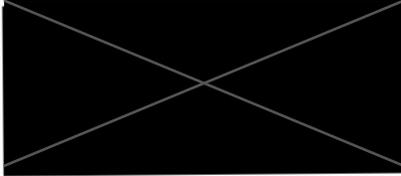
STEP 3: Identify the Agent

Chandler Crouch Lic # 11730

8179284300

Name

Telephone Number (Include area code)



STEP 4: Specify the Agent's Authority

The agent identified above is authorized to represent me in (check one):

- [X] all property tax matters concerning the property identified
[] the following specific property tax matters:

The agent identified above is authorized to receive confidential information pursuant to Tax Code Sections 111.48(b)(2), 22.27(b)(2), 23.123(c)(2), 23.126(c)(2) and 23.45(b)(2); [X] Yes [] No

I hereby direct, as indicated below, the appraisal district, appraisal review board, and each taxing unit participating in the appraisal district to deliver the documents checked below to the agent identified above regarding the property identified. I acknowledge that such documents will be delivered only to the agent at the agent's address indicated above and will not be delivered to me unless the affected offices choose to send me copies or are otherwise required by law. I understand that these documents can affect my legal rights and that the appraisal district, appraisal review board and the taxing units are not required to send me copies if I direct them to deliver the documents to my agent.

- [X] all communications from the chief appraiser
[X] all communications from the appraisal review board
[] all communications from all taxing units participating in the appraisal district

STEP 5: Date the Agent's Authority Ends: Pursuant to Tax Code Section 1.111(c), this designation remains in effect until the date indicated or until a written revocation is filed with the appraisal district by the property owner or the owner's designated agent. A designation may be made to expire according to its own terms but is still subject to prior revocation by the property owner or designated agent. Pursuant to Tax Code Section 1.111(d), a property owner may not designate more than one agent to represent the property owner in connection with an item of property. The designation of an agent in connection with an item of property revokes any previous designation of an agent in connection with that item of property. By designating an agent on this form, previous designations of other agents in connection with the items of property shown on the form are revoked.

Date Agent's Authority Ends N/A

STEP 6: Identification, Signature, and Date

Handwritten signature of Jennifer Jameson

7/16/2020

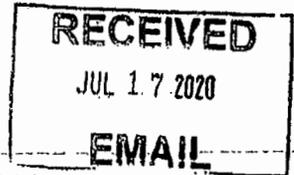
Signature of Property Owner, Property Manager or Other Person Date Authorized to Act on Behalf of the Property Owner* Date

Jennifer Jameson

Printed Name of Property Owner, Property Manager or Other Person Title Authorized to Act on Behalf of the Property Owner Title

The individual signing this form is (check one):

- [] the property owner
[] a property manager authorized to designate agents for the owner
[X] other person authorized to act on behalf of the owner other than the person being designated as agent



* This form must be signed by the property owner, a property manager authorized to designate agents for the owner or other person authorized to act on behalf of the owner other than the person being designated as agent. If you are a person other than the property owner, the appraisal district may request a copy of the document(s) authorizing you to designate agents or act on behalf of the property owner.

If you make a false statement on this form, you could be found guilty of a Class A misdemeanor or a state jail felony under Penal Code Section 37.10.

The Property Tax Assistance Division at the Texas Comptroller of Public Accounts provides property tax information and resources for taxpayers, local taxing entities, appraisal districts and appraisal review boards.

For more information, visit our website: comptroller.texas.gov/taxes/property-tax 50-162 • 12-16/13

TARB WORKSHEET

Date: 6/14/2021
11-3-21

Scheduled Time: 8:00 AM
Check In Time:

Panel: C Seq: -32090

Acct#

Dept. Code: Residential 1

CHAIRPERSON
PANEL MEMBER
PANEL MEMBER
TAD REP
TAD REP
OWNER / AGENT
OWNER / AGENT

Value/Decision by Participant
Huffman 217,004
Marslett 217,004
Smalley 217,004
Chaise 217,004
RA 214,423
RA 217,004

Case#
Situs Address
City, Zip Code
Owner
Authorized Agent
Filing Party
ARB Mail Address
City, State and Zip

5
[Redacted]
[Redacted]
JOHNSON W P II Owner 1/1/21
JOHNSON W P II
CHANDLER CROUCH
[Redacted]
[Redacted]

Prop. Class: A
AIN: 31565-125-32
NO FID
FID
No FID
Atty

PANEL DECISION

MARKET VALUE \$217,004
PROTEST ISSUE 1) Incorrect appraised (market) value
PROTEST YEAR 2021

APPRAISAL SITE NUMBER

ASN # [Redacted]	ASN Notified Value	\$217,004
Accounts in ASN	# of Accts in ASN	1

07204027
TAD / Johnson sold 4/2021 to Chandler \$255,000
RA 6 comps

I am the duly authorized owner or agent (agent # _____) under section 1.111 of the Texas Property Tax Code and the rules of the Comptroller.

My signature below signifies that I hereby withdraw this account for all protests for the tax year(s) and cases on this control sheet.

X _____

OR

My signature below signifies that, prior to this hearing, I have either: (a) signed a settlement with Tarrant Appraisal District; or (b) presented to the TARB an affidavit, to be considered at a time chosen by the TARB for the account(s) for all protests for the tax year(s) and cases on this control sheet. If neither of these has occurred, I understand and agree the protest(s) will be dismissed for failure to appear. I waive the right to a hearing other than as described under (b).

X _____

Comments, Additional Participant Names

AFFIDAVIT

CJ
TAD ID: 236419
NOV 04 2021
Tarrant Appraisal District

LOW COUV

Currently you do not have authorization on file with the Tarrant Appraisal District to represent this account. Authorization must be provided by form 50-162 or you may not be able to represent the property at the hearing resulting in a dismissal of the case.

Ref # 02578026



Mary Louise Nicholson
MARY LOUISE NICHOLSON
COUNTY CLERK

6

Fair Texas Title GF# FW214883

NOTICE OF CONFIDENTIALITY RIGHTS: IF YOU ARE A NATURAL PERSON, YOU MAY REMOVE OR STRIKE ANY OR ALL OF THE FOLLOWING INFORMATION FROM ANY INSTRUMENT THAT TRANSFERS AN INTEREST IN REAL PROPERTY BEFORE IT IS FILED FOR RECORD IN THE PUBLIC RECORDS: YOUR SOCIAL SECURITY NUMBER OR YOUR DRIVER'S LICENSE NUMBER.

General Warranty Deed

Date: **April 28, 2021**

Grantor: William P. Johnson II and Nicole Marie Johnson (f/k/a Nicole Marie Leger), a married couple

Grantee: **Chandler Crouch** and Meghan Crouch, a married couple

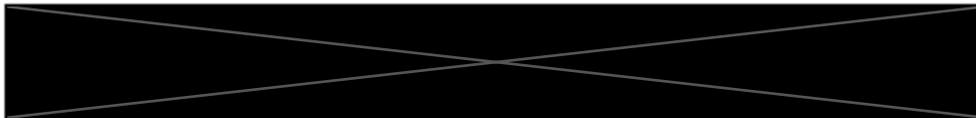
Grantee's Mailing Address:

Chandler Crouch and Meghan Crouch


Consideration:

Cash and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged.

Property (including any improvements):



Reservations from Conveyance:

None

Exceptions to Conveyance and Warranty:

Validly existing restrictive covenants common to the platted subdivision in which the Property is located; standby fees, taxes, and assessments by any taxing authority for the year 2021 and subsequent years, and subsequent taxes and assessments by any taxing authority for prior years due to change in land usage or ownership; validly existing utility easements created by the dedication deed or plat of the subdivision in which the Property is located; any discrepancies, conflicts, or shortages in area or boundary lines, or any encroachments or protrusions, or any overlapping of improvements; homestead or community property or survivorship rights, if any, of any spouse of Grantee; and any validly existing titles or rights asserted by anyone, including but not limited to persons, the public, corporations, governments, or other entities, to (1) tidelands or lands comprising the shores or beds of navigable or perennial rivers and streams, lakes, bays, gulfs, or oceans, (2) lands beyond the line of the harbor or bulkhead lines as established or changed by any government, (3) filled-in lands or artificial islands, (4) water rights, including riparian rights, or (5) the area extending from the line of mean low tide to the line of vegetation or the right of access to that area or easement along and across that area.

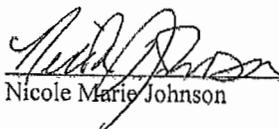
Grantor, for the Consideration and subject to the Reservations from Conveyance and the Exceptions to Conveyance and Warranty, grants, sells, and conveys to Grantee the Property, together with all and singular the rights and appurtenances thereto in any way belonging, to have and to hold it to Grantee and Grantee's heirs, successors, and assigns forever. Grantor binds Grantor and Grantor's heirs and successors to warrant and forever defend all and singular the

Property to Grantee and Grantee's heirs, successors, and assigns against every person whomsoever lawfully claiming or to claim the same or any part thereof, except as to the Reservations from Conveyance and the Exceptions to Conveyance and Warranty.

When the context requires, singular nouns and pronouns include the plural.



William P. Johnson II

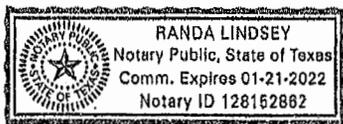


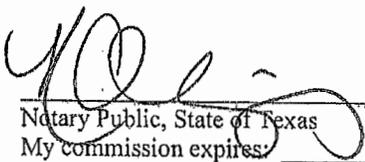
Nicole Marie Johnson

STATE OF TEXAS)

COUNTY OF TARRANT)

This instrument was acknowledged before me on April 28, 2021, by William P. Johnson II and Nicole Marie Johnson.





Notary Public, State of Texas
My commission expires: _____

PREPARED IN THE OFFICE OF:

Philip H. Trew PC
100 S. Lakeshore Dr.
Weatherford, TX 76087

AFTER RECORDING RETURN TO:

Chandler Crouch



**PROPERTY TAX CONSULTANTS
CODE OF ETHICS**

Texas Occupations Code, Chapter 1152 requires that registrants read and submit to a code of ethics. This requirement is part of the Property Tax Consultants registration application.

Rule 66.20 (f) reads as follows:

- (f)** Individuals who are registered under Texas Occupations Code, Chapter 1152 shall certify that the registrant has read and submits to the code of ethics as follows:
 - (1) shall not participate, whether individually, or in concert with others, in any plan, scheme, or arrangement attempting or having as its purpose the evasion of any provision of the Act or commissioner rule;
 - (2) shall not directly or indirectly or in any manner whatsoever lend his/her registration or identification to any person, firm or corporation for the purpose of evading any provision of the Act or commissioner rule;
 - (3) shall exercise reasonable care and diligence to prevent persons under his/her supervision from engaging in conduct which would violate any provision of the Act or commissioner rule;
 - (4)** shall not engage in any activity that constitutes dishonesty, fraud, or gross incompetency while performing property tax consulting services;
 - (5) shall promptly report to the commissioner any known violation of the Act or commissioner rule;
 - (6) shall cooperate fully with the commissioner or staff in the investigation of an alleged violation of the Act or commissioner rule;
 - (7) shall not offer or promise anything of value with the intent of inducing a person who is performing a public duty to perform or fail to perform any act related to such public duty;
 - (8) shall not contract for or accept compensation or anything of value for services not performed;
 - (9) shall not knowingly or intentionally engage in any false or misleading conduct or advertising with respect to client solicitation;
 - (10)** shall not knowingly furnish inaccurate, deceitful, or misleading information to a client or employer, prospective client or employer or to a public agency or representative of a public agency;
 - (11) shall not reveal information known to be confidential unless the release of such information is authorized by the source or required by law;
 - (12) shall not state or imply that the registrant represents a person or firm that the registrant does not in fact represent;
 - (13) shall not solicit or advertise property tax consulting services by claiming a specific result or stating a conclusion regarding such services without prior analysis of the facts and circumstances pertaining thereto.



TEXAS DEPARTMENT OF LICENSING & REGULATION

License Data Search Results [Search Again](#) | [Back](#)

Please be aware that all TDLR licensees with a renewable license expiring *on or after August 1, 2020 and before or on September 18, 2021* are considered to hold an emergency license valid for up to 120 days after their expiration date.
More info: <https://www.tdlr.texas.gov/emergency-licenses.htm>

4 Records Found

License#	Exp Date	Name	City	Zip	County	Phone
ACTech(C) - 12363	04/08/2022	MCREYNOLDS, JASON L			WILSON	
TACLE00012363E	07/17/2022	MOLAVI, ABDEE (ABDEE'S APPLIANCE & A/C COMPANY)			TARRANT	
JE - 12363	07/05/2021 ^{Expired}	DAVILA, MARK S.			BEXAR	
PTC - 12363	08/28/2023	CROUCH, CHANDLER BARNARD			TARRANT	

If license not found, please contact Customer Service at 800-803-9202

[Search Again](#) | [Back](#)

9.



2021 PROPERTY VALUE INFORMATION

THIS IS NOT A TAX CODE 25.19 NOTICE*

03-13-2021

★ Account Number: [REDACTED] ★

W P JOHNSON
N M LEGER JOHNSON

Property Description and Address
[REDACTED]

May 17, 2021 IS YOUR PROTEST DEADLINE

2020 Market Value 217,004	For Questions Please Call: Value 817-284-3925	2021 Market Value 50,000 LAND	2021 Appraised Value	Messages Percent Market Value Change from 2016 is 21%
2020 Appraised Value 217,004	Address 817-284-4063	167,004 IMPR		
	Exemptions 817-284-4063	217,004 TOTAL	217,004 TOTAL	
2020 Taxable Value	Taxing Units		2021 Taxable Value	
217,004	TARRANT COUNTY		217,004	
217,004	TARRANT COUNTY HOSPITAL		217,004	
217,004	TARRANT COUNTY COLLEGE		217,004	
192,004	KELLER ISD		192,004	
173,603	CITY OF FORT WORTH		173,603	
217,004	TARRANT REGIONAL WATER DISTRICT		217,004	

"The Texas Legislature does not set the amount of your local taxes. Your property tax burden is decided by your locally elected officials, and all inquiries concerning your taxes should be directed to those officials." Note: Tarrant Appraisal District determines property values, it does NOT set tax rates or bill and collect taxes. If you receive the OVER-65 or Disabled Persons exemption for a residence homestead, a participating jurisdiction's taxes may not exceed your established tax ceiling UNLESS you have added property improvements since the ceilings were set.

2020 Exemptions Granted Amounts	COUNTY	HOSPITAL	COLLEGE	SCHOOL	CITY	WATER	MUD	SPECIAL
Homestead				25,000	43,401			

2021 Exemptions Granted Amounts	COUNTY	HOSPITAL	COLLEGE	SCHOOL	CITY	WATER	MUD	SPECIAL
Homestead				25,000	43,401			

Exemptions Cancelled/Reduced	COUNTY	HOSPITAL	COLLEGE	SCHOOL	CITY	WATER	MUD	SPECIAL

**This property does not qualify for a notice of appraised value this year per Texas Property Tax Code 25.19, however, you may still file a protest with the Tarrant Appraisal Review Board if you disagree with the value per Texas Property Tax Code 41.41.*

TAX CODE

TITLE 1. PROPERTY TAX CODE

SUBTITLE D. APPRAISAL AND ASSESSMENT

CHAPTER 23. APPRAISAL METHODS AND PROCEDURES

SUBCHAPTER A. APPRAISALS GENERALLY

Sec. 23.01. APPRAISALS GENERALLY. (a) Except as otherwise provided by this chapter, all taxable property is appraised at its market value as of January 1.

(b) The market value of property shall be determined by the application of generally accepted appraisal methods and techniques. If the appraisal district determines the appraised value of a property using mass appraisal standards, the mass appraisal standards must comply with the Uniform Standards of Professional Appraisal Practice. The same or similar appraisal methods and techniques shall be used in appraising the same or similar kinds of property. However, each property shall be appraised based upon the individual characteristics that affect the property's market value, and all available evidence that is specific to the value of the property shall be taken into account in determining the property's market value.

(c) Notwithstanding Section 1.04(7)(C), in determining the market value of a residence homestead, the chief appraiser may not exclude from consideration the value of other residential property that is in the same neighborhood as the residence homestead being appraised and would otherwise be considered in appraising the residence homestead because the other residential property:

(1) was sold at a foreclosure sale conducted in any of the three years preceding the tax year in which the residence homestead is being appraised and was comparable at the time of sale based on relevant characteristics with other residence homesteads in the same neighborhood; or

(2) has a market value that has declined because of a declining economy.

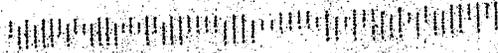
(d) The market value of a residence homestead shall be determined solely on the basis of the property's value as a residence homestead, regardless of whether the residential use of the property by the owner is considered to be the highest and best use of the property.

TAD
RESIDENTIAL
2500 HANDLEY-EDERVILLE RD
FORT WORTH, TX 76118

CERTIFIED MAIL™



7009 3410 0001 2279 6205



TDLR ENFORCE
P.O. BOX 12157
AUSTIN, TX 78711

Simone Boutin

From: Chandler Crouch <[REDACTED]>
Sent: Friday, November 12, 2021 11:28 AM
To: Robert Nino
Subject: Re: [External Email] Case# PTC20220001854 Fwd: question about complaint

Hi Mr. Nino,
Here is my full statement:

Response to Complaint for Property Tax Consultant Violation

There are 3 complaints, dated 10/5/21, 10/19/21, 10/26/21. The questions posed by Mr. Nino focused specifically on the complaint dated 10/5/21.

I am limiting my response specifically to answer Mr. Nino's questions. There are many assertions and inaccuracies made in the complaints that I am not addressing in this statement because they seem to be outside the focus of the investigation at this point.

If this investigation becomes concerned about any additional comments made in this complaint, I am more than happy to answer any question and I am eager to cooperate fully to help with this investigation.

As evidenced by email correspondence I had with Mr. Nino, I originally suspected that someone seeking to harm me filed this complaint fraudulently pretending to be the Tarrant Appraisal District (TAD) because certain statements demonstrate limited knowledge of the property tax code and contain significant errors and omission of certain factual data.

Below you will find

1. Answers to your questions
2. Additional factual information relevant to the questions
3. Relevant background information

Answers to your questions:

1-What was the outcome of the hearing? What was the property eventually valued at ?

The Tarrant Appraisal Review Board determined that the value of the account being protested ([REDACTED]) property should be set at [\\$900,000](#). It was originally proposed at \$1,090,164. This account is being offered for sale in combination with two additional accounts. I did not represent the property owner or protest on the additional two accounts being offered for sale.

2-Do sales values of property in the area need to be presented to the appraisal board?

No, sales values of properties in the area do not need to be presented to the board. The property tax code Sec 41.43 (a) clearly states that the burden of proof is on the appraisal district. If the appraisal district doesn't meet the burden of proof, the board must rule in the property owner's favor. There is no requirement of the owner (or owner's representative) to present sales comps.

Page 18 of this document produced by the comptroller states the same in layman's terms:

<https://comptroller.texas.gov/taxes/property-tax/docs/homeowners-protest-guide.pdf>

If so, was that done?

I would need to review the audio recording of the hearing to be certain, but yes, to the best of my memory I believe I did present sales comps to the appraisal board. I am also pretty sure that the focal point of my testimony centered on a rebuttal of TAD's comps more than anything else. The burden of proof is on the appraisal district and I did not feel like their evidence was strong enough to justify the value they were

proposing. I will often go to a hearing armed with a significant amount of evidence but choose to only present a small amount, so I am uncertain of what I actually ended up presenting. I believe the audio recording of the hearing will support my explanation to you.

3-What date did the water damage occur?

I am not certain of the date that the water damage occurred, however I think it is safe to assume that it occurred after January 1, 2021. The only evidence I had showed repair receipts and invoices dated in late February and March. I can safely assume that the damage occurred prior to the repairs. Without any additional evidence, I will assume that the catastrophic freeze we experienced in February 2021 was the likely cause of the damage.

I believe that the audio recording of the hearing will clearly demonstrate that I did not misrepresent the facts. The evidence I submitted clearly shows dates after January 1, 2021 and I think I remember acknowledging verbally that the appraisal board likely wouldn't be able to justify any reduction of property value due to this damage and I urged the board to focus on other evidence I deemed more credible. I only presented the condition evidence because I was honoring the owner's wishes. If the property owner wants me to take certain actions, even if I do not agree with them, I will usually honor their wishes. To my knowledge, presenting evidence that isn't effective in achieving a value isn't illegal. My job is to present evidence without misrepresenting facts. The ARB's job is to determine if the evidence presented should warrant a change in value.

Additional factual information relevant to the questions:

Below are facts pertaining to the investigation and statements in the complaint that made me question whether or not the appraisal district truly filed this complaint.

- The MLS listing and all advertisements for \$2.5mil includes **three** TAD accounts. The protest hearing was concerning only **one** account, which is why it was valued at so much less than my MLS listing (and facebook advertising as noted in the complaint).
 - This isn't an apples to apples comparison. I don't believe that the appraisal district would make such a gross error in their complaint.
 - The protest hearing was concerning only one property account number [REDACTED] which is 7308 John McCain (1.76 acres and a 4,871 sqft house).
 - The property I have listed for sale with an asking price of \$2.5mil includes three TAD accounts:
 - [REDACTED] 7308 John McCain (2.5 Acres)
 - [REDACTED] 7308 John McCain (1.76 acres and a 4,871 sqft house)
 - [REDACTED] 7316 John McCain (.46 Acres and a 1,995 sqft house)
 - The protest hearing was concerning what the value of the property was on January 1, 2021. All of the properties represented by the advertisements haven't been sold yet. We have no idea what the sales price (ie market value) will be. It's been on the market 150+ days and hasn't received one offer. So far, we can only assume that all three parcels combined are worth less than \$2.5mil. If the property sells this year, in 2022 TAD should adjust the market value to reflect the purchase price.
 - The seller's disclosure for the property does not contain any inaccurate statements. I'm happy to provide a copy if requested.
- The complaint mentions a violation of the Realtor Code of Ethics. I don't believe anyone at TAD would cite something like this in a complaint.
- The complaint reaches far beyond material facts and includes many subjective statements regarding unrelated topics such as "Mr. Crouch will bring shame to the Texas Association of Property Tax Consultants..."
- I can't help but wonder if the person behind this complaint is the same person that has harassed me anonymously in the past. Examples:
 - In 2020 someone anonymously registered a website under the domain name chandlercrouchclassaction.org. Everything about the class action lawsuit was fake and the website contained false statements. To date, I haven't been served notice of any lawsuit filed against me. The site intended to cause reputation harm and encouraged people to cancel the representation agreement between the owner and me.
 - The perpetrator had access to the contact information of property owners I represent.

- An anonymous text message was sent to 300+ of my tax protest clients informing them of a hoax class action lawsuit.
- The domain and site have since been taken down.
- Before the site was removed, I recorded this short video to preserve the language on the site and several details embedded in the code:
<https://www.loom.com/share/769e48d3c5f64e8e937cccda3fdca3>
- In 2019, someone falsified many Appointment of Agent forms without my permission or knowledge.
 - In most cases, the form terminated the representation of another tax agent and established a false representation between the property owner and me.
 - I worked cooperatively with the other tax agent, appraisal district, and property owners to identify the affected accounts and remedy the situation.

Relevant Background Information

I noticed that this complaint seems to focus more on an emotional appeal using subjective character attacks rather than presenting facts of violations.

I am concerned that the complaint filed against me may be, at least in part, an attempt by Mr. Armstrong to serve as retribution because of a personal grievance he has against me.

The following statements provide history illustrating what may have caused this grievance.

Over the last five years, I have made it my personal mission to help homeowners with their property taxes at a significant personal cost. My motive is to try to improve the lives of people in my community by bringing about solutions.

I have personally protested and represented over 50,000 properties free of charge and helped educate many more owners to protest on their own.

There are several points in the complaint that seem to express a disdain for the volume of work I caused his department with such statements such as the comment that my protests resulted in “191,000 pages of evidence for TAD to process and image.”

I have also worked with lawmakers to help draft and pass legislation to help improve our property tax code in an effort to permanently improve the system.

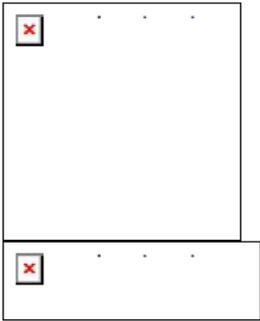
Among many provisions included in the laws I helped pass, one provision affected Mr. Armstrong directly. The law eliminated a conflict of interest by making it illegal for Mr. Armstrong to maintain his employment as a top executive at the Tarrant County Appraisal (TAD) district as head of the residential division while simultaneously serving as president of the school board for White Settlement ISD. As soon as the law became active, Mr. Armstrong stepped down from his position as school board president.

I respect TAD and the Tarrant County Appraisal Review Board (ARB) and have enjoyed a cooperative relationship with them.

Prior to this complaint, I do not recall receiving any complaint or expressed concern that any of my actions have been illegal or violated any rules.

In the complaint, Mr. Armstrong states that he is aware of thousands of other violations I have committed. I’m not sure if he is speaking on behalf of TAD or for himself personally, but either way I find it very concerning that I have been knowingly allowed to continue committing alleged violations. I would assume that it would require the involvement of many TAD employees to process such a large volume of protests who would likely become alarmed at seeing such a large volume of violations. I personally would be greatly alarmed to learn of anyone, much less me personally, committing so many alleged violations without someone intervening and would hope that the team of competent professionals TAD I have come to know would likewise become alarmed.

Also, Mr. Armstrong is either using his notable position of employment and access to internal TAD resources to personally target me or he has filed a complaint on behalf of TAD as their representative without informing the chief appraiser.



Chandler Crouch

Broker

- (817) 484-5300
 - [REDACTED]
 - www.chandlercrouch.com
 - 500 Ray White Rd, 2nd Fl
Fort Worth, TX 76244
-

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On Wed, Nov 10, 2021 at 1:15 PM Robert Nino <Robert.Nino@tdlr.texas.gov> wrote:

Mr. Crouch,

What we can do is go ahead and answer the allegations/questions as best you can. That I can put in the report as preliminary information. Then go ahead and request the items as in all probability the TDLR attorney would want them anyhow. I will be out of town until Monday. If you complete your information before then, go ahead and email me with the responses. Will not send in the report, will await those other items and any additional information you want to add after reviewing them.

Thank you

Robert Nino

Investigator

Texas Department of Licensing and Regulation (TDLR)

San Antonio

210-838-0042 (cell)

512-539-5694 (fax)

Robert.Nino@tdlr.texas.gov

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From: Chandler Crouch <[REDACTED]>
Sent: Wednesday, November 10, 2021 12:51 PM
To: Robert Nino <Robert.Nino@tdlr.texas.gov>
Subject: Re: [External Email] Case# PTC20220001854 Fwd: question about complaint

Mr. Nino,

This makes much more sense. Thank you for your patience and explanation.

I completely respect the lines of communication and will continue to focus on purely responding to the allegations and answering your questions.

The allegations were pretty broad and covered many different topics.

I can provide a more thorough response if you would like, but I would need to file an open records request with the appraisal district to ask them for a recording of all hearings that were addressed in the allegations as well as all evidence they have on file that was presented by both parties.

It may take TAD 10 days to respond to the request.

I am also a little concerned that I will need to correspond with Mr. Armstrong's employees in order to get the necessary information.

Would you like me to wait for your response or would you like me to take the necessary steps to compile a more thorough response?

Thank you,

Chandler

Chandler Crouch

Broker

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On Wed, Nov 10, 2021 at 11:38 AM Robert Nino <Robert.Nino@tdlr.texas.gov> wrote:

Mr. Crouch,

It appears Mr. Armstrong may have filed the complaint on his own, not necessarily representing the appraisal district. He is entitled to do so. I contacted him by email and he also received an opening letter.

I am of the opinion the best thing is to concentrate on responding to the allegations so that I can have your rebuttal to them which is the most important. I am of the opinion contacting by email to Mr. Law and Mr. Armstrong would not be proper since it could create problems of undue influence and other matters.

Thank you

Robert Nino

Investigator

Texas Department of Licensing and Regulation (TDLR)

San Antonio

210-838-0042 (cell)

512-539-5694 (fax)

Robert.Nino@tdlr.texas.gov

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From: Chandler Crouch <[REDACTED]>
Sent: Wednesday, November 10, 2021 11:08 AM
To: Robert Nino <Robert.Nino@tdlr.texas.gov>
Subject: Re: [External Email] Case# PTC20220001854 Fwd: question about complaint

Thank you for the quick reply Mr. Nino. Jeff Law is Randal Armstrong's boss. Would it be ok with you for me to copy you, Jeff Law, and Randall "Randy" Armstrong on an email to ask for them to validate this?

Chandler Crouch

Broker

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On Wed, Nov 10, 2021 at 11:04 AM Robert Nino <Robert.Nino@tdlr.texas.gov> wrote:

Mr. Crouch

The individual who filed the complaint was a Mr. Randall Armstrong, who

had listed his company as the Tarrant Appraisal District-

Subsequently, I had him employed with the TAD

Thanks

Robert Nino

Investigator

Texas Department of Licensing and Regulation (TDLR)

San Antonio

210-838-0042 (cell)

512-539-5694 (fax)

Robert.Nino@tdlr.texas.gov

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From: Chandler Crouch <[REDACTED]>
Sent: Wednesday, November 10, 2021 11:01 AM
To: Robert Nino <Robert.Nino@tdlr.texas.gov>
Subject: [External Email] Case# PTC20220001854 Fwd: question about complaint

CAUTION: This email originated from outside of the organization! Do not click links, open attachments or reply, unless you recognize the sender's email address and know the content is safe!

Case# PTC20220001854

Hi Mr. Nino,

The more I read the complaints, the more confident I became that TAD didn't file a complaint.

I have a good relationship with Jeff Law the chief appraiser for TAD and so I thought I should just email him to ask for validation.

Please see his response below.

Thank you,

Chandler

Chandler Crouch

Broker

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 [REDACTED]

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----- Forwarded message -----

From: Jeffery D. Law <JLaw@tad.org>

Date: Wed, Nov 10, 2021 at 10:52 AM

Subject: RE: question about complaint

To: Chandler Crouch [REDACTED]

Mr. Crouch,

The Tarrant Appraisal District (TAD) has not filed a complaint against you. I am unaware of the complaint nor have I seen any such complaint.

Jeff Law

Tarrant Appraisal District (TAD)

From: Chandler Crouch [REDACTED]
Sent: Wednesday, November 10, 2021 10:05 AM
To: Jeffery D. Law <JLaw@TAD.org>
Subject: question about complaint

CAUTION: This email originated from outside of TAD. If it contains attachments and / or embedded links, please do not open them unless you (1) recognize the sender and (2) are certain that the content is safe. For assistance determining if an attachment or link is safe, please contact Tech Support before opening.

Hi Mr. Law,

I received a notification from TDLR that the Tarrant Appraisal District filed a complaint on me, however there are some parts of the complaint that make me question the validity of the complaint.

It doesn't look like something that I would imagine TAD would do.

Either way, I'm taking the complaint very seriously and will correspond with the investigator to answer all questions and cooperate fully.

I just wanted to ask you if you were aware of a complaint that TAD or any TAD employees may have filed on me through TDLR on me?

Thank you,

Chandler

Chandler Crouch

Broker

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Investigative Report

Print Date: 04/04/2022
Print User: SIMONEB

Field	Value
Reference:	Crouch, Chandler B (PTC20220001854)
Window Name:	Investigative Report
Supplemental Report, Evidence & Contacts:	
Details about Physical Evidence:	
Is there a Supplemental Report?:	
Subject Matter Expert contacted?:	
Law Enforcement contacted?:	
Anti-Trafficking Unit contacted?:	
Complaint/Background Information:	
Complaint/Background Information:	A complaint was open for investigation on 11/1/21 filed by Randall Armstrong of the Tarrant Appraisal District on Chandler Crouch for submitting grossly underestimated values for the property located at 7308 John McCain Road, Colleyville. TDLR records show respondent Crouch has Property Tax Consultant license 12363 expiring 6/26/23 and no previous complaints.
Summary of Investigation:	
Summary of Investigation:	The complaint filed by Randy Armstrong, Director of Residential Appraisal for Tarrant Appraisal District, alleged misrepresentation by respondent Chandler Crouch who is a property tax consultant and a licensed broker in representing a property which misled the board on the property value at 7308 John McCain in Colleyville, Tarrant County. Complainant Armstrong stated the property was listed for sale at a price of \$2,530,000 and respondent Crouch was asking for a valuation at \$882,000. The appraisal board ruled a value of \$900,000. The respondent's client was satisfied with the appraisal ruling and did not contest it. Respondent Crouch stated and provided rulings that appraisal board decisions are not based solely on sales prices. A second allegation by complainant Armstrong was respondent Crouch stating there was \$31,812 of water damage to the property when in fact it had occurred after the cutoff for appraisal consideration. Respondent Crouch stated the recordings will show he requested the board not to consider it even though it occurred during the appraisal period.
Complainant:	
Complainant Interviewee Name:	Armstrong, Randall C
Complainant Interview Date:	11/09/2021
Complainant Interview:	
Complainant Interview:	Complainant Randall Armstrong was contacted by email for additional information and was provided by him in return email. Regarding the hearing on the complaint for the property on 7308 John McCain in Tarrant County complainant Armstrong stated respondent Chandler Crouch who was lobbying on behalf of a client, stated that the value of that property should be valued at \$882,000 when the sale price was listed at \$2,500,000. The appraisal board hearing valued it at \$900,000. Complainant Armstrong opined this was misrepresentation on the part of respondent Crouch. In addition, as stated in his complaint, respondent Crouch introduced false information by stating the property at 7308 McCain had suffered water damage of \$32,812 and that damage had occurred past the date for ruling on the 2021 taxes.
Respondent:	
Respondent Interviewee Name:	Crouch, Chandler B
Respondent Interview Date:	11/09/2021
Respondent Interview:	
Respondent Interview:	Respondent Chandler Crouch was contacted by email on 11/9/21 with questions for him to respond to, Respondent Crouch stated he would respond to the questions by Monday, November 15, 2021 or sooner and then request an open records request for the hearing. Respondent Crouch stated the following by email on 11/12/21 Answers to your questions: 1-What was the outcome of the hearing? What was the property eventually valued at ?

The Tarrant Appraisal Review Board determined that the value of the account being protested [REDACTED] property should be set at \$900,000. It was originally proposed at \$1,090,164. This account is being offered for sale in combination with two additional accounts. I did not represent the property owner or protest on the additional two accounts being offered for sale.

2-Do sales values of property in the area need to be presented to the appraisal board?

No, sales values of properties in the area do not need to be presented to the board. The property tax code Sec 41.43 (a) clearly states that the burden of proof is on the appraisal district. If the appraisal district doesn't meet the burden of proof, the board must rule in the property owner's favor. There is no requirement of the owner (or owner's representative) to present sales comps. Page 18 of this document produced by the comptroller states the same in layman's terms:
<https://comptroller.texas.gov/taxes/property-tax/docs/homeowners-protest-guide.pdf>

If so, was that done?

I would need to review the audio recording of the hearing to be certain, but yes, to the best of my memory I believe I did present sales comps to the appraisal board. I am also pretty sure that the focal point of my testimony centered on a rebuttal of TAD's comps more than anything else. The burden of proof is on the appraisal district and I did not feel like their evidence was strong enough to justify the value they were proposing. I will often go to a hearing armed with a significant amount of evidence but choose to only present a small amount, so I am uncertain of what I actually ended up presenting. I believe the audio recording of the hearing will support my explanation to you.

3-What date did the water damage occur?

I am not certain of the date that the water damage occurred, however I think it is safe to assume that it occurred after January 1, 2021. The only evidence I had showed repair receipts and invoices dated in late February and March. I can safely assume that the damage occurred prior to the repairs. Without any additional evidence, I will assume that the catastrophic freeze we experienced in February 2021 was the likely cause of the damage.

I believe that the audio recording of the hearing will clearly demonstrate that I did not misrepresent the facts. The evidence I submitted clearly shows dates after January 1, 2021 and I think I remember acknowledging verbally that the appraisal board likely wouldn't be able to justify any reduction of property value due to this damage and I urged the board to focus on other evidence I deemed more credible. I only presented the condition evidence because I was honoring the owner's wishes. If the property owner wants me to take certain actions, even if I do not agree with them, I will usually honor their wishes. To my knowledge, presenting evidence that isn't effective in achieving a value isn't illegal. My job is to present evidence without misrepresenting facts. The ARB's job is to determine if the evidence presented should warrant a change in value.

Additional factual information relevant to the questions:

Below are facts pertaining to the investigation and statements in the complaint that made me question whether or not the appraisal district truly filed this complaint.

? The MLS listing and all advertisements for \$2.5mil includes three TAD accounts. The protest hearing was concerning only one account, which is why it was valued at so much less than my MLS listing (and facebook advertising as noted in the complaint).

o This isn't an apples to apples comparison. I don't believe that the appraisal district would make such a gross error in their complaint.

o The protest hearing was concerning only one property account number [REDACTED] which is 7308 John McCain (1.76 acres and a 4,871 sqft house).

o The property I have listed for sale with an asking price of \$2.5mil includes three TAD accounts:

 [REDACTED]; 7308 John McCain (2.5 Acres)

 [REDACTED]; 7308 John McCain (1.76 acres and a 4,871 sqft house)

 [REDACTED]; 7316 John McCain (.46 Acres and a 1,995 sqft house)

o The protest hearing was concerning what the value of the property was on January 1, 2021. All of the properties represented by the advertisements haven't been sold yet. We have no idea what the sales price (ie market value) will be. It's been on the market 150+ days and hasn't received one offer. So far, we can only assume that all three parcels combined are worth less than \$2.5mil. If the property sells this year, in 2022 TAD should adjust the market value to reflect the purchase price.

o The seller's disclosure for the property does not contain any inaccurate statements. I'm happy to provide a copy if requested.

? The complaint mentions a violation of the Realtor Code of Ethics. I don't believe anyone at TAD would cite something like this in a complaint.

? The complaint reaches far beyond material facts and includes many subjective statements regarding unrelated topics such as "Mr. Crouch will bring shame to the Texas Association of Property Tax Consultants..."

? I can't help but wonder if the person behind this complaint is the same person that has harassed me anonymously in the past.

Examples:

o In 2020 someone anonymously registered a website under the domain name chandlercrouchdassaction.org. Everything about the class action lawsuit was fake and the website contained false statements. To date, I haven't been served notice of any lawsuit filed against me. The site intended to cause reputation harm and encouraged people to cancel the representation agreement between the owner and me.

 The perpetrator had access to the contact information of property owners I represent.

 An anonymous text message was sent to 300+ of my tax protest clients informing them of a hoax class action lawsuit.

 The domain and site have since been taken down.

 Before the site was removed, I recorded this short video to preserve the language on the site and several details embedded in the code: <https://www.loom.com/share/769e48d3c5f64e8e937ccda3fdca3>

o In 2019, someone falsified many Appointment of Agent forms without my permission or knowledge.

 In most cases, the form terminated the representation of another tax agent and established a false representation between the property owner and me.

 I worked cooperatively with the other tax agent, appraisal district, and property owners to identify the affected accounts and remedy the situation.

Relevant Background Information

I noticed that this complaint seems to focus more on an emotional appeal using subjective character attacks rather than presenting facts of violations.

I am concerned that the complaint filed against me may be, at least in part, an attempt by Mr. Armstrong to serve as retribution

	because of a personal grievance he has against me. Complete statement in Documents-There was no appeal to the appraisal ruling-client was satisfied.
Witness 1:	
Witness 1 Name:	
Witness 1 Interview Date:	
Witness 1 Interview:	
Witness 1 Interview:	
Witness 2:	
Witness 2 Name:	
Witness 2 Interview Date:	
Witness 2 Interview:	
Witness 2 Interview:	
Witness 3:	
Witness 3 Name:	
Witness 3 Interview Date:	
Witness 3 Interview:	
Witness 3 Interview:	
Witness 4:	
Witness 4 Name:	
Witness 4 Interview Date:	
Witness 4 Interview:	
Witness 4 Interview:	
SME-LEO-ATU Contact:	
Name:	
Interview Date:	
SME-LEO-ATU-Interview:	
Interview:	
Last Modified:	
Modified By:	Nino, Robert M
Modified Date:	11/15/2021