



Texas Department of Licensing and Regulation

Enforcement Division

P. O. Box 12157 • Austin, Texas 78711 • (512) 539-5600 • (800) 803-9202 • fax (512) 539-5698

Website: www.license.state.tx.us

April 27, 2022

RANDALL C ARMSTRONG
2500 HANDLEY EDERVILLE RD
RICHLAND HILLS TX 76118-6909

Re: Quarterly update on case number: **PTC20220001854**

Dear Randall C Armstrong:

This letter is to inform you of the status of case number PTC20220001854.

STATUS: This case is open and under review by prosecutor Aaron Heath.

You will continue to be notified quarterly of the status of this case until it is resolved.
Please contact us if you have any questions or concerns.

Sincerely,

Aaron Heath
Prosecutor

Randy Armstrong

From: Daniel Pierre <Daniel.Pierre@tdlr.texas.gov>
Sent: Monday, April 18, 2022 10:24 AM
To: Randy Armstrong
Subject: RE: [External Email] Case PTC20220001854, & Tracking Numbers 123514, 124004, & 124267

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.

Hello Randy,

The Department has combined your complaints into case PTC20220001854. You can just use that case number when referencing the case.

Aaron Heath has not made a determination regarding the case yet. He is currently out on leave but will resume reviewing cases upon his return. I apologize for any inconvenience this may cause. Thank you for your patience during this time.

Daniel

From: Randy Armstrong <RArmstrong@TAD.org>
Sent: Thursday, April 7, 2022 12:15 PM
To: Daniel Pierre <Daniel.Pierre@tdlr.texas.gov>
Subject: [External Email] Case PTC20220001854, & Tracking Numbers 123514, 124004, &124267

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!

Good Afternoon Mr. Pierre,

In October 2021 I filed four separate complaints with TDLR against a property tax agent, Chandler Crouch, please refer to the attachment. I recently spoke with Robert Nino with the TDLR about a status update and he suggested I contact you regarding the status of these complaints.

We are about six months down the road with another round of 2022 property values scheduled for delivery next week and I would hope that Mr. Heath will deliver a decision on the complaints I filed before Mr. Crouch begins filing the 2022 version of his protests.

My request is for a status update on the four pending complaints against Mr. Crouch.

Thank you, if you have questions or concerns, please contact me.

Randy Armstrong

Director of Residential Appraisal

Tarrant Appraisal District

rarmsstrong@tad.org

817-595-6088

817-595-6088



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January 31, 2022

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Prosecutor

Legal Assistant to Aaron Heath

DANIEL.PIERRE@TDLR.TEXAS.GOV

512-539-5681



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Prosecutor

Residential Accounts Protested by Year							
Agent	2021	2020	2019	2018	2017	2016	2015
CHANDLER CROUCH	21,784	19,527	15,267	6,564	322	-	-
RESOLUTE PROPERTY TAX SOLUTION	11,733	9,787	9,186	6,399	2,441	3,402	1,557
O'CONNOR & ASSOCIATES	7,929	8,023	9,076	8,872	6,280	6,793	7,279
TEXAS TAX PROTEST	5,892	4,957	4,332	3,997	9	2,691	894
RYAN LLC 320R	5,480	6,754	5,927	6,382	4,511	-	-
THE RAY TAX GROUP LLC	5,232	4,202	3,384	2,740	2,078	1,709	1,245
ROBERT OLA COMPANY, LLC	3,422	3,122	3,027	2,483	1,873	1,262	625
PEYCO SOUTHWEST REALTY INC	3,220	2,478	3,967	2,305	1,832	1,307	715
TEXAS PROPERTY TAX REDUCTIONS LLC	3,075	1,695	1,701	1,077	309	322	137
NORTH TEXAS PROPERTY TAX SERV	2,623	2,216	1,959	1,604	1,437	1,156	405
SOUTHLAND PROPERTY TAX CONSULT	2,424	2,385	2,520	1,772	2,052	1,383	1,039
INTEGRATAX	2,210	1,970	1,861	1,495	1,352	1,195	913
PROPERTY TAX LOCK	2,168	1,605	2,313	2,934	1,918	-	-
TARRANT PROPERTY TAX SERVICE	1,562	924	1,306	804	291	846	214
TEXAS PROPERTY TAX CONSULTANTS INC	1,113	1,128	1,038	329	-	-	-
UNITED PARAMOUNT TAX GROUP INC	1,006	1,024	1,075	799	1,041	882	466
Other Agents	17,920	15,549	18,336	15,767	15,437	18,205	11,175
Total Agent Protested Accounts	98,793	87,346	86,275	66,323	43,183	41,153	26,664

2021 Protests	Value Determination		Grand Total
	Lowered	No Change	
CHANDLER CROUCH	5933	16124	22057
Joint Motion 41.47(f) - Agreed Order Sent	4874	14440	19314
Ratified - Final Order Sent	1046	687	1733
Dismissed/Withdrawn/Did Not Appear		996	996
Resolved Value	13	1	14
Grand Total	5933	16124	22057

2021 Protests	Count of PIN	Sum of Initial Value	Sum of Final Value	Change %
CHANDLER CROUCH	22057	\$ 6,383,122,829	\$ 6,309,837,158	1.15%
Joint Motion 41.47(f) - Agreed Order Sent	19314	\$ 5,240,599,931	\$ 5,192,200,749	0.92%
Ratified - Final Order Sent	1733	\$ 850,552,055	\$ 825,877,274	2.90%
Dismissed/Withdrawn/Did Not Appear	996	\$ 284,984,572	\$ 284,984,572	0.00%
Resolved Value	14	\$ 6,986,271	\$ 6,774,563	3.03%
Grand Total	22057	\$ 6,383,122,829	\$ 6,309,837,158	1.15%

Count of PIN Case Status	Value Change			Grand Total
	Lowered	No Change	Pending	
41.45 (e-1) Request Received			1	1
ARB Hearing Scheduled			507	507
ARB Hearing Scheduled - Affidavit			5	5
ARB Hearing Scheduled - Telephone Hearing			4	4
Closed By ARB Determination	1	2	79	82
Did Not Appear			10	10
Dismissed		508		508
Joint Motion 41.47(f) - Agreed Order Sent	4874	14440		19314
Pending Ratification	15	23		38
Protest Withdrawn			94	94
Ratified - Final Order Sent	912	440		1352
Resolved By Authorized Party			81	81
Resolved Value	1			1
Resolved Value - Hearing Agreement	8	1		9
Withdrawn By Joint Motion 41.47(f)			50	50
Grand Total	5811	15414	831	22056

Case Status	Count of PIN	Sold After 5/14/2021
41.45 (e-1) Request Received	1	
ARB Hearing Scheduled	507	73
ARB Hearing Scheduled - Affidavit	5	3
ARB Hearing Scheduled - Telephone Hearing	4	
Closed By ARB Determination	82	
Did Not Appear	10	3
Dismissed	508	41
Joint Motion 41.47(f) - Agreed Order Sent	19314	285
Pending Ratification	38	6
Protest Withdrawn	94	9
Ratified - Final Order Sent	1352	27
Resolved By Authorized Party	81	
Resolved Value	1	
Resolved Value - Hearing Agreement	9	
Withdrawn By Joint Motion 41.47(f)	50	1
Grand Total	22056	448

730 ACTUAL HEARING ATTENDED BY CROUCH

1152 - ACTUAL HEARINGS

21,326 filed to be reviewed - 20 by affidavit

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