

GCAO – COVID-19 IMPACT ON OPERATIONS

In coordination with the Grant County Board of County Commissioners, the Grant County Manager's Office, and all pertinent NM State Executive Orders, the Grant County Assessor's Office is implementing the following procedures. These procedures will remain in effect until further notice.

- The office will operate on a limited schedule with limited staffing, but it will be closed to the public. Under certain compelling circumstances, citizens will be seen on a "by appointment only basis." Whenever possible, please delay requesting services until we have resumed normal operations.
- All field work has been suspended.
- All typical deadlines (for protests, exemptions, etc.) remain in force. Should a citizen be required to deliver documents by email or first class mail, the time stamp or post mark must be on or before the stated deadline.
- Points of contact for typical services remain as before. Please refer to our website for email addresses and phone numbers. <https://grantcountynm.gov/elected-officials/assessor/>
- The point of contact for administrative issues and our COVID-19 response plan is the Chief Deputy Assessor, Matthew James.
- Citizens are encouraged to conduct business with our office by phone, fax, and email as much as possible. The vast majority of customer service inquiries can be handled in this manner. Services that cannot be rendered in this manner will be addressed in person by appointment only. Appointments will only be made for compelling situations. Whenever possible, please delay requesting services until we have resumed normal operations.
- All citizens requiring appointments will be screened per County guidelines. Appointments will be scheduled at 30 minute intervals within our limited schedule as much as possible to reduce overlapping foot traffic.
- Customer Service Tasks that can be handled entirely via phone, email, or fax.
 - General information requests
 - Personal Property Rendition
 - Application for Special Method Valuation (Ag & Grazing)
 - The documentation of Grazing Leases
 - Head of Family Exemptions
 - Claim for Exemption of Property by Non-Governmental Entities
 - Splits, Combines, Boundary Line Adjustments
 - Mailing Address Changes
 - Petition for Protest & Protest Withdrawal
- Customer Service Tasks that may require appointments
 - Manufactured Home Tax Releases
 - Veteran's and Full Disabled Veteran's Exemptions

- In the case of tax releases we have modified our procedures in cooperation with the Treasurer's Office and MVD so that an in person visit is not required, though the transfer of documents via email or mail may be necessary.
- In the case of Veterans Exemptions, we request that citizens requesting these exemptions mail their original certificate to us. It will be returned to you via mail once we have completed the associated data entry.