

General judgements Netherlands Council for Real Estate Assessment

★★★★★ **Good quality long-term guaranteed**

This general judgment applies to a municipality that provides good quality WOZ appraisals and also meets the quality requirements set for all components of the WOZ work process. The municipality has also taken sufficient measures for adequate management and quality control of the work. When a municipality or executive organization has been able to maintain this judgment for several consecutive years, an "extra star" is awarded and the judgment is "Good quality long-term guaranteed "

★★★★ **Good quality**

This general judgment applies to a municipality that provides good quality WOZ appraisals and also meets the quality requirements set for all components of the WOZ work process. The municipality has also taken sufficient measures for adequate management and quality control of the work.

★★★ **Sufficient**

This general judgment applies to a municipality that delivers WOZ appraisals of sufficient quality and meets the quality requirements set for the most important components of the WOZ work process.

★★ **Should be partly improved**

This general judgment applies to a municipality that does not meet the quality requirements on one or more important parts of the WOZ work process.

This may relate, for example, to the timeliness of announcing the WOZ value or the speed of handling objections, the completeness of the municipal administration, the quality assurance around the object characteristics used in the valuation.

Concrete agreements have been made with these municipalities about which parts must be improved and within which period the improvements must have yielded visible results. To monitor the progress and the results of the aforementioned improvement actions, the Council for Real Estate Assessment carries out more intensive supervision at these municipalities.

★ **Must urgently be improved**

This general judgment applies to a municipality that provides WOZ appraisals of insufficient quality and also fails to meet the quality requirements on crucial parts of the WOZ work process and also fails to take adequate measures for adequate management and quality control of the work.

Agreements have been made with these municipalities at the administrative level about the improvements. The progress and the results of the aforementioned improvement actions are followed intensively by the Council for Real Estate Assessment. As long as there are no demonstrable significant improvements, the Council for Real Estate Assessment will not agree with the sending of the WOZ decisions.