

# GETTING RESULTS FOR A HURRICANE HARVEY FLOOD VICTIM

## PROPERTY TAX CASE STUDY

### CLIENT'S CHALLENGE

Ken Zieren initially hired one of Houston's largest tax consulting firms to protest his property taxes; yet after the initial hearing, they were unsuccessful at reducing his home's value. Ken's home had sustained major flood damage from Hurricane Harvey and thought that should have been effective evidence for reduction. Disappointed, Ken turned to his good friend Michael Lane. Although the Lane team typically focuses on commercial properties, Michael was happy to handle the case.

### OUR RESULTS

When Lane took over the case, the team requested details about the flood damage as well as repair expenses incurred from the hurricane. Using this data, a case was built to argue a decrease in the taxable value. Taking the case to arbitration, Lane successfully negotiated a 25% reduction for Ken's residential property.

### FROM OUR CLIENT'S POINT OF VIEW

“ I had used a different property tax consultant in Houston for the last ten years, but after their protest resulted in no reduction of value for my home, I was furious. As a Hurricane Harvey flood victim, my home had six or seven inches of water in it and my family had to live elsewhere for five months. I thought the damage would have some impact on my property taxes, yet my value didn't change a penny after the initial protest.

Although I was not satisfied with the result, I thought there was nothing I could do since the deadline had passed. However, I reached out to my friend Michael Lane, of Lane Property Tax Advocates, and he said we could arbitrate. His team requested any pictures and estimates I had to build a case for arbitration and then they took it from there. I received updates periodically, but the process was really smooth. In the end, Lane was able to reduce my valuation by 25% and I was very pleased. On top of that, Lane waved their fees, as they did for all flood victims. My family really appreciated that.

The company I had used is considered one of the 'big dogs' in Houston. They have thousands of customers just like me who never thought about looking at another property tax protest company. Even though I was going to drop them after their protest didn't reduce my value, it meant a lot knowing I had another company to turn to. Lane was reliable and helped me get the result I needed.”

— Ken Zieren

### PROPERTY DETAILS HOUSTON HOMESTEAD

Notice Value:  
\$565,250

Final Value after  
Initial Protest  
*(with different firm):*  
\$565,250

Final Value after  
after Arbitration *(with Lane):*  
\$425,250

Tax Savings:  
\$3,542.62

Impact:  
A decrease of  
**25%**  
in taxable value.