

What to Know About Informal Hearings

What is an informal hearing?

An informal hearing is a phone meeting with a representative from eQuality Valuation Services, where taxpayers can ask questions about the valuation of their property, explain why they believe the assigned value for their property is incorrect, and review the current property data. During the informal hearing, an eQuality representative will take notes and document taxpayer concerns and specifics regarding their property. Each property that has an informal hearing will be reviewed on an individual basis to determine if a change of value is warranted. Notification of the informal hearing results will be sent in January of 2026.

4 Questions to Ask Before Scheduling an Informal Hearing:

1. Can I sell my property for that amount?

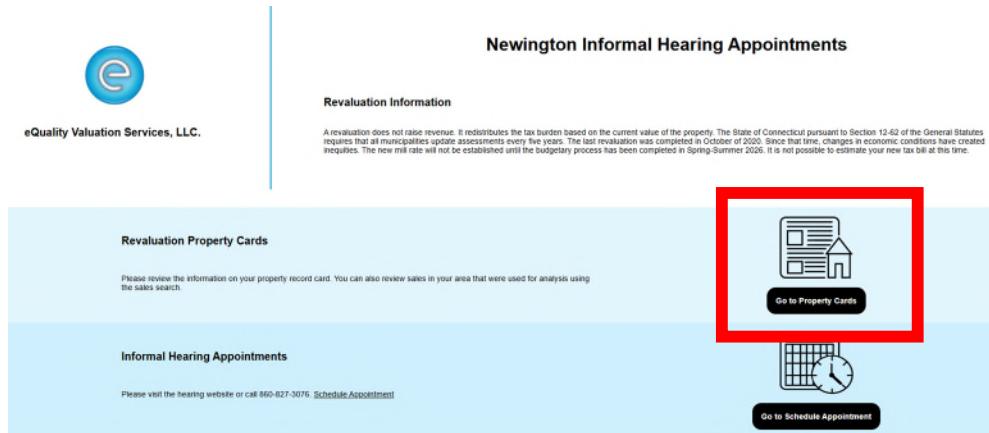
The first thing you should ask yourself, is can you sell your property for approximately the amount of your properties fair market value. (Please note that assessments in Connecticut reflect 70% of market value)

2. Does the Assessor's Office have the correct information on my property?

By reviewing the information that the Assessor's Office has collected on your property, you are making sure that the data is accurate. While reviewing your property you should make sure that all of the measurements on the sketch are accurate (measurements are taken from the exterior). In addition, it is important to check the land size and interior data to ensure the highest level of accuracy.

You can access your property information on the Town of Newington's Revaluation website:

<https://newington.equalitycama.com>. Once on that website you will want to access the Revaluation Property Cards portion of that page:



The screenshot shows the 'Revaluation Property Cards' section of the website. It includes a logo for eQuality Valuation Services, LLC, and a 'Revaluation Information' section with a note about the revaluation process. Below this is the 'Revaluation Property Cards' section, which contains a note about reviewing property record cards and sales analysis, and a 'Go to Property Cards' button. The 'Go to Property Cards' button is highlighted with a red box. At the bottom is the 'Informal Hearing Appointments' section, which includes a note about visiting the hearing website or calling 860-427-3076, and a 'Go to Schedule Appointment' button.

*It is important to note, that the property cards located on the Town of Newington's Assessor Database may not have the most up to date information, as the revaluation company is currently responsible for updating the Real Estate database.

3. How much are similar properties in my neighborhood selling for?

When searching for sales, you will want to find properties that are located as close to your property as possible before starting to make any comparisons. If you know properties that have sold in your area you can access more specific information on these parcels in the same place you would find information on your own parcel. (<https://newington.equalitycama.com>).

When reviewing sales, it is important you choose recent sales of properties that are similar to your property. For instance, if you own a 2,000 square foot ranch that has $\frac{1}{4}$ of an acre of land, you will want to look at properties that have the same characteristics.

There are a number of resources for sales information both on line and in the Assessor's Office. In the Assessor's Office you can find binders with all Real Estate sales going back several years. Online here are some resources:

- The Town of Newington Revaluation interactive data website:
 - [Town of Newington 2025 Interactive Data](#)
- eQuality Revaluation Information website:
 - <https://newington.equalitycama.com>
- The Town of Newington Online Mapping System:
 - [Town of Newington GIS](#)
 - There is an overlay in the "Interactive Mapping" section that will visually display all sales for a selected year. Instructions on how to use the interactive mapping to see sales data on the Town of Newington GIS can be found here: [Interactive Mapping Instructions](#)
- Reports located on the Town of Newington 2025 Revaluation Information page:
 - [2025 Townwide Revaluation | Newington, CT](#)

4. How much are similar properties in my neighborhood assessed for?

If you do not have any recent sales activity in your area, you can review the assessed value for similar parcels that are located near your property. (Note: please be aware that while a property may appear to be similar to yours, it may in fact be very different) You can access parcel information at the links listed above.

When are informal hearings being held?

Residential property informal hearings will be held November 17th through December 2nd.

Commercial property informal hearings will be held November 19th through December 2nd.

Scheduling an informal hearing:

Informal hearings can be scheduled either over the phone or on an online portal specific to the Town of Newington 2025 Revaluation.

Phone: (860) 827-3076

- When scheduling by phone it is important to remember that this number is for a call center ONLY. Questions will not be able to be answered when calling this number.

Online: <https://newington.equalitycama.com>

In order to schedule an informal hearing, you must have the authorization code for your property. This authorization code can be found at the bottom of the assessment notice:

Property Record Cards & Online Appointments:	https://newington.equalitycama.com
Appointment Phone:	860-827-3076
AUTHORIZATION CODE: xxxxxxxx	<small>*This is an outside call center to book appts., ONLY. No questions can be answered at this number.</small>
Residential Schedule before:	12/1/2025
Residential Hearings are available:	11/17/2025 - 12/2/2025
Commercial Schedule before:	
Commercial Hearings available:	

The deadline to schedule an informal hearing is December 1, 2025.

How do I receive confirmation once I schedule an informal hearing?

Informal hearing appointment confirmations will be sent via email ONLY. If an email is not provided at the time you schedule your hearing, you will not receive a confirmation. In the event you did provide an email and did not receive a confirmation email, it is recommended that you check your email SPAM folder.

What to expect:

Informal hearings are held over the phone ONLY. On the day of your hearing, you will receive a call from an eQuality representative at your scheduled time. Please note, the call may have a caller ID that shows as "UNKNOWN". Informal hearings run on a very tight schedule. If there is no answer to the first phone call, a second attempt will be made to contact you. **Residential informal hearings are held in 15-minute increments, and Commercial are held in 20-minute increments.**

What if I miss my hearing appointment?

In the event that you miss your informal hearing appointment, you have one of two options. The first, if the scheduling window is still open, you may rebook your hearing. The second, is to work directly with the Assessor's Office to discuss your property valuation.

Preparing for your hearing:

In reviewing the “4 Questions to Ask Before Scheduling an Informal Hearing” you may have uncovered a data error, found comparable sale properties that support a lower assessment or want to discuss an irregularity that may affect the value of your property. You will want to be prepared for your hearing in order to prove your case. Even if you have supplied information in the past that lowered your value, you will want to present that information again.

Simply saying that your value is “too high” may not be enough to support an opinion of value for your property. Having recent sales for other properties in your area with similar characteristics can help you in supporting a change in the value of your property. If available, a recent appraisal, usually contains information that can be helpful in proving your case, provided that the appraisal value is lower than the current market value.

If there is an issue pertaining to the use of your property, it will be important to have supporting evidence such as a deed showing a usage restriction or a plot plan which outlines any topographical irregularities.

Any documentation, including pictures, that you believe will help make your case for a change in value must be submitted to newington@qds.biz **within 2 days after your scheduled hearing date.** (If you do not receive a confirmation email after submitting documentation, check your SPAM folder)

Hearing Review and Results:

Each property that has an informal hearing will be reviewed on an individual basis by a member of the eQuality valuation team and they will determine if a valuation change is warranted. In January of 2026, a notice will be sent to those property owners who had a hearing with the decision and new value (if applicable) for their property.

What if I disagree with my assessment after a hearing?

If, after having an informal hearing, you still disagree with the value on your property you can then appeal to the Board of Assessment Appeals. All appeal applications to the Board of Assessment Appeals must be submitted by February 20th, 2026. The Board of Assessment Appeals will meet for hearings in the month of March. Applications for the Board of Assessment Appeals can be found on the Town of Newington Assessor’s website, or obtained by contacting the Assessor’s Office directly at (860) 665-8530 or assessor@newingtononct.gov.