

**PROGRAM**  
**SIXTY-SECOND ANNUAL SCHOOL**  
**FOR**  
**MASSACHUSETTS ASSESSING OFFICERS**



***62nd Annual School***



Sponsored by

Massachusetts Association of Assessing Officers

and

Department of Revenue

August 7 – 11, 2017

University of Massachusetts  
Campus Center  
Amherst, Massachusetts

***“Professionalism Through Education”***



# MASSACHUSETTS ASSOCIATION OF ASSESSING OFFICERS

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Melissa Couture Ribold, MAA South Hadley  
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## DEPARTMENT OF REVENUE

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Sean Cronin, Senior Deputy Commissioner of Local Services  
Joanne Graziano, Chief, Bureau of Local Assessment  
Kathleen Colleary, Chief, Bureau of Municipal Finance Law

## DEPARTMENT OF REVENUE FACULTY

Kathleen Colleary, Chief, Bureau of Municipal Finance Law  
James Crowley, Attorney, Bureau of Municipal Finance Law  
Patricia Hunt, Attorney, Bureau of Municipal Finance Law  
Sandra Bruso, Bureau of Local Assessment  
Don Gorton, Bureau of Local Assessment  
Amy Handfield, Bureau of Accounts  
Andrew Nelson, Bureau of Accounts  
Steve McCarthy, Bureau of Local Assessments  
Steve Sullivan, Bureau of Local Assessment

# Massachusetts Association of Assessing Officers, Inc.

## 2017 Annual School

This year is the Sixty-second Annual Assessors School held by the MAAO in conjunction with the Department of Revenue, at the University of Massachusetts Campus Center, Amherst, during the week of August 7 - 11, 2017. This year we will be offering seven courses and eight special courses that, we feel, will benefit each student and the community that he or she represents. If you are interested in the Specialty Courses this year we have provided you with more choices. As with last year we are providing two tracks in the Specialty Course. We hope that this will better serve the needs of those members that have taken the basic curriculum and desire a more varied and advanced programs.

Pre-registration is mandatory, as classroom space must be reserved and materials ordered. **Registrations MUST be completed by July 24, 2017 to avoid a late fee.** Included in your registration fee is the morning break and lunch (Please see special note below) each day as well as the Wednesday evening BBQ.

The registration fees for the annual school are located on the registration form in this packet. We are offering daily registration for the Specialty Course, details are listed on the registration form.

### **SPECIAL NOTES:**

1. **Conference Registration:** Last year, UMASS Amherst changed their processes for online registration. If you created an account last year, you should use the same login and password. If you did not attend last year, **YOU WILL NEED TO CREATE AN ACCOUNT. THIS IS NOT THE MAAOs WEBSITE!!** Please be sure to use a simple password (as this will be what you log in with next year!).
2. **Conference Check-in:** Weeklong conference registration will take place **on Monday morning only, August 7<sup>th</sup>, 8:00 a.m. to 9:00 a.m.** 1st floor registration desk. Please try to be there early in order for us to begin the welcoming session on time. Late registrants and one day registrants will have to go to the 8th floor registration office to register. For registration questions or issues please contact Conferences Services directly at 413-577-8102.
3. **Room Reservations:** Please be sure to stipulate that you are with the Assessors Association (**use code: MAS17C**) when making room reservations. Please see the Campus Center Hotel Reservation information in this packet. As stated above, pre-registration is required for the school AND for the hotel rooms at the Campus Center. We have a limited number of rooms reserved for your use and have scheduled all the week's events at the Campus Center. **DO NOT** send payment for your rooms with the school registration form. Keep in mind that rooms will be held only until 6:00 P.M. on Sunday. If you expect to arrive later than that time, you must contact the Campus Center Hotel at 877-822-2110 and make arrangements for your room to be held.
4. **Parking Pass:** If you are registered for a room at the hotel you will receive a parking pass for the garage. If you are not registered at the hotel you will receive a parking pass which is included with your conference registration. It will be distributed at registration.
5. **Corn Hole:** Again this year we will be holding a "Corn Hole" Tournament during our Wednesday evening BBQ on the patio. Please join us for an exciting, fun and competitive event. There will be food, beverages and relaxation. Your ID Badge is your admission. Check out the "Corn Hole Page" at the end of this packet!!
6. **Calculators:** Calculators may be necessary in all courses, not cell phone calculators, and please bring #2 pencils for the Exam.
7. This year lunch will be available as last year. On Monday lunch will be served in the Auditorium as it has been in the past. For Tuesday, Wednesday, and Thursday meal cards for the Campus Center Food Court will be provided. Go here for detailed description and menu, <http://www.umassdining.com/locations-menus/campus-center>). **It should be noted that you will be responsible for your lunch meal card. If lost, misplaced, or forgotten at home we will NOT replace it.**

The **MAAO EDUCATION COMMITTEE** presents to you the following program that will guide you through the various “**STEPS TO PROFESSIONALISM**” as you increase your knowledge of the Assessing Profession. The Education Committee has dedicated a great deal of time and effort to plan and execute a variety of programs of the highest level possible. We believe it will be of great benefit to all.

**MAAO Designee Re-certification Credit** - in order to receive re-certification credit for attending a course, the participant must attend the entire course or workshop. No partial credit will be given for attending part of a course or workshop. Each subject in the Specialty Course will be treated as a separate course. Arriving more than ½ hour after the start of class will result in **no** credits being awarded. Course 101, 200, MAAO courses 1, 2, 3 & 5 are required for the MAA, RMA, and CMA designations.

**Course 101** is sponsored by the **MASSACHUSETTS DEPARTMENT OF REVENUE** as the basic course in Assessment Administration, Law, Procedure, and Valuation. *This course is limited to 45 students, at the request of the Department of Revenue.* [Go to this link for an outline of the course:](#)

**MAAO Course 200 – Principals of Assessing Procedures** is our own course dealing with the Assessors administrative responsibilities, in addition to Appellate Tax Board procedures. The course is taught by MAAO members and is an in-depth explanation of our everyday practice. It is a course necessary to the new Assessor and useful to the experienced Assessor as a review. [Go to this link for an outline of the course:](#)

**MAAO Course 1 – Comparable Sales Approach to Value** is a course developed by members of our own association and deals with the Comparable Sales Approach to Value, sometimes called the market approach. It offers a brief review of the necessary mathematical procedures required in our job. It also deals with the basic appraisal process, concept of value, and mass appraisal using the comparable sales approach. It is a course that goes into detail concerning a subject that is germane to our profession. [Go to this link for an outline of the course:](#)

**MAAO Course 2 - Cost Approach to Value** is devoted to the Cost Approach to Value. This course begins with a review of algebra and also reviews the assessment process. It delves into the process of replacement cost, depreciation, cost tables, and adjustments. You will apply these procedures to both, the single property appraisal and the mass appraisal process. [Go to this link for an outline of the course:](#)

**MAAO Course 3 - Income Approach to Value** is dedicated to the Income Approach to Value. The first section is devoted to basic statistics. The math reviews included in MAAO Courses 1 & 2 provide the basis on which to proceed to statistics. The course will cover analysis of the income and expenses generated by income producing property and the development of economic rents, expenses, and cap rates in order to generate an accurate indicator of market value. [Go to this link for an outline of the course:](#)

**MAAO Course 5 – Mass Appraisal of Real Property** is designed to lead the student through the process of mass appraisal of real property both residential and non-residential. In MAAO Course 5, discovery, listing, and valuation will be discussed. Our other courses have been directed toward single property appraisal. This course applies those principles to a great mass of properties. [Go to this link for an outline of the course:](#)

**MAAO Course 6 –Valuation Administration** is a course developed by the MAAO to expand on the procedures that are necessary to perform accurately and professionally the primary function of our profession, the administration of the development of values and meeting the requirements of state certification. Doing it right is not only necessary to satisfy the BLA requirements but to satisfy and instill confidence in the taxpayer. This course is intended to guide you or to reassure you that you are doing it right. *At this time it is **not** a requirement for any MAAO designation. It may be in the future. It will qualify for 34 Credits for recertification.* [Go to this link for an outline of the course.](#)

**Specialty Course** - There will be several varied dynamic programs that are germane to today’s needs. See the course description page for details.

# MAAO SPECIALTY COURSE

COMMITTEE: Rick Ladd, MAA – Susan LeMay, MAA – Ellen Brideau, MAA

*Please note:* You may attend on a daily basis but there are no half day registrations allowed. See registration form for specifics.

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## Monday, August 7<sup>th</sup>

**8:30 a.m. General Welcome, Auditorium**

**Session 1** (7.5 credits) **Evaluating Residential Construction** (*Please make note of the class time*)

**Full Day** (8:30 am – 5 pm) This seminar will improve your confidence in describing, analyzing, and valuing new or existing residential property. Once you have completed this program, you will be able to better identify and characterize the quality and condition of a single family house that effects its market appeal and value. Participants have given this seminar high marks for its practicality and benefit to real estate assessors and tax appraisers. Don't miss this seminar, if you want to be more adept at determining the value of residential units, by:

- Using the appropriate terminology to describe the configuration, duality, and condition of a single-family house;
- Identifying typical combinations of residential building assemblies and systems that are incorporated in a residential valuation database;
- Determining comparability based on the observed duality of building construction materials, craftsmanship, and design; plus
- Recognizing and describing improvement deficiencies that will affect value.

This program shows how single-family houses are constructed from the ground up. The presentation features thousands of digital construction images and a 120-page Reference Manual. The sequence of images, accompanied by the instructor's monologue, illustrates how the structure, envelope, interior, and environmental system components influence value for houses ranging from custom to affordable, and even factory built units.

*Instructor: James C. Canestaro, AIS, AICP*

**Session 2** (6 credits) **Excel for Assessors** (*Must bring a laptop with Office 2007 or newer*)

**Full Day** (9 am – 4 pm) This course highlights how Excel can assist assessors with their everyday ordinary tasks. Additionally, this course highlights Excel's powerful analytical tools which are available to help solve many of the challenges facing assessors. Excel for Assessors covers the following topics: Merging data from two separate cells, Importing data into Excel, Using Excel to extract market based depreciation estimates, Calculating the coefficient of dispersion, standard deviation, and the coefficient of variation, Creating and using PivotTables and PivotChart reports, Using PivotTables to dynamically analyze ratio studies, Using the "VLOOKUP" function to create appraisal comp data, Using the "sumif" and "countif" formulas, Using the "if" formula to identify properties to review, and Other time-saving tips and techniques

*Instructor: David Cornell, CAE, MAI*

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## Tuesday, August 8<sup>th</sup>

### **Session 1** (6 credits) **Effective Age: Estimating Depreciation on Residential Properties**

**Full Day** (9 am – 4 pm) One of the most important but difficult steps in the valuation process is the estimation of depreciation. It is even more important when applying effective age estimates to properties in the mass appraisal process. The purpose of this 4-hour hands-on workshop is to learn how to use market data to estimate depreciation. This will be demonstrated by analyzing actual sales data to assist in the development of depreciation models and effective age charts.

#### **I'm the Assessor - Now What?**

This seminar is designed for the individuals wondering what to expect once they become the assessor. We will address everyday problems Assessors have with employees, property owners, local boards and other offices that have never been discussed in appraisal courses or seminars. Discussion will include everyday issues Assessors face with public relations, the media, people management, and the budget. Learn what the mark of a true professional is.

*Instructor: Richard Simmons, MAA, RMA*

### **Session 2** (6 Credits) **Advanced Excel for Assessors (Must bring a laptop with Office 2007 or newer)**

**Full Day** (9 am – 4:00pm) This course builds on the concepts highlighted in Excel For Assessors, and introduces many of Excel's advanced capabilities which can help assessors solve many assessing challenges. Advanced Excel for Assessors covers the following topics:

- Creating and editing charts
- Creating conditional formatting
- Importing data into Excel
- Data cleaning tips and tricks
- Calculating discounted cash flows
- Customizing PivotTables and PivotChart reports
- Formatting dates, time, and text
- Using Excel's What-if Analysis
- Using Excel's statistical functions to identify outliers
- Other time-saving tips and techniques

*Instructor: David Cornell, CAE, MAI*

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## Wednesday, August 9<sup>th</sup>

### **Session 1** (7.5 Credits) **IAAO One-Day Forum 950 – International Property Measurement Standards: Residential Buildings (Please make note of the class time)**

**Full Day** (8:30 am -5 pm) The material and lecture will explain what the International Property Measurement Standards Coalition is and why IAAO has joined the coalition of more than fifty-six organizations world-wide. The instructor will also present the aim, goals, and scope of the standards and provide a summary of the standards development work done by the Standards Setting Committee (SSC). The Instructor will then lead a discussion of the impact the standards will have on local, national, and global real estate market participants. The Instructor will demonstrate how the use of IPMS will benefit assessors, appraisers, mass-appraisers, property owners, investors, and tenants. The forum will include a section by section review of the standard for Residential Buildings, including dwellings and apartment buildings.

*Instructor: Mr. Gary McCabe, CAE, Chief Assessor, Town of Brookline*

## Wednesday, August 9<sup>th</sup> continued...

### **Session 2** (6 Credits) What can “Word” do for You (Must bring a laptop with Office 2007 or newer)

**Full Day** (9 am – 4pm) Word for Assessors is specifically designed to highlight how features in Word can help with the creation of letters, reports and documents and the tips and tricks that can make these tasks much easier. Word for Assessors covers the following topics:

- Creating templates
- Inserting SmartArt
- Creating document themes
- Adding page numbers, sections, and page breaks
- Adding footnotes, endnotes, and captions
- Creating a table of contents
- Customizing the ribbon bar
- Creating lists
- Inserting pictures, shapes, and charts
- Using tables to create fillable forms
- Creating mail merges
- Using the find and replace function

*Instructor: David Cornell, CAE, MAI*

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## Thursday, August 10<sup>th</sup>

### **Session 1** (6 Credits) MAAO Ethics & Professional Standards Review

**Full Day** (9 am – 4 pm) This seminar is designed primarily for the designated assessor and will provide a review of the MAAO Code of Ethics as well as a review of recent updates to USPAP. It will focus on those standards which could affect the assessor. Particular emphasis will be placed on USPAP Standard 6 which deals with Mass Appraisal. We will also discuss and provide example case studies for USPAP Standards 1, 2, & 3. This seminar is not designed to meet the rectification requirements of the MA Licensing Board or the Appraisal Foundation. **The MAAO Professional Admissions Committee has determined that it will be accepted as equivalent to the update of USPAP currently required to meet the continuing education requirements of the M.A.A.O.** The seven hour USPAP update will also continue to be accepted for recertification of designations in the M.A.A.O.

*Instructor: John Cena, Assessor, Amesbury*

### **Session 2** (6 Credits) How to Shine at PowerPoint (Must bring a laptop with Office 2007 or newer)

**Full Day** (9 am – 4 pm) PowerPoint for Government Officials lays out the essentials for creating and delivering effective presentations. Learn how to create, edit, and share PowerPoint presentations, engage audiences, present data in a meaningful way, and effectively use graphics. PowerPoint for Government Officials covers the following topics:

- Creating great presentations using themes and templates
- Presentation do's and don'ts
- Effectively using pictures, SmartArt, shapes, and charts
- Creating and editing master slides
- Adding headers, footers, and dates
- Creating dynamic animations
- Using speaker notes and comments
- Adding video
- Moving the slide deck
- Sharing presentations and creating printouts
- Presentation tips and tricks

*Instructor: David Cornell, CAE, MAI*

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## **Friday, August 11<sup>th</sup>**

### **Session 1** (3 Credits) **The Latest from the DLS**

**Half Day** (9 am – 12 noon) Members of the Division of Local Services will bring us up to date on the latest changes and procedures that concern all Assessors. An update on the new Gateway procedures will be included.

*Instructor: TBD*

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# REGISTRATION FORM

## MASSACHUSETTS ASSOCIATION OF ASSESSING OFFICERS 61<sup>ST</sup> ANNUAL SCHOOL

Campus Center - University of Massachusetts

August 7th -11th, 2017

UMASS Conf. Services Tel. No. 413-577-8102

Name: \_\_\_\_\_ Community/Organization: \_\_\_\_\_

Title: \_\_\_\_\_ Day Time Phone #: \_\_\_\_\_

Address: \_\_\_\_\_ City/Town/Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

We are offering 2 tracks for our Specialty Courses again this year. Please be sure to check which courses you are planning on attending. **On-Line registration is available at the following link:** [UMASS conference Services](#).

**Please check the box for the course registration and circle the membership cost that applies to your status.**

	Member	Non-Member
<input type="checkbox"/> DOR Course 101	\$ 435.00	\$ 485.00
<input type="checkbox"/> MAAO Course 200	\$ 495.00	\$ 570.00
<input type="checkbox"/> MAAO Course 1	\$ 495.00	\$ 570.00
<input type="checkbox"/> MAAO Course 2	\$ 495.00	\$ 570.00
<input type="checkbox"/> MAAO Course 3	\$ 495.00	\$ 570.00
<input type="checkbox"/> MAAO Course 5	\$ 495.00	\$ 570.00
<input type="checkbox"/> MAAO Course 6	\$ 495.00	\$ 570.00
<input type="checkbox"/> Specialty Course - 5 Days (please choose session for each day)	\$ 535.00	\$ 610.00

**Choice 2 for Each Day**

(Must bring a laptop with Office 2007 or newer to participate)

**Choice 1 for Each Day**

Specialty – Monday choose 1	<input type="checkbox"/> Evaluating Residential Construction	<input type="checkbox"/> Excel for Assessors
Specialty – Tuesday choose 1	<input type="checkbox"/> Effective Age: Estimating Depreciation on Residential Properties/ I'm the Assessor - Now What?	<input type="checkbox"/> Advanced Excel for Assessors
Specialty – Wednesday choose 1	<input type="checkbox"/> IAAO Forum 950-IPMS	<input type="checkbox"/> What can "Word" do for You
Specialty - Thursday	<input type="checkbox"/> MAAO Ethics & Professional Standards Review	<input type="checkbox"/> How to Shine at PowerPoint
Specialty - Friday	<input type="checkbox"/> The Latest from the DLS	

***Specialty Courses - 1 Day Registrations includes lunch each day except Friday***

	Member	Non-Member
<input type="checkbox"/> Specialty Course Monday – Evaluating Residential Construction	\$155.00	\$205.00
<input type="checkbox"/> Specialty Course Monday – Excel for Assessors	\$155.00	\$205.00
<input type="checkbox"/> Specialty Course Tuesday – Effective Age: Estimating Depreciation on Residential Properties/ I'm the Assessor - Now What	\$155.00	\$205.00
<input type="checkbox"/> Specialty Course Tuesday – Advanced Excel for Assessors	\$155.00	\$205.00
<input type="checkbox"/> Specialty Course Wednesday – IAAO Forum 950-IPMS	\$155.00	\$205.00
<input type="checkbox"/> Specialty Course Wednesday – What can "Word" do for You	\$155.00	\$205.00
<input type="checkbox"/> Specialty Course Thursday – MAAO Ethics & Professional Standards Review	\$155.00	\$205.00
<input type="checkbox"/> Specialty Course Friday (half day) – The Latest from the DLS	\$100.00	\$150.00

Total Registration Fee

Add a 3% UMASS Process fee

Total Amount Enclosed

**PAYMENT POLICY:** Please make check payable to **UMASS Conference Services** and return by **July 24th, 2017 to: UMASS Conference Services CS 18028**, 810 Campus Center, University of Massachusetts, 1 Campus Center Way, Amherst MA 01003-9243 or fax to 413-577-8130

**CANCELLATION/REFUND POLICY:** Conferees canceling by July 31<sup>st</sup>, 2017 will receive a full refund of their registration fee minus a \$60.00 cancellation processing fee and any administrative fees. **All cancellations must be in writing. ABSOLUTELY** no refunds will be issued for cancellations **received** after July 31<sup>st</sup>, 2017.

**LATE REGISTRATION POLICY:** Registration **received** by Conference Services after July 24th, 2017 will be assessed a \$40.00 late fee. Conferees registering on-site will also be charged a late registration fee. Any check returned by the bank for insufficient funds will assessed a charge of \$35. **You may fax your registration on or before July 24<sup>th</sup> stating method of payment to 413-577-8130.**

**Massachusetts Assessors Annual School  
August 7th – 11th, 2017**

**Reservation Information for the [Hotel UMASS](#)**

**Reservations are due by 7/14/2017**

*Please note that the complete campus grounds and hotel has gone completely non-smoking.*

**Reservations may be made by phone by calling, 877-822-2110.**

**or on-line by clicking the following link, [Hotel UMASS](#).**

Conference/Group Use  
Only  
**MAS17C**

A block of rooms at the Campus Center Hotel is being held for our conference. When you register for your overnight accommodations it is important that you use the group code assigned to us for the conference (noted above). Please be sure to reserve your room early. The cutoff date is **July 14<sup>th</sup>**. After **July 14<sup>th</sup>** any rooms still available in the block will be released.

**Reservation Policies – Please Read Carefully**

Check and all major credit cards are accepted. Upon check-in a credit card and photo ID is required.

**CANCELLATION POLICY:** Cancellation for all hotel reservations must be received one day prior to your arrival date. Cancellations received less than 24 hours in advance will be charged the first night's room rate.

University policy prohibits pets in the Campus Center. Parking for Hotel Guests is available in the Campus Parking Garage at a reduced rate.



## THIRD ANNUAL MAAO CORN HOLE TOURNAMENT

*This year the MAAO will be hosting the third Annual MAAO Corn Hole Tournament.*

*“Corn Hole” is a fad that is sweeping the nation. There will prizes for the winners and runners-up. It will be held on Wednesday evening before, during, and if necessary, after the BBQ that is to be held on the patio.*

It has been called many things, Corn Toss, Bean Bag, Bean Toss, Soft Horseshoes, Indiana Horseshoes, but to many it is just “Corn Hole”. It has been said that the game originated in Germany in the 14th century, and then was rediscovered in the hills of Kentucky over 100 years ago. The truth is, who really knows, but the game is great fun for all ages and can be played anywhere! Corn Hole or Corn Toss is similar to horseshoes except you use wooden boxes called Corn Hole platforms and corn bags instead of horseshoes and metal stakes. Contestants take turns pitching their corn bags at the CornHole platform until a contestant reaches the score of 21 points. A corn bag in the hole scores 3 points, while one on the platform scores 1 point.

*Scoring can be swift and the lead may change hands several times in a match before the winner is decided.*

**Open to all attendees!**

**Sign up your team ahead by contacting Bob Ellia at [director@maao.org](mailto:director@maao.org) or at the registration desk at UMASS.**

### **The rules are as follows:**

1. The DIRECTOR OF THE TOURNAMENT, at his/her discretion, may change the rules at any time.
2. Teams of two people must be registered before the start of the first match.
3. Games will be to 15 points.
4. It will depend on the number of teams that sign up whether this will be single elimination or double elimination. It will be decided before the first game.
5. The DIRECTOR OF THE TOURNAMENT will decide any disagreements.
6. The DIRECTOR OF THE TOURNAMENT’S word will be law.
7. The most important Rule: HAVE FUN!!!!