



THE CORPORATION OF THE UNITED TOWNSHIPS OF **HEAD, CLARA & MARIA**

April 27, 2016

Questions & Answer to help you answer some questions you may have about your 2016 Property Assessment Update.

What is the 2016 Assessment Update?

Every four years, the Municipal Property Assessment Corporation (MPAC) updates the value of every property in the province as part of Ontario's assessment cycle. The current Assessment Update is taking place in 2016 which is based on a valuation date of January 1, 2016. These assessments will be applicable to the 2017-2020 property tax years.

MPAC's assessments provide the basis on which municipalities base property taxes. Municipalities use the assessment base to calculate property taxes to pay for local programs and services, such as police protection, waste management, roads, parks and leisure facilities.

Why is it happening this year?

The cycle for province-wide Assessment Updates is every four years. The last update was in 2012, meaning the next update is set to occur this year.

What valuation date is being used?

The 2016 Assessment Update is based on a legislated valuation date of January 1, 2016.

What is a valuation date?

To ensure regularity, MPAC values each property based on a legislated valuation date. For the 2016 Assessment Update, the valuation date is January 1, 2016. MPAC uses the valuation date as the common date for determining what a property could have reasonably sold for if purchased by a willing buyer as of January 1, 2016.

How are the 2016 values being determined?

To establish a property's assessed value, MPAC analyzes sales of similar properties in the property owner's area and all the key features that affect market value. This method, called Current Value Assessment, is used by most assessment jurisdictions in North America. For residential properties, there are five major factors that commonly account for 85% of a property's value:

- Location
- Lot dimensions
- Living area
- Age of the property (adjusted for any major renovations or additions)

- Quality of construction

Values for the 2016 Assessment Update are a result from market analysis, data collection and preparation, and property level reviews.

For more information, refer to: <https://www.youtube.com/watch?v=Uikghy2Yz10>

When will property owners receive their property assessment notice?

Residential property owners will receive their new assessment Notices over a 21-week period, beginning on May 24, 2016. Non-residential property owners will receive their new assessments starting on October 11, 2016.

What is the relationship between assessment and taxation?

MPAC's property assessments provide the basis on which municipalities base property taxes. Here is how it works:

- Each municipality determines how much it costs to provide all the services in a community – such as waste management, parks, police protection, roads, etc....
- Once that's done, the municipality takes all of the property values and determines tax rates for different property types to secure enough funds to make available these services.
- This tax rate is then used to calculate how much property tax residents will pay to their municipality.
- In addition to the municipal tax rate, the Province of Ontario sets the education tax rate, which determines the education tax portion of the property tax bill.

For more information, refer to: https://www.youtube.com/watch?v=xqGbLotF_QQ

If a property owner's assessment increases, will they have to pay more property tax?

Not necessarily. If the assessed value of a home has increased more than the average for the municipality, property owners may pay proportionately more in property taxes. If it has increased in value less than the average, property owners may pay proportionately less in property taxes.

Under the *Assessment Act*, assessment increases are presented gradually over four years, for all property types. As such, market increases in assessed value between the January 1, 2012 and January 1, 2016 legislated valuation dates will be introduced gradually over four years (2017-2020). The phased-in values for your property are indicated on your Property Assessment Notice. The phase-in program does not apply to decreases in assessed value, which are introduced immediately.

What if a property owner hasn't received their Notice?

The first step is to check the Notice mailing schedule. Residential Notices are being mailed over a 21-week period starting May 24th. Property owners should contact MPAC's Customer Contact Centre at 1-866-296-MPAC (6722), or 1-877-889-MPAC (6722) if they have not received their Property Assessment Notice by the expected in home date.

How can property owners check the accuracy of their assessment?

Property owners should review their Notice, and ask themselves if they could have sold their property for the assessed value as of January 1, 2016. Next, they should visit aboutmyproperty.ca, to learn how and why their property was assessed the way it was, and to compare their assessment with others in their neighbourhood. If property owners have questions, they can call MPAC's Customer Contact Centre at 1-866-296-MPAC (6722), or 1-877-889-MPAC (6722), or visit a local MPAC office.

For more information, refer to: <https://www.youtube.com/watch?v=o6ATjrN2ttc>

What is AboutMyProperty™?

AboutMyProperty™ is a secure, online, easy-to-use, self-serve website that permits property owners to learn more about how their property was assessed, see the information MPAC has on file as well as compare it to others in their neighbourhood or area. Information on property values and market trends are also accessible through the site – at no cost.

Who can use this service?

Anyone is able to access the site and learn more about how assessment works and market trends in their area/municipality. Both residential and non-residential property owners can access information about their property by registering and logging in using the Roll Number and Access Key on their Property Assessment Notice.

How do I register and log in?

To register for AboutMyProperty™, you need the Roll Number and Access Key located on your 2016 Property Assessment Notice. If you own more than one property, each will have its own unique Roll Number and Access Key. After you register your first property – you can add additional properties through the 'My Profile' area located at the top of the homepage. If you need assistance to register, contact MPAC at 1 866 296-MPAC (6722).

What kind of information can I get on AboutMyProperty™?

You can learn more about how your property was evaluated, see the information MPAC has on file, as well as compare your property to others in your neighbourhood or area – free of charge. Learn more about Market Trends in your area.

- Browse through the interactive maps to view specifics on residential sale price trends in neighbourhoods and municipalities across Ontario.
- The 'How Assessment Works' section covers general information on how we assess properties.
- The five main factors that account for 85% of your property value, Ontario's property assessment system, and more. You can also access the following information, for each of the properties you own:

A Property Profile Report available through 'My Property'. This includes:

- Detailed information about your property and more information about the five key factors that account for 85% of your property's assessed value.

Property Snapshots

- As you browse through 'My Neighbourhood' you can access up to 100 snapshots of data on other properties in your neighbourhood or area. This snapshot provides the following information: property address, year built, square footage, lot size, number of stories, Current Value Assessment (CVA), and sales information, if applicable.

Favourites Report

- Compares your property with up to 24 saved Favourites. This detailed report will aid you in comparing your assessment to comparable properties in your neighbourhood to define whether your property's assessed value is correct. The report can be downloaded and includes address, Roll Number, Current Value Assessment (CVA), sale and site information, as well as residential structural details such as square footage.

What if property owners don't agree with their assessment?

If property owners disagree with MPAC's assessment or classification of their property, they can file a Request for Reconsideration (RfR) and MPAC will review their assessment, at no cost. The cut-off date to file an RfR is included on each property owner's Notice.

There are two ways to file an RfR:

- At aboutmyproperty.ca. Property owners will be able to include documents, pictures and reports to accompany their RfR, as well as check the status of their request. They may also mail or fax their application form to MPAC. Forms are available at mpac.ca.
- Write a letter to request an RfR. The letter ought to include the 19-digit Roll Number found on the Property Assessment Notice, the owner's full name, address and phone number, and the reasons why their assessment is incorrect, including any information they have to support their request. Beginning in 2016 (for the 2017 property tax year) property owners will have 120 days from the issue date of their Property Assessment Notice to file a RfR at no cost, to ensure they receive a just and consistent review of property assessment apprehensions. The Issue Date and the property owner's unique RfR deadline will be included on every Property Assessment Notice.

For more information, refer to: <https://www.youtube.com/watch?v=EPGN-THof5Q>

What happens once a Request for Reconsideration (RfR) has been reviewed?

MPAC will send a letter with the outcomes of their review within 180 days (or less) of when the request is received. With more complex situations, MPAC may require more time (up to 60 more days) to re-evaluate a property assessment and complete the review. MPAC will be in contact with the property owner if they need more time. Once a decision has been made, MPAC will mail a letter advising the owner about the result of their review. If the owner disagrees with the result, they have the option to file an appeal with the Assessment Review Board (ARB), an independent assessment appeal tribunal of the Ontario Ministry of the Attorney General.

Property owners have 90 days after MPAC has informed them of its decision about the RfR to file an appeal with the ARB. The ARB has its own appeal process. For more information, please contact the ARB at 1- 866-448-2248 or 416-212-6349 or visit arb.gov.on.ca. To request that a property be eligible for the farm or managed forest classes or conservation land exemption, an RfR must be filed with the respective program administrator at the Ministry of Natural Resources and Forests or the Ministry of Agriculture Food and Rural Affairs. For any other property type, property owners may choose to either file an RfR with MPAC or file an appeal with the ARB.

What happens at an ARB hearing?

At an ARB hearing, the onus is on MPAC to demonstrate the accuracy of the assessed value of a property. MPAC presents comparable sold properties as evidence and shares that information with the property owner before to the hearing. The property owner presents proof in support of their position. Ideally, they should choose properties that are similar to their property.