



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

November 13, 2009

Mr. Don Chevalier  
CAO/Treasurer  
The Township of Lake of Bays  
1012 Dwight Beach Rd  
RR 1  
Dwight, ON P0A 1H0

Dear Don:

On November 13, the Municipal Property Assessment Corporation (MPAC) will begin delivering approximately 800,000 Property Assessment Notices to property taxpayers across the province.

While the next province-wide Assessment Update will take place in 2012, changes to properties continue to occur. New homes are built, owners renovate, additions are built, structures are removed or demolished and properties change use. MPAC is legislatively responsible for updating this information even in a year when a province-wide Assessment Update is not taking place.

Some of the reasons for receiving a Property Assessment Notice this fall include:

- a change to property ownership or legal description, classification or school support; or
- a change to the property's value resulting from a Request for Reconsideration (RfR) or Assessment Review Board decision; or
- a property value increase or decrease reflecting a change to the property, for example, a new structure, addition, or removal or demolition of an old structure.

Each Notice shows the assessed value and classification of a property based on the legislated valuation date of January 1, 2008, which is in place for the 2009-2012 property tax years. The phased-in assessed values for a property are also included.

Although each Notice also indicates a number of ways to contact MPAC, you may also receive enquiries. The enclosed information kit will help you and your staff respond. This kit includes:

- a sample Property Assessment Notice;
- a copy of the Information Insert included with every Notice;
- Important Information About Your Property Assessment brochure; and
- fact sheet about MPAC.

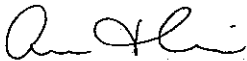
The key dates for the 2009 Notice mailing are:

<b>November 13-24, 2009</b>	Property Assessment Notice Delivery Period
<b>December 8, 2009</b>	Assessment Roll delivered to municipalities
<b>March 31 of the tax year</b>	Deadline for filing a Request for Reconsideration

Enquiries about Property Assessment Notices and assessment in general, may be directed to MPAC's website at [www.mpac.ca](http://www.mpac.ca) or to our Customer Contact Centre at 1 866 296-MPAC (6722). Property taxpayers may also visit their local MPAC office to meet with us face-to-face. The hours and address for the local office are included on every Notice mailed.

As part of our commitment to deliver property assessment excellence, provide outstanding service and to earn your trust everyday, we are pleased to provide support to help you answer questions and address the concerns of property taxpayers in your community. If you have any questions, please do not hesitate to contact me at 705-746-9303 or toll free at 1-877-847-3857, Ext. 11.

Yours truly,



Anne Haines, M.I.M.A.  
Municipal Relations Representative  
Customer Relations

Enclosure

**Copy** Arthur Anderson, Director, Municipal Relations

AH:tb

# IMPORTANT INFORMATION

## ABOUT YOUR 2009 PROPERTY ASSESSMENT NOTICE



MUNICIPAL  
PROPERTY  
ASSESSMENT  
CORPORATION

**MPAC's role is to accurately value and classify properties in Ontario in accordance with the *Assessment Act* and regulations established by the Ontario Government. When your municipality/local taxing authority sets property tax rates, your assessed value and classification are used to determine your property taxes. For questions about your property taxes, please contact your municipality/local taxing authority. Education tax rates, which are set by the Government of Ontario, will also be applied to the assessed value.**

### **WHY HAVE I RECEIVED THIS NOTICE?**

You may have received this Notice for one of the following reasons:

- change to property ownership or legal description, classification or school support;
- change to the property's value resulting from a Request for Reconsideration or Assessment Review Board decision; or
- property value increase/decrease reflecting a change to the property, for example, a new structure, addition, or removal of an old structure.

Your Notice shows the assessed value and classification of your property based on the legislated valuation date of January 1, 2008, which is in place for the 2009-2012 tax years.

The phased-in assessed values for your property are also listed on your Notice. The Government of Ontario made a number of changes to the property assessment system, which took effect for the 2009 property tax year, including the phase-in of eligible assessment increases. To provide an additional level of property tax stability and predictability, market increases in assessed value between the January 1, 2005 and January 1, 2008 valuation dates are phased in over four years (2009-2012). The phase-in program does not apply to decreases in assessed value. The full benefit of any decrease is applied immediately.

### **HOW MPAC ASSESSES PROPERTY**

MPAC's mandated role is to accurately value and classify all Ontario properties in compliance with the *Assessment Act* and related regulations.

To establish your property's assessed value, MPAC analyzes property sales in your neighbourhood, surrounding neighbourhood, or your municipality to determine the Current Value Assessment as of the legislated valuation date. This method is used by most assessment jurisdictions in North America. When assessing a

property, we look at all of the key features that affect market value.

For example, when assessing residential properties, five major factors usually account for 85% of the value: location; lot dimensions; living area; age of the structure(s), adjusted for any major renovations or additions; and quality of construction.

Examples of other features that may affect a residential property's value include: number of bathrooms; fireplaces; finished basements; garages and pools. Site features can also increase or decrease the assessed value of your property such as traffic patterns; being situated on a corner lot; and proximity to a golf course, hydro corridor, railway or green space.

### **HOW TO DETERMINE THE ACCURACY OF YOUR ASSESSMENT**

Current Value Assessment is the most probable sale price for your property as of the legislated valuation date. Comparing your assessed value to similar sold properties in your neighbourhood is the best way to determine the most probable sale price for your property.

You can obtain detailed information about your property and information on up to 24 additional properties of your choice and up to six selected by MPAC, free of charge. To do so, please:

**Visit AboutMyProperty™ at [www.mpac.ca](http://www.mpac.ca)**

Enter your personalized User ID and Password for AboutMyProperty™ included on your Notice and follow the instructions to register and obtain the information.

Alternatively, you may send a written request:

Mail: MPAC                      Fax: 1 866 297-6703  
Attention: GRAD  
P.O. Box 9808  
Toronto ON M1S 5T9

an independent tribunal of the Ontario Ministry of the Attorney General.

## **IF YOU DON'T AGREE WITH YOUR ASSESSMENT**

Please review your Notice carefully to make sure the information is correct. If a factual error has been made, we will correct it.

### **1. CONTACT MPAC**

We want to make your experience with MPAC a positive one. Please contact us with your questions or concerns. We will review the information we have on file for your property.

### **2. ASK MPAC TO REVIEW YOUR ASSESSMENT THROUGH A REQUEST FOR RECONSIDERATION (RFR)**

If you feel your assessed value as of the legislated valuation date or property classification is not correct, we will review it free of charge. **The deadline to file your RfR is March 31, 2010.**

There are two ways to file a RfR:

- The preferred method is to submit a RfR form. Forms are available at [www.mpac.ca](http://www.mpac.ca), or call us at 1 866 296-MPAC (6722). You may also choose to file your RfR electronically through AboutMyProperty™ on MPAC's website. You will be able to attach documents, pictures and reports to accompany your RfR. Your personalized User ID and Password for AboutMyProperty™ are included on your Notice.
- Write a letter requesting a reconsideration. In your letter, please include the 19-digit roll number on your Notice; your full name, address and phone number; and the reasons why you feel your assessment is not correct, including any information you have to support your claim.

### **3. FILE AN APPEAL WITH THE ASSESSMENT REVIEW BOARD (ARB)**

You may also choose to file an Appeal with the ARB,

### **Residential, Farm and Managed Forest Properties**

If your property, or a portion of it, is classified as residential, farm or managed forest, you must first file a RfR with MPAC before you are eligible to file an Appeal with the ARB. The classification of your property is indicated on your Notice.

**If you are required to, or choose to file a RfR first, you have 90 days after MPAC has notified you of its decision on your RfR to file an Appeal with the ARB.**

The ARB has its own Appeal process. For more information, please contact the ARB at 1 800 263-3237 or 416 314-6900 or visit their website at [www.arb.gov.on.ca](http://www.arb.gov.on.ca).

To request that your property be eligible for the farm or managed forest classes or conservation land exemption, you must file a RfR with the respective program administrator. For more information, please contact MPAC or visit [www.mpac.ca](http://www.mpac.ca).

### **Other Property Types**

For any other property types, you can choose to file a RfR with MPAC or file an Appeal with the ARB. **The deadline to file your RfR and/or Appeal is March 31, 2010.**

### **MPAC's Role at an ARB Hearing**

At an ARB hearing, the onus is on MPAC to prove the accuracy of our assessed value. MPAC will present comparable properties as evidence and will share that information with you prior to the hearing.

You will also be asked to provide evidence to support your position. Ideally, you should select properties that are similar to yours (for example, neighbourhood, lot dimensions, living area, age of structure(s) and quality of construction). Please contact MPAC if you have any questions.

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**Please have your 19-digit roll number available when you contact us.**

call  
**1 866 296-MPAC (6722)**  
**1 877 889-MPAC (6722) TTY**  
Mon. — Fri. 8 a.m. to 5 p.m.

website  
[www.mpac.ca](http://www.mpac.ca)

fax  
**1 866 297-6703**

write  
**P.O. Box 9808**  
**Toronto ON M1S 5T9**



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

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## *Facts About MPAC*

- Our customers are all Ontario property taxpayers.
- MPAC administers a uniform, province-wide property assessment system based on Current Value Assessment in accordance with the provisions of the *Assessment Act*. It provides municipalities with a range of services, including the preparation of annual assessment rolls, which are used by municipalities and taxing authorities to calculate property taxes.
- MPAC currently assesses and classifies nearly 4.7 million properties, more than any other assessment jurisdiction in North America, with an estimated total value of \$1.7 trillion.
- MPAC employees are located across the province in 33 field offices, a Customer Contact Centre/Central Processing Facility, and Head Office.
- MPAC is a non-share capital, not-for-profit corporation funded by all 444 municipalities in Ontario.
- Every Ontario municipality is a member of the Corporation.
- MPAC is governed by a 15-member Board of Directors. Eight members of the Board are municipal representatives; five members represent property taxpayers; and two members represent provincial interests. All members of the Board are appointed by the Ontario Minister of Finance.
- MPAC provides quality assessment services at an affordable cost. MPAC's cost-per-property of less than \$37 is lower than comparable assessment authorities.
- MPAC has received international recognition and awards for the systems it uses to assess properties in Ontario.
- Representatives from countries around the world contact or visit MPAC to learn about property assessment in Ontario.
- Ontario's province-wide Assessment Updates of property values have all exceeded international standards of accuracy.
- MPAC is also responsible for preparing preliminary lists of electors for municipal and school board elections every four years and for reporting the population of each municipality in Ontario.

## **2009 Property Assessment Notice Mailing**

- Beginning in mid-November 2009, MPAC mailed approximately 800,000 Property Assessment Notices to property owners in Ontario.
- For the 2009-2012 tax years, assessments are based on current value as of January 1, 2008.
- The last province-wide Assessment Update took place in fall 2008 and the next province-wide Assessment Update will take place in 2012. In the meantime, changes to properties continue to occur. New homes are built, owners renovate, additions are built, structures are removed or demolished and properties change use.
- MPAC is legislatively responsible for updating this information even in a year when a province-wide Assessment Update is not taking place.
- Some of the reasons for receiving a Property Assessment Notice this fall include:
  - a change to property ownership or legal description, classification or school support; or
  - a change to the property's value resulting from a Request for Reconsideration (RfR) or Assessment Review Board decision; or
  - a property value increase or decrease reflecting a change to the property, for example, a new structure, addition, or removal or demolition of an old structure.
- Each Notice shows the assessed value and classification of a property based on the legislated valuation date of January 1, 2008, which is in place for the 2009-2012 property tax years. The phased-in assessed values for a property are also included.
- To provide an additional level of property tax stability and predictability, eligible assessment increases between the January 1, 2005 and January 1, 2008 valuation dates are phased in over four years (2009-2012). Decreases in assessed value are applied immediately.

### **Assessments in Ontario**

- Ontario adopted Current Value Assessment (CVA) in 1998.
- Under CVA, three to five years of open market arms-length sales in the market area are used to determine the current assessed value of a particular property.
- Value-based assessment systems such as CVA are the most commonly used approach to property assessment. CVA is the assessment standard used by most assessment jurisdictions in North America.
- MPAC is responsible for determining assessed values and classifications for all properties in Ontario.

- At the end of 2008, property counts were distributed as follows:

<b>Property Type</b>	<b>Number of Properties</b>
Residential	4,193,417
Multi-Residential	15,782
Commercial	138,312
Industrial	74,497
Pipeline	1,496
Farm	209,783
Managed Forest/Conservation	10,878
Special/Exempt	40,086
	<hr/>
<b>TOTAL</b>	<b>4,684,251</b>

- Each property, or a portion of it, is assigned to a property tax classification according to its use. The main tax classifications are: residential, multi-residential, farm, managed forest, commercial, industrial and pipeline.
- Tax rates, established by individual municipalities, usually vary for different classes of property.
- It is important to note that the total amount of taxes collected by a municipality depends on the municipality's revenue needs, not on the value of property assessments within a municipality. Municipalities simply use property assessments as the basis for distributing taxes within a community.

### **How to Obtain Information from MPAC**

- It is important that MPAC has accurate information for every property.
- Property taxpayers should carefully review their Property Assessment Notice to make sure all information is correct. Taxpayers may also view all the detailed information for their property contained on MPAC's database by registering online, **free of charge**, at [www.mpac.ca](http://www.mpac.ca) (AboutMyProperty™) or through a written request.
- Property taxpayers may also obtain information on up to 24 additional properties of their choice and up to six selected by MPAC, **free of charge**.
- A personalized user ID and password for AboutMyProperty™ is included with every Notice mailed this fall.

- For more information, contact MPAC at **1 866 296-MPAC (6722)** or visit [www.mpac.ca](http://www.mpac.ca).

### **Requests for Reconsideration & Assessment Appeals**

- MPAC is committed to working with property taxpayers to address their questions and concerns and to help them better understand the assessment process.
- Comparing an assessment to similar sold properties in the same neighbourhood will help determine its accuracy. Property taxpayers can obtain detailed information about their property and information on up to 24 additional properties of their choice and up to six selected by MPAC, free of charge.
- If property taxpayers have any questions or concerns about their assessment, they should contact MPAC. MPAC is committed to ensuring that every assessed value and/or classification is accurate.
- The Government of Ontario has made a number of changes to the Request for Reconsideration (RfR) and Appeal processes that took effect for the 2009 tax year. (See "Residential, Farm and Managed Forest Properties" for more information)
- If property taxpayers do not believe their assessed value or classification is accurate, they may ask MPAC to review their assessment through the RfR process.
- With a RfR, MPAC will review the assessed value and classification of a property for accuracy and make appropriate adjustments if an error has occurred.
- There are three ways to request a review of your assessment or classification. The preferred method is to complete a RfR form, available online at [www.mpac.ca](http://www.mpac.ca). You can also request a form by calling MPAC toll-free at **1 866 296-MPAC (6722)**. The third choice is to write a letter requesting a review to:

MPAC  
P.O. Box 9808  
Toronto ON M1S 5T9

It is important to include the 19-digit roll number from the Notice, the owner's full name, address and phone number, and all the reasons why the owner feels the assessment is incorrect.

- The deadline for filing a RfR is **March 31 of the property tax year**.
- Property taxpayers may also choose to file an Appeal with the Assessment Review Board (ARB), an independent tribunal of the Ontario Ministry of the Attorney General.

## **Residential, Farm and Managed Forest Properties**

- If a property, or a portion of it, is classified as residential, farm or managed forest, a property taxpayer must first file a RfR before being eligible to file an Appeal with the ARB. The classification is included on the Notice.
- Taxpayers have 90 days after MPAC has notified them of its decision on the RfR to file an Appeal with the ARB.
  - There are specific application forms and fees involved.
  - Property taxpayers must appear at the ARB hearing to support their position. MPAC will also appear at the hearing.
  - At an ARB hearing, the onus is on MPAC to prove the accuracy of the assessed value and MPAC will present comparable properties as evidence. This information will be shared with the property taxpayer prior to the hearing.

## **Other Property Types**

- For all other property types, filing a RfR with MPAC is not a mandatory first step before filing an Appeal with the ARB. The deadline for filing a RfR or Appeal is March 31 of the property tax year.
- If a property taxpayer chooses to file a RfR, they have 90 days after MPAC has notified them of their decision to file an Appeal with the ARB.
- Appeal information, forms and procedures are available at [www.arb.gov.on.ca](http://www.arb.gov.on.ca).

*November 2009*