



2016 ASSESSMENT UPDATE

Town of Midland

Municipal Communications Toolkit
April 2016



MUNICIPAL
PROPERTY
ASSESSMENT
CORPORATION



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BACKGROUND AND PURPOSE

The Municipal Property Assessment Corporation (MPAC) is an independent, not-for-profit corporation funded by all Ontario municipalities. Our role is to accurately assess and classify all properties in Ontario according to the *Assessment Act* and regulations established by the Ontario Government.

This year, every property owner in Ontario will receive a Property Assessment Notice from MPAC updating the value of their property based on a valuation date of January 1, 2016. The assessment will be applicable to the 2017-2020 property tax years.

Leading up to the 2016 Assessment Update, MPAC has introduced some of the most significant reforms to Ontario's property assessment system since 1998. These changes share a common goal that is rooted in MPAC's commitment to increased transparency and understanding in order to bring stability and predictability to municipalities' tax base.

The Municipal Toolkit provides municipalities with information and materials that will assist in responding to inquiries from property owners about the 2016 Assessment Update.

The toolkit includes key messages, frequently asked questions, a sample of MPAC's new Property Assessment Notice, Notice mailing dates and Request for Reconsideration deadlines. It also includes social media and website content, as well as information on changes made to simplify AboutMyProperty™ and the redesign of Municipal Connect™.

MPAC appreciates how significant many of the changes are, and the challenges municipal representatives will face in responding to property owners' inquiries. MPAC's Municipal and Stakeholder Relations team is committed to supporting municipalities throughout the 2016 Assessment Update and beyond.

Please see the Other Resources page for a listing of additional material that is being made available.

Should you have any questions, or need further information, please contact your Regional Manager, Account Manager or Account Support Coordinators. Below is the list of relevant Municipal and Stakeholder Relations staff for your municipality.

MPAC MUNICIPAL AND STAKEHOLDER RELATIONS TEAM

Zone 5 – Central Ontario

Rebecca Webb, Regional Manager – Rebecca.Webb@mpac.ca

Serving the County of Simcoe and Cities of Barrie and Orillia

Kelan Jylha, Account Manager – Kelan.Jylha@mpac.ca

Marsha MacPhee, Account Support Coordinator - Marsha.Macphee@mpac.ca

Serving Counties of Halliburton, Peterborough and the City of Kawartha Lakes

Nathan Martin, Account Manager – Nathan.Martin@mpca.ca

Sarah Groves, Account Support Coordinator – Sarah.Groves@mpac.ca

Serving the District Municipality of Muskoka and Parry Sound

Anne Haines, Account Manager – Anne.Haines@mpac.ca

Sarah Groves, Account Support Coordinator – Sarah.Groves@mpac.ca

Marsha MacPhee, Account Support Coordinator (Parry Sound) – Marsh.Macphee@mpac.ca

Serving Counties of Bruce and Grey and the City of Owen Sound

Kelan Jylha, Account Manager – Kelan.Jylha@mpac.ca

Sarah Groves, Account Support Coordinator – Sarah.Groves@mpac.ca

KEY MESSAGES

The following key messages provide high-level statements about what property owners need to know about the 2016 Assessment Update.

- In 2016, MPAC will update the assessed values of more than five million properties in Ontario based on a legislated valuation date of January 1, 2016.
- As part of the province's four-year assessment cycle, increases in assessed values will be introduced gradually over the 2017-2020 property tax years.
- It's important to MPAC that property assessments are accurate. MPAC understands that property owners want their properties to be assessed and classified correctly.
- MPAC is implementing changes to improve transparency and predictability for all stakeholders in the property assessment and taxation process.
- MPAC has made changes to improve the Property Assessment Update – Notices will now be delivered early – over a 21-week period starting on April 4, 2016.
- Early mailing of the 2016 Property Assessment Notices allows MPAC and property owners the opportunity to resolve concerns before final Assessment Rolls are returned to municipalities.
- MPAC has redesigned the Property Assessment Notice as part of its commitment to enhance the residential taxpayer experience and increase property taxpayers' awareness and understanding of the valuation process.
- Enhancements were made based on feedback received through quantitative and qualitative research with residential taxpayers from across Ontario as well as consultation with the Ministry of Finance.
- Property owners have 120 days from the Issue Date on their Notice to file a Request for Reconsideration. The Issue Date and the property owner's unique Request for Reconsideration deadline will be included on every Property Assessment Notice.



KEY MESSAGES

- When owners receive their Property Assessment Notice, they should review it. No further action is required unless an owner has questions or disagrees with their assessed value or classification.
- Property owners are encouraged to visit AboutMyProperty™ 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.
- Anyone can access the site to learn more about market trends in their area, how assessment works, the Request for Reconsideration process and assessment and taxation. Both residential and non-residential property owners can log on to aboutmyproperty.ca after they receive their Property Assessment Notices with their unique Roll Number and Access Key.

FREQUENTLY ASKED QUESTIONS

The following Q&As will help answer questions that may be received from property owners about the 2016 Assessment Update.

What is the 2016 Assessment Update?

Every four years, 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, 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 foundation 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 and fire protection, waste management, roads, sidewalks and public transit and 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 consistency, 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 comparable 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.

FREQUENTLY ASKED QUESTIONS

For residential properties, there are five major factors that generally 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 derived 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, starting on April 4, 2016.

The residential Notice mailing date for the Town of Midland is April 4th, 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 foundation 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 and fire protection, roads, sidewalks and public transit.
- 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 provide 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=xgGbLotF_QQ

FREQUENTLY ASKED QUESTIONS

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 introduced 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 April 4. Property owners should contact MPAC's Customer Contact Centre at 1-866-296-MPAC (6722), or 1-877-889-MPAC (6722) if they haven't received their Property Assessment Notice by the anticipated 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 allows 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 available through the site – free of charge.

FREQUENTLY ASKED QUESTIONS

Who can use this service?

Anyone can 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 details 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 help registering, 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 assessed, 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 information on residential sale price trends in neighbourhoods and municipalities across Ontario.
- The ‘How Assessment Works’ section contains 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

FREQUENTLY ASKED QUESTIONS

- provides the following information: property address, year built, square footage, lot size, number of stories, Current Value Assessment, and sales information, if applicable.
- Favourites Report - compare your property with up to 24 saved Favourites. This detailed report will help you compare your assessment to similar properties in your neighbourhood to determine whether your property's assessed value is accurate. The report can be downloaded and includes address, Roll Number, Current Value Assessment, sale and site information, as well as residential structural details (e.g. 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, free of charge. The deadline to file an RfR is included on each property owner's Notice.

There are two ways to file an RfR:

1. At aboutmyproperty.ca. Property owners will be able to attach documents, pictures and reports to accompany their RfR, as well as check the status of their request. They may also mail or fax their form to MPAC. Forms are available at mpac.ca.
2. Write a letter to request an RfR. The letter should 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.

Starting 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 free RfR, to ensure they receive a fair and consistent review of property assessment concerns. 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 results of their review within 180 days (or less) of when the request is received. With more complex scenarios, MPAC may need more time (up to 60 more days) to reconsider a property assessment and complete the review. MPAC will contact the property owner if they need more time. Once a decision has been made, MPAC will mail a letter advising the owner about the outcome of their review.



FREQUENTLY ASKED QUESTIONS

If the owner disagrees with the outcome, 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 notified 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 can 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 prove the accuracy of the assessed value of a property. MPAC presents comparable sold properties as evidence and shares that information with the property owner prior to the hearing. The property owner presents evidence in support of their position. Ideally, they should select properties that are similar to their property.



PROPERTY ASSESSMENT NOTICES

Every four years, MPAC conducts a province-wide Assessment Update and mails a Property Assessment Notice to every property owner in Ontario. In 2016, MPAC will mail out more than five million Notices.

MPAC has redesigned the Property Assessment Notice as part of its commitment to enhance the residential taxpayer experience and increase property owners' awareness and understanding of the valuation process.

Enhancements were made based on feedback received through quantitative and qualitative research with residential taxpayers from across Ontario, as well as consultation with the Ministry of Finance.

The new and improved Property Assessment Notice includes the following:

- An Issue Date and specific Request for Reconsideration deadline for each of the applicable tax years
- A clear explanation of phase-in
- A simple explanation of the Ontario Property Assessment System
- Information on the valuation process and five key factors that affect value

Information about market trends and percent change in each municipality/local taxing authority can be found in the Market Trends area on aboutmyproperty.ca.

We are confident that these enhancements will improve the readability of the Notice and taxpayers' understanding of the valuation process.



NOTICE MAILING DATES

For the first time, Notices will be delivered up to five months earlier than ever before. The intention of early Notice mailings is to give municipalities and property owners the opportunity to resolve concerns before final Assessment Rolls are returned for 2017 taxation.

For residential properties, a 21-week Notice mailing schedule begins in early April, with the first Notices being delivered to property owners on or around April 4, 2016.

The residential Notice mailing date for the Town of Midland is April 4, 2016.

For non-residential properties, the first Notices will be delivered starting on October 11, 2016.

NOTICE MAILING DATES

April 4	Simcoe County Cities of Barrie and Orillia	May 27 – June 6	City of Toronto
April 11	Counties of Prescott and Russell, Stormont Dundas and Glengarry City of Cornwall County of Lanark United Counties of Leeds and Grenville City of Brockville Towns of Prescott, Gananoque and Smiths Falls	June 13 June 20 June 27	Regional Municipality of York Regional Municipality of Durham Regional Municipality of Halton
April 18	Counties of Elgin, Middlesex and Oxford Cities of London and St. Thomas Municipality of Chatham-Kent, County of Lambton	July 4 July 11	City of Hamilton City of Brantford Counties of Brant, Haldimand and Norfolk City of Brantford Counties of Peterborough, Haliburton Cities of Peterborough and Kawartha Lakes Districts of Muskoka and Parry Sound
April 25	Territorial Districts of Nipissing, Sudbury and Manitoulin and all single- tier municipalities in geographic area	July 18	City of Ottawa
May 2	Territorial Districts of Kenora, Rainy River and Thunder Bay and all single- tier municipalities in geographic area	July 25	Regional Municipality of Waterloo Counties of Dufferin and Wellington City of Guelph
May 9	Counties of Frontenac, Lennox and Addington City of Kingston Counties of Hastings, Northumberland and Prince Edward Cities of Belleville and Quinte West Territorial Districts of Cochrane and Timiskaming and all single-tier municipalities in geographic area	August 2 August 8	Regional Municipality of Niagara County of Essex City of Windsor Township of Pelee
May 16	City of Mississauga	October 11 - 24	All Non-Residential Properties: Multi- partition Residential Conservation Farm Managed Forest Business Remaining Residential Properties
May 18	City of Brampton Town of Caledon	November 28	All amended properties
May 24	County of Renfrew City of Pembroke Counties of Huron and Perth City of Stratford and Town of St. Mary's Counties of Grey and Bruce Territorial District of Algoma and all single-tier municipalities in geographic area		



REQUESTS FOR RECONSIDERATION

For the 2016 province-wide Assessment Update, MPAC is delivering Property Assessment Notices earlier than ever before. This change is being made as part of MPAC's commitment to bring greater stability and predictability to the property assessment and taxation system.

As a result of legislative reforms made last year, a significant change is being made to the Request for Reconsideration process. Starting in 2016 property owners will have 120 days from the Issue Date of their Property Assessment Notice to file a free Request for Reconsideration, to ensure they receive a fair and consistent review of property assessment concerns.

The Issue Date and the property owner's unique Request for Reconsideration deadline is included on every Property Assessment Notice.

The Request for Reconsideration deadline for the Town of Midland is August 2nd, 2016.

If property owners feel their assessed value and/or property classification is not correct, MPAC will review it, free of charge. Property owners can do this by filing a Request for Reconsideration, which can be done through aboutmyproperty.ca, or by filling out a Request for Reconsideration form, available at mpac.ca. They can also write a letter to MPAC requesting reconsideration.

The early delivery of Property Assessment Notices and the 120-day Request for Reconsideration deadline will make Assessment Rolls more stable and accurate by allowing the Request for Reconsideration to be processed before rolls are sent to municipalities.

WRITTEN MATERIAL FOR PRINT OR WEB

The copy below and/or logo can be included on your website to direct property owners who are looking for information about the 2016 Assessment Update, or can be used on various traditional media and social media channels that may be available in your municipality.

Copy for newsletters/community papers

Example 1:

Headline: MPAC updates the values for all of Ontario's 5 million+ properties

In 2016, the Municipal Property Assessment Corporation (MPAC) is updating the assessed values of every property in Ontario. All properties will have a legislated valuation date of January 1, 2016. These values will be used by the Town of Midland to calculate your property taxes for the 2017-2020 property tax years.

Residential property owners can expect to receive their Property Assessment Notice starting on April 4th. Notices for business properties and farms will be mailed in the fall of 2016.

To learn more about your assessed value visit aboutmyproperty.ca or contact MPAC.

Example 2:

Headline: Did you receive a Property Assessment Notice from MPAC?

Every four years, 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, based on a valuation date of January 1, 2016. These assessments will be applicable to the 2017-2020 property tax years.

When you receive your Property Assessment Notice, review it. No further action is required on your part unless you have questions or you disagree with your assessed value and/or classification.

If you have questions, or would like to learn more about how MPAC assessed your property and compare it to others in your neighbourhood, visit aboutmyproperty.ca. You can also review market trends for your municipality and file a Request for Reconsideration. Your unique Roll Number and Access Key are included on your 2016 Property Assessment Notice.

WRITTEN MATERIAL FOR PRINT OR WEB

Example 3:

Headline: Important information about the 2016 Assessment Update

The Municipal Property Assessment Corporation (MPAC) is responsible for assessing and classifying more than five million properties in Ontario in compliance with the *Assessment Act* and regulations set by the Government of Ontario.

In 2016, MPAC will update the assessed values of more than five million properties in Ontario based on a legislated valuation date of January 1, 2016.

For the 2016 province-wide Assessment Update, MPAC is delivering Property Assessment Notices earlier than ever before. This change is being made as part of the organization's commitment to bring greater stability and predictability to the property assessment and taxation system.

Residential property owners can expect to receive their Property assessment Notice starting on April 4th, 2016. Notices for business properties and farms will be mailed in the fall of 2016.

For information on how assessment works, market trends, the Request for Reconsideration process and property assessment and taxation, visit aboutmyproperty.ca. If you would like to see the information MPAC has on file or your property or compare your property to others in your area, you can register and login using the Roll Number and Access Key located on your Property Assessment Notice.

Website button/widget

The below widget and accompanying copy are in a web-ready format, and may be used with the above text or on a specific area of the municipal website.

Do you have questions about your 2016 Property Assessment Notice? Visit aboutmyproperty.ca or contact the Municipal Property Assessment Corporation (MPAC) Customer Contact Centre at 1-866-296-MPAC (6722), or 1-877-889-MPAC (6722).



SOCIAL MEDIA MATERIALS

This section contains social media content suggestions for interactions with property owners about the 2016 Assessment Update.

Additionally you will find content guidelines for proactive social media posts that can be used to respond to a high volume of social media queries.

Reactive

Sample Question	Suggested Twitter Response	Suggested Facebook Response
I'm a new homeowner and not sure what this assessment update is, help @municipality!	@propertyowner visit aboutmyproperty.ca to learn more about why @MPAC_Ontario assesses property every 4 yrs	Hi @propertyowner, every four years the Municipal Property Assessment Corporation (MPAC) assesses all property in Ontario. This helps provide the foundation on which municipalities like ours determine property taxes to pay for local programs and services. Visit aboutmyproperty.ca and mpac.ca to learn more.
@municipality How did you decide the value of my property?	@propertyowner @MPAC_Ontario analyzes recently sold properties in your neighbourhood. Learn more at aboutmyproperty.ca .	Hi @propertyowner, the Municipal Property Assessment Corporation (MPAC) derives assessment values from market analysis, data collection and preparation, and individual value review. The 2016 Assessment Update is based on a valuation date of January 1, 2016. Visit aboutmyproperty.ca and mpac.ca to learn more.

SOCIAL MEDIA MATERIALS

Sample Question	Suggested Twitter Response	Suggested Facebook Response
<p>@municipality Just received an assessment for my property, does this mean my taxes are going to rise?</p>	<p>@propertyowner Taxes are proportionate to average home value in your community. Compare your assessment at aboutmyproperty.ca #MPAC</p>	<p>Not necessarily, @propertyowner. 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, and vice versa.</p> <p>Any assessment increases are phased-in over four years, for all property types. The phase-in program does not apply to decreases in assessed value, which are applied immediately. Learn more and compare your assessment with others in your neighbourhood at aboutmyproperty.ca.</p>
<p>@municipality I haven't received my assessment for 2016. What should I do?</p> <p>OR</p> <p>@municipality I still have questions about my assessment and need to speak with someone. Who do I contact?</p>	<p>@propertyowner please contact @MPAC_Ontario at 1-866-296-6722 or 1-877-889-6722</p>	<p>@propertyowner please contact the Municipal Property Assessment Corporation (MPAC) Customer Contact Centre at 1-866-296-MPAC (6722), or 1-877-889-MPAC (6722)</p>

SOCIAL MEDIA MATERIALS

Sample Question	Suggested Twitter Response	Suggested Facebook Response
<p>I don't agree with my assessment this year @municipality. What should I do?</p>	<p>@propertyowner visit aboutmyproperty.ca within 120 days of your Notice issue date to file a free Request for Reconsideration #MPAC</p>	<p>Hi @propertyowner, if you feel your assessed value and/or property classification is not correct; the Municipal Property Assessment Corporation (MPAC) will review it, free of charge. You can do this by filing a Request for Reconsideration on aboutmyproperty.ca or mpac.ca. You can also write a letter to MPAC requesting reconsideration. You have 120 days from the Issue Date of your Property Assessment Notice to file a free Request for Reconsideration.</p>

Proactive

Twitter	Facebook
<p>To learn more about your property assessment from @MPAC_Ontario, visit aboutmyproperty.ca</p>	<p>Learn more about how the Municipal Property Assessment Corporation (MPAC) assesses properties in Ontario and compare your assessment with others in your neighbourhood by visiting aboutmyproperty.ca</p>
<p>Questions about your property assessment? Contact @MPAC_Ontario: 1-866-296-6722/1-877-889-6722 or aboutmyproperty.ca</p>	<p>Do you have questions about your 2016 Property Assessment? Visit aboutmyproperty.ca or contact the Municipal Property Assessment Corporation (MPAC) Customer Contact Centre at 1-866-296-MPAC (6722), or 1-877-889-MPAC (6722)</p>



ABOUTMYPROPERTY™

AboutMyProperty™ is a secure, online, easy-to-use self-serve website that allows 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/area.

AboutMyProperty™ connects property owners and MPAC and improves communication and transparency for the owners of Ontario's more than five million properties.

Property owners can get information on property values and market trends in their area without logging in to the site. Property specific details and reports can be viewed through the secure login area.

AboutMyProperty™ provides property owners with information on property values and market trends in their area.

If a property owner disagrees with their assessment and/or classification, they can submit a Request for Reconsideration (RfR) through the site. Once they have registered and logged in, property owners can attach documents, pictures and reports to their RfR. They can also track the status of their RfR through AboutMyProperty™ if they submit it online.

Please see the Other Resources page for a listing of additional material that is being made available alongside the communications toolkit on AboutMyProperty™.

MUNICIPAL CONNECT™

Municipal Connect™ has been redesigned and allows for better understanding and management of the tax base and assessment at risk, and offers municipalities a modern and flexible way to access assessment information online, 24 hours a day, 7 days a week.

To better support the management of municipal services and provide further insight into the 2016 Assessment Update, Municipal Connect™ will provide municipalities with access to preliminary values allowing for early consultation/discussion with the goal of greater roll stability and predictability.

The values for residential properties will be available in Municipal Connect™ beginning in April. The preliminary values for other property types will be made available as they are finalized.



OTHER RESOURCES

The additional resources listed below are being made available together with the communications toolkit.

- Tax bill insert/buck slip (available upon request)
- [Sample Property Assessment Notice](#)

Brochures: <https://www.mpac.ca/PropertyOwners/Brochures>

- [About MPAC](#)
- [Understanding Your 2016 Property Assessment Notice](#)
- [Resolving Assessment Concerns/RfRs](#)
- [Residential](#)
- [Newly Built Homes](#)
- [Waterfront](#)
- AboutMyProperty™ (postcard)
- Municipal Connect™ (postcard)

Videos:

- [AboutMyProperty™ Overview](#)
- [How MPAC Assesses Property](#)
- [The Request for Reconsideration process](#)
- [Property Assessment and Taxation](#)