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2010 PROPERTY ASSESSMENT INQUIRY AND APPEAL RESULTS

VICTORIA – BC Assessment has recorded significant increases over last year in both public inquiries and property appeal statistics in response to the 2010 Assessment Roll.

BC Assessment values 1.88 million properties in nine separate property classes. The total value of the 2010 Assessment Roll is \$969 billion, an increase of \$16 billion or 1.7 per cent over the 2009 Assessment Roll. Last year's Roll was unique because special legislation enabled BC Assessment to 'freeze' 2009 property values at either the July 1, 2007 or July 1, 2008 valuation date, whichever was lower. This allowed BC Assessment to take into consideration the economic downturn in 2008 and resulted in a significant reduction in 2009 property appeals. This bulletin compares 2010 statistics with statistics in both the 2009 'frozen' and 2008 'normal roll' in order to provide more comprehensive comparisons.

The following points highlight key results for the 2010 assessment inquiry and appeal period from January 4 to February 1:

- 37,130 public inquiries were received province wide at 18 BC Assessment area offices, a 17.6 per cent increase over last year's total of 30,613 but a 20 per cent decrease over the 2008 total of 48,373. The majority of customer inquiries are received by telephone, followed by website forms, in-person, fax and regular mail.
- 15,972 letters were received requesting independent assessment reviews by the Property Assessment Review Panel (delivered through regular mail, email, fax, or in-person). This is an increase of 106 per cent over last year's total of 7,764 letters requesting reviews but lower than the 18,241 letters received in 2008. Most requesters used BC Assessment's online appeal form.
- 244,405 people visited BC Assessment's website between January 1 and January 31, 2010. Most visitors used the e-valueBC online search tool that enables property owners to compare their assessment to similar properties anywhere in B.C. as well as other properties that have sold in their neighbourhoods. During the same period last year, 206,286 people visited the website.

Property Assessment Review Panels (PARP) are appointed and administered annually by the Ministry of Community and Rural Development to hear formal complaints (appeals). February 1 was the deadline to submit an appeal to PARP. Reviews are held between February 2 and March 15. For more information on the PARP process, visit www.cd.gov.bc.ca/parp/ or www.bcassessment.ca.

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