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### **2011 PROPERTY ASSESSMENT INQUIRY AND APPEAL RESULTS**

VICTORIA – BC Assessment has recorded moderate increases over last year in both public inquiries and property appeal statistics in response to the 2011 Assessment Roll.

BC Assessment values over 1.9 million properties in nine separate property classes. For the first time in British Columbia's history, the value of all real estate on the annual provincial assessment roll has surpassed \$1 trillion. The total value of the 2011 Assessment Roll is \$1, 043,127,129,141, an increase of eight per cent from 2010's \$970-billion roll.

This bulletin compares 2011 public inquiry and property appeal statistics with statistics of 2010. Any person is entitled to file a Notice of Complaint (or appeal) about their own or another assessment on the grounds set out in Section 32 of the [Assessment Act](#) and to have that assessment reviewed by an independent Property Assessment Review Panel (PARP). The review process provides options to have your property assessment concerns addressed.

The following points highlight key results for the 2011 assessment inquiry and appeal period from January 1 to January 31:

Through BC Assessment's efforts to expand public awareness for the 2011 roll, 42,562 public inquiries were received province wide at 16 BC Assessment area offices, a 17 per cent increase over last year's total of 36,480. The majority of customer inquiries were received by 35,450 telephone calls, followed by 3,831 emails and website forms, 2,875 in-person visits to area offices, 262 faxes and 144 regular mailed letters.

Year to year, over 98 per cent of property owners accept their property assessments without proceeding to a formal, independent review of their assessments. As a percentage, less than one per cent of property owners have appealed their assessments for 2011. In total, 17,081 letters were received requesting independent assessment reviews by the Property Assessment Review Panel (delivered through BC Assessment's online form, regular mail, email, fax, or in-person). This is an increase of seven per cent over last year's total of 15,972 letters requesting reviews. Most requesters used BC Assessment's convenient online appeal form. An important note is that the final number of 2011 appeals is likely to decrease as some property owners opt to withdraw their appeals during the Property Assessment Review Panel process.

Property Assessment Review Panels (PARP) are appointed and administered annually by the Ministry of Community, Sport and Cultural Development to hear formal

complaints (appeals). January 31 was the deadline to submit an appeal to PARP. Reviews are held between February 1 and March 15. For more information on the PARP process, visit [www.cd.gov.bc.ca/parp/](http://www.cd.gov.bc.ca/parp/) or [www.bcassessment.ca](http://www.bcassessment.ca).

BC Assessment's [website](#) received extensive traffic between January 1 and January 31, 2011. 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. In an effort to continually improve customer service, expand the reach of communications, and better connect with property owners, BC Assessment has fully embraced social media as a crucial new component of the 2011 roll process. Within a matter of days, BC Assessment's [Twitter](#) account gained over a hundred followers and its [YouTube](#) channel has received over 40,000 views.

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