

OUR SERVICE  
COMMITMENT TO YOU  
IS TO BE...



Reliable

Providing accurate products  
and professional service



Accessible

Providing timely access to  
staff and information



Uniform

Being consistent in the  
way we treat you



Respectful

Maintaining positive  
relationships

# BC Assessment

## Reliable

Providing accurate products and professional service

- We use quality audits and performance measures to ensure that you receive accurate and timely data and information.
- We provide current property assessment information to support your decision-making.
- We form partnerships with other organizations and work together in order to provide you with reliable service.
- If we are unable to fully answer your inquiry, we follow up with you in a timely manner and provide the information you need.

## Accessible

Providing timely access to staff and information

- We provide convenient access to information about our services, policies, and office contacts on our web site [www.bcassessment.ca](http://www.bcassessment.ca).
- You can contact us by phone or in person any time during regular business hours (8:30 a.m. to 4:30 p.m., Monday to Friday, excluding holidays). During January, business hours are extended to 5:00 p.m.
- Your e-mail, fax and voice-mail correspondence is welcome at any time and will be responded to within two business days of receipt.
- We are committed to developing innovative ways for you to access information and interact with us.

## Uniform

Being consistent in the way we treat you

- We apply our legislation, policies and procedures consistently to ensure fairness.
- We provide current legislation and assessment policies on our public web site to help you better understand the need for uniformity and consistency in the assessment process.
- An experienced staff member will respond to questions related to the application of legislation, policies, and procedures.

## Respectful

Maintaining positive relationships

- We support a staff culture of teamwork, commitment and mutual respect in order to provide you with excellent service.
- We take the time to listen, understand and respond to your needs.
- We are honest and straightforward in how we interact with you.
- We maintain high professional and ethical standards in the work we do.
- We provide forums and opportunities to hear and respond to our customers' and stakeholders' needs.