

Important information about the assessment complaint process

If you disagree with the assessed value of your property, you can file a complaint with the Assessment Review Board.

It is important to talk to your assessor or visit www.crasc.ca before filing a complaint. Every year most concerns are resolved before complaints reach the Assessment Review Board. Call your municipal office.

Important details for filing a complaint

1. There is a standard complaint form. It is available at the municipal office or www.crasc.ca
2. Ensure you provide complete information with your form. The Assessment Review Board cannot hear matters that are not listed on your complaint form.
3. Provide two copies of your submission for residential assessments. Provide three copies for non-residential assessments.
4. Your fee must be included or your complaint will be invalid.
5. If you hire someone to represent you, you must complete an agent authorization form.
6. Deadline for filing complaints is 60 days from the date of assessment notice.
7. File your complaint with the Assessment Review Board (ARB) at the municipal office.
8. Please review the instructions on your complaint form thoroughly. More detail can be found at www.crasc.ca or call your municipal office.

60-day review period

You now have 60 days between receiving your assessment notice and submitting your complaint.

Use this time to talk to your assessor about your questions. If there is an error in the assessment, assessors are able to make changes to your assessment before you file a complaint.

If you decide to file a complaint, make sure you include all the reasons on your complaint form. **The Assessment Review Board cannot consider matters not included on your form.**

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Capital Region Assessment Services Commission

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