



Assessment Review Board

Practice Direction

Appeals Management

Effective April 1, 2017

Practice Direction – Appeals Management

The Board receives a high volume of appeals at the beginning of the first year of the cycle, making it difficult for the parties to complete the procedural steps for each appeal at the same time. To address this resource constraint, the Board will assign a Commencement Day for each appeal, and will evenly distribute these Commencement Days over the four-year assessment cycle.

In assigning a Commencement Day for an appeal, the Board will consider each party's preferences, and encourages the parties to work together collaboratively in identifying a mutually agreeable Commencement Day for each appeal. The Board will attempt to accommodate the parties' proposals for assigning Commencement Days, but ultimately the Board will make the final determination. Once appeals have been assigned a Commencement Day, the Board will continuously monitor the parties' progress in complying with the Schedule of Events for each appeal, in order to ensure that appeals are completed on time.

The purpose of this Practice Direction is to describe the measures to be implemented by the Board to ensure the success of this administrative process.

Complaints Representative

In consultation with the Municipal Property Assessment Corporation (MPAC), the appellant representative firms who file the majority of the appeals received by the Board, and Municipalities, each stakeholder group has agreed to appoint a person within their respective organizations, who will act as a Complaints Representative. Other parties who encounter difficulties in securing compliance with the applicable Schedule of Events for an appeal, may contact the Complaints Representative who will be responsible to address the complaint. The purpose of this process is to facilitate collaborative and timely resolution of all procedural issues among the parties themselves, wherever possible, failing which, a party may bring a

motion to the Board for an order or for directions, so as to avoid any delay in complying with the applicable Schedule of Events.

Appeals Management Advisory Committee

To assist the Board in monitoring the timely completion of appeals, the Board has struck a permanent stakeholder consultation committee named the Appeals Management Advisory Committee (AMAC). Its terms of reference are:

- To assist the Board in developing and maintaining appropriate administrative policies, practices, and procedures in scheduling Commencement Days for appeals;
- To provide statistics or other information to assist the Board in monitoring the timely completion of appeals; and
- Other functions as the Associate Chair may direct.

AMAC will not participate in approving Commencement Days for specific appeals. This function remains solely within the purview of the Board.

Membership of AMAC will include:

- Three members from MPAC;
- One member from the Municipalities; and
- One member from the Appellants.