



### How do I file a complaint?

You can file a complaint in person, by mail or online.

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- Step 1** Fill out a paper copy of the complaint form. You can get a paper copy of the form by going to [www.edmontonarb.ca](http://www.edmontonarb.ca) and printing off a copy, you can come to our office in person or we can send you one by fax, email or regular mail.
- Step 2** Drop off your completed complaint form and the filing fee to the ARB office (Churchill Building at 10019-103 Avenue, Edmonton, AB, T5J 0G9). We accept cash, debit, credit and cheques (payable to the "City of Edmonton"). If you send your complaint in by mail, we must receive the completed form and filing fee at our office by the deadline date.

#### How do I file a complaint online?

- Step 1** Go to the [www.edmontonarb.ca](http://www.edmontonarb.ca) website and click on the link found at the middle of the page (<https://arb.edmonton.ca>).
- Step 2** Click on the "New Complaint" button and then provide the information that is asked for on each screen.
- Step 3** Pay your filing fee using our online payment system.
- Step 4** We will send you two emails that confirm we've received your payment and your complaint. We'll also provide you with a confirmation number that you can use to log into the complaint website to view the status of your complaint. If you do not receive our emails, then your payment was not processed and your complaint has not been filed.

### How much is the filing fee?

The filing fee that you have to pay depends on the type of complaint that you are making and will be noted on the lower right hand side of your assessment notice.

- \$50.00 for Residential Property with 3 or fewer dwelling units or Farmland
- \$650.00 for all other complaints

### What information do I put in the complaint form?

If you are filing online, then you will be asked to provide specific information and your complaint form will automatically generate for you. If you are filling out a paper copy of the form, then you must fill out the entire form. There is a sample completed complaint form on the other side of this sheet.

**We must receive your complaint form and filing fee by the deadline date.**

**Any complaint that is received after the deadline date or without the proper filing fee is invalid and will be dismissed by the Board.**

# Sample Complaint Form

You can find all of this information on your assessment notice.

Check off whichever box applies to the kind of property involved in the appeal.

Enter any dates you are not available for a hearing here.

The back side of the actual complaint form lists the different reasons for making a complaint. By checking "3" this complaint is about the assessment amount.

If there is not enough room here, or you want to include some supporting documents, you can put "see attached" and submit extra pages.

If you talk with your assessor before filing a complaint, you may be able to reach an agreement about the assessment value of your property.

**Alberta Government Assessment Review Board Complaint**

The personal information on this form is being collected under the authority of the Municipal Government Act, section 460, as well as the Freedom of Information and Protection of Privacy Act, section 33(c). The information will be used for administrative purposes and to process your complaint. For further information, contact your local Assessment Review Board.

Municipality Name (as shown on your assessment notice or tax notice): **Edmonton** Tax Year: **2018**

**Section 1 - Notice Type**

Assessment Notice:  Annual Assessment  Amended Annual Assessment  Supplementary Assessment  Amended Supplementary Assessment

Tax Notice:  Business Tax  Other Tax (excluding property tax and business tax)

Name of Other Tax: \_\_\_\_\_

**Section 2 - Property Information**

Assessment Roll or Tax Roll Number: **1234567**

Property Address: **12345 Fake Road NW, Edmonton T1A 2B3**

Legal Land Description (i.e. Plan, Block, Lot or ATS 1/4 Sec-Twp-Ring-Mar): **Plan 1234567, Block 12, Lot 12**

Property Type (check all that apply):  Residential property with 3 or fewer dwelling units  Residential property with 4 or more dwelling units  Farm land  Non-residential property  Machinery and equipment

Business Name (if pertaining to business tax): \_\_\_\_\_ Business Owner(s): \_\_\_\_\_

**Section 3 - Complainant Information**

Is the complainant the assessed person or taxpayer for the property under complaint?  Yes  No

Note: If this complaint is being filed on behalf of the assessed person or taxpayer by an agent for a fee or a potential fee, the Assessment Complaints Agent Authorization form must be completed by the assessed person or taxpayer of the property and must be submitted with this complaint form.

Complainant Name (if the complainant, assessed person, or taxpayer is a company, enter the complete legal name of the company): **Jane Smith**

Mailing Address (if different from above): \_\_\_\_\_ City/Town: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone Number (include area code): **780-123-4567** Fax Number (include area code): \_\_\_\_\_ Email Address: **janesmith@gmail.com**

If applicable, please indicate any date(s) that you are not available for hearing: **July 1-5, 2018**

**Section 4 - Complaint Information**

Check the matter(s) that apply to the complaint (see reverse for coding):  1  2  3  4  5  6  7  8  9  10  11  12  13

Note: Some matters or information may be corrected by contacting the municipal assessor prior to filing a formal complaint.

**Section 5 - Reason(s) for Complaint**

Note: An assessment review board panel must not hear any matter in support of an issue that is not identified on the complaint form.

A complainant must:  
 • indicate what information shown on an assessment notice or tax notice is incorrect,  
 • explain in what respect that information is incorrect,  
 • indicate what the correct information is, and  
 • identify the requested assessed value, if the complaint relates to an assessment. Requested assessed value: **489,500**

My property has not been assessed at market value. The assessment of my property is too high compared to similar properties in my neighbourhood. I spoke to my assessor but we do not agree on the assessment value.

**Section 6 - Complaint Filing Fee**

If the municipality has set filing fees payable by persons wishing to make a complaint, the filing fee must accompany the complaint form, or the complaint will be invalid and returned to the person making the complaint.

If the assessment review board panel makes a decision in favour of the complainant, or if all the issues under complaint are corrected by agreement between the complainant and the assessor, and the complaint is withdrawn prior to the hearing, the filing fee will be refunded.

**Section 7 - Complainant Signature**

Date (mm/dd/yyyy): **01/31/2018** Printed Name of Signatory Person and Title: **Jane Smith, owner** Signature: *J. Smith*

Important Notice: Your completed complaint form and any supporting attachments, the agent authorization form, and the prescribed filing fee must be submitted to the person and address with whom a complaint must be filed as shown on the assessment notice or tax notice prior to the deadline indicated on the assessment notice or tax notice. Complaints with an incomplete complaint form, complaints submitted after the filing deadline, or complaints without the required filing fee, are invalid.

**Assessment Review Board Clerk Use Only**

Was the complaint filed on time?  Yes  No

Is the required information included on or with the complaint form?  Yes  No

Was the required filing fee included?  Yes  No  N/A Date received: \_\_\_\_\_

Was a properly completed agent authorization form attached?  Yes  No  N/A

Complaint to be heard by:  LRB Panel  CARB Panel

If you own the property, then check "yes." If you are acting as the owner's agent, then you would check "no" and submit the Agent Authorization Form with the complaint.

We do not usually contact you by email, unless you submitted your complaint online or you have signed and submitted the Electronic Correspondence Consent Form to us. You can find this form at [www.edmontonarb.ca](http://www.edmontonarb.ca)

Before submitting your complaint, you should research the fair market value of your home on July 1 of the previous year.

Do not complete this section.