

**CAPITAL REGION ASSESSMENT SERVICES COMMISSION**  
**“CRASC”**  
**ASSESSMENT REVIEW BOARD “ARB” INFORMATION**  
**FOR MEMBER/PARTICIPANT MUNICIPALITIES**  
**DEALING WITH PROPERTY ASSESSMENT COMPLAINTS**  
**(Updated 22 March 2022)**

**1. INTRODUCTION:**

The assessment complaint process is governed by the *Municipal Government Act*, R.S.A. 2000, c. M-26 and *Matters Relating to Assessment Complaints Regulation*, 2018 AR 201/2017.

**2. TALK TO ASSESSOR:**

If a property owner has concerns regarding the assessed value of their property, they should be **strongly advised to talk to their assessor to try to resolve the issue.**

**The primary objective is to give the complainant and the assessor the maximum opportunity to come to agreement** and so avoid an official complaint, with its attendant costs to both the complainant and the municipality.

- a. Provide the complainant with a current year’s version of CRASC’s brochure “[Assessment Information for Residential Property Owners](#)”.
- b. There is also an electronic “[Assessment Enquiry Form](#)” on the CRASC website that may be used by the complainant.
- c. Provide the complainant with your municipal assessor’s contact information. Assessors can make changes to assessments.

Assessor’s Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Telephone: \_\_\_\_\_

- d. Direct the complainant to the Alberta Municipal Affairs website; “[Municipal property assessment – Publications](#)” for access to a range

of assessment and complaint information.

### **3. COMPLAINT FORM:**

If the matter is not resolved, and the complainant wishes to pursue the matter, then a complaint may be filed with your ARB. Complaint Forms are available on the Alberta Ministry of Municipal Affairs website ["Assessment Review Board Complaint Form"](#).

Print out a copy of the Complaint Form for the complainant. **USING THE FORM ON THIS WEBSITE WILL ENSURE YOU ARE USING THE MOST RECENT VERSION.**

**The complainant should take great care to disclose ALL information requested by Section 5 on the Complaint Form that they intend to rely on at the Hearing. If it is not on the Complaint Form, it will not be considered at the Hearing.**

### **4. AGENT:**

Should the complainant wish to use a **hired** Agent, then an official Agent Authorization Form must be completed. A family member, friend, etc. providing their services for **free** is not considered to be an agent. This form is available on the Alberta Ministry of Municipal Affairs website ["Assessment Complaints Agent Authorization Form"](#).

Print out a copy of the Agent Authorization Form for the complainant. **USING THE FORM ON THIS WEBSITE WILL ENSURE YOU ARE USING THE MOST RECENT VERSION.**

### **5. RECEIVING A COMPLAINT:**

One original of the Complaint Form and accompanying documents etc. must be filed with the ARB at the municipal office no later than the final filing date as noted on the Notice of Assessment.

A typical ARB complaint comprises the following:

- Complaint Form.
- Agent Authorisation Form - if applicable.

- Other Documentation supporting the complaint - if applicable.
- Required ARB Fee - see below for details.

In accepting an ARB Complaint,

**Finance Officer:**

the municipal staff member must check the form to ensure the following:

- The Complaint Form and other applicable documents etc. are being filed on time.
- The filing fee is included. (Municipality to generate a receipt).
- The Complaint Form and other applicable documents etc. have been **fully** completed.
- The Complaint Form is signed by the complainant.
- The Complaint Form is date-stamped to show date of receipt.
- Do NOT complete the Section entitled *Assessment Review Board Clerk Use Only*.

NOTE - The municipality should use its best efforts to work with the complainant to obtain fully and properly completed ARB complaint documentation. However, **ALL Complaints MUST ultimately be ACCEPTED** by the municipal office on behalf of the ARB, even if they appear to be invalid, incomplete or otherwise lacking.

If a complainant is complaining about multiple roll numbers, a separate Complaint Form package is normally required for each roll number. For this or any other unusual situations - please contact the ARB Clerk at CRASC for guidance.

## 6. FORWARD TO CRASC:

**PROMPTLY** upon receipt of each complaint, scan and email the following to CRASC at [arb@crasc.ca](mailto:arb@crasc.ca). (*IMPORTANT - Where the following documentation contains colour, the document should be scanned in colour.*)

- Complaint Form.
- Agent Authorization Form - if appropriate.
- All other documentation provided by the complainant accompanying the ARB Complaint Form.
- If applicable - copy of mailing or courier envelope showing when the complaint was dispatched and copy of mail/courier slips showing dates of despatch and delivery.
- Proof of payment of applicable complaint fee (copy of receipt)

- Copy of the assessment notice or combined assessment/tax notice that is the subject of the complaint.
- Confirmation that the complaint was received within the deadline for submission of complaints as noted on the assessment notice.

Retain the original documents, including any envelopes and courier slips at the municipal office for at least five years.

## **7. CONFIRMATION:**

Receive confirmation from CRASC that the emailed Complaint Form package has been received by CRASC.

If such confirmation is not received from CRASC within 7 days of sending forms to CRASC, contact CRASC to follow up.

It is essential that the municipality receives prompt confirmation of receipt of forms by CRASC. This ensures that forms do not go missing between the municipality and CRASC.

## **8. COMPLAINT FEES:**

All fees must be paid to the municipality at the time the signed Complaint Form is filed. The complainant's cheque should be made payable to the Municipality.

The actual fees to be charged are determined by Council resolution. You should enquire what fees are charged by your municipality.

## **9. WITHDRAWING COMPLAINT:**

The complainant may withdraw a complaint at any time by filing either a

- a. [“Withdrawal of Assessment Complaint Form”](#) (where no change in assessment takes place), OR
- b. [“Withdrawal and Agreement to Correction of Assessment Complaint Form”](#) (where a change in assessment is agreed with the assessor)

Copies of these forms are on the CRASC website at the addresses above.

The assessor is usually the person directly involved in having these forms completed and signed by the relevant parties.

## **10. FEE REFUNDS:**

The Complaint Fee MUST be refunded when:

- the hearing decision favours the complainant.
- prior to the hearing, the complainant withdraws a complaint upon agreement with the assessor to correct any matter or issue under complaint.

Your municipality may have a more liberal policy on refunds.

## **11. CRASC CONTACTS:**

### **ARB Clerk Finance Officer, Manager:**

Gerryl Amarin  
Address as below  
Direct: 780 297 8185  
Email: [gerryl.amorin@crasc.ca](mailto:gerryl.amorin@crasc.ca)

**Main Office:**  
Capital Region Assessment Services Commission  
11810 Kingsway  
Edmonton, AB, T5G 0X5  
ARB email: [arb@crasc.ca](mailto:arb@crasc.ca)