Submitting Information Requests using AboutMyProperty™

A User Guide for Commercial, Industrial, Multi-Residential
and Hospitality Property Owners

May 2023

Table of Contents

Overview

The Municipal Property Assessment Corporation (MPAC) is responsible for assessing and classifying more than 5.5 million properties in compliance with the *Assessment Act* and related legislation and regulations set by the Government of Ontario.

For commercial, industrial, multi-residential and hospitality properties, MPAC applies the income approach to value. Using this approach, a property's value is indicated by its ability to earn revenue, or more simply, the amount of money it has the potential to earn.

Each year, MPAC requests property owners to submit rent, income and expense information through AboutMyProperty, a web portal found on mpac.ca. This user guide is intended to assist property owners submit the information requested by MPAC to support the development of accurate property assessments.

MPAC's Information Request

For all applicable commercial, industrial, multi-residential and hospitality properties, MPAC requires property owners to submit an income and expense form for the most recently completed fiscal year, and to report any rents currently being charged as of the date of MPAC's request.

For help in completing any of these forms, additional detail is found on the Help Centre tab. It may also be helpful to reference the key dates listed on the Assessment Information Requests page on mpac.ca.

How MPAC uses the Requested Information

The income approach is used to value applicable **commercial**, **industrial** and **multi-residential** properties and involves the determination of five valuation parameters:

- Gross leasable area/suite type;
- fair market rents and additional income;
- vacancy and collection losses;
- non-recoverable expenses/operating expenses; and
- capitalization rate.

These five valuation parameters are used in the calculation to determine current values.

Similarly, the income approach for **hospitality** properties involves the use of five specific valuation parameters to determine the present worth of anticipated future income:

- Stabilized income from all revenue sources;
- occupancy and vacancy levels;
- non-recoverable expenses/operating expenses;
- gross income multiplier; and
- capitalization rate.

For each of the valuation parameters, MPAC groups and analyzes appropriate information collected from property owners to determine a parameter which reflects market activity. These market-derived parameters are used in the determination of a property's (and comparable properties') current value.

AboutMyProperty™

AboutMyProperty is a secure website that provides property owners with convenient access to property assessment information. In addition, owners can use AboutMyProperty to access site information and recent sales information on their own property and similar properties in their neighbourhood.

Web Browser Requirements

AboutMyProperty is best viewed using one of the following browsers:

- Internet Explorer 11+
- Google Chrome 43+
- Firefox 12+
- Safari 5.1+

Logging In to AboutMyProperty

Property owners of commercial, industrial, multi-residential and hospitality properties must log into AboutMyProperty to submit their property income and expense information. Follow the steps below to log in and use AboutMyProperty.

1. From mpac.ca, click on AboutMyProperty. If this is your first time using AboutMyProperty, you will have to register to proceed. If you have registered previously, skip to step 4.

2. To register, click on the **NEW USER** tab and enter your Roll Number and Access Key. Both of these are included in the request letter you received from MPAC.

3. Once your Roll Number and Access Key are entered in the correct fields and you have clicked the verification checkbox, click **[Register]**.

4. If you have already registered to use AboutMyProperty, click on the **REGISTERED USER** tab and enter your Roll Number and Access Key and click **[OK]** to proceed to the next AboutMyProperty screen.

5. Click on the Property Income and Expense Return (PIER) link from the Assessment Information Request window on the left side of the screen, to proceed to the Assessment Information Requests Page within the PIER program.

Assessment Information Requests Page

Upon logging into PIER, you are brought to the Assessment Information Requests Page. This page has three tabs: **MyMPAC, Help Centre** and **My Returns**. By default, you are brought to the MyReturns tab.

On the My Returns tab, you can access the specific form(s) that must be completed and submitted for each property that you own. This tab also displays the following information for each property:

- Roll number, property address and municipality.

- The status of your submission – **started**, **work in progress** or **submitted**. The status associated with each of your properties will be updated as you complete and submit your forms.

- A **report ID** number and **date submitted** are displayed for properties where forms have been successfully submitted. You may return to this page to review the information submitted or to print a record of your submission(s). Be aware that once forms are submitted, changes cannot be made.

Working with Forms

Commercial, industrial, multi-residential and hospitality property owners must use one or more forms within PIER to submit their property income and expense information. These forms are the method in which MPAC collects the required information, so it is important

that they are simple to access, use and submit. This section provides detail on how best to navigate and work through these forms.

Depending on the type of property you own, you may also be required to complete a property income and expense (PIE) form in addition to either a multi-residential data form, retirement rental data form or a commercial/industrial rental form.

General Instructions for Completing Forms

There are a number of considerations to take into account when you are completing PIER forms. The following is a brief listing of items to be aware of while using and completing forms:

- Mandatory fields are indicated by an asterisk (*).

- Do not use special characters, commas or spaces in fields requiring dollar figures.

- Do not enter negative values.

- After you have completed a form, click **[NEXT]** to advance to the next form, or **[SAVE]** to save the information entered so far.

- The application will time out after two hours of inactivity. If the application times out, your work in progress will be saved.

- For your convenience, the commercial/industrial and multi-residential rental data forms may be pre-populated with information MPAC has on file from a previous submission. Please review the accuracy of this information and update as required.

Navigation & Function Buttons, Icons and Tips

There are a number of buttons found within PIER's forms. They are there to assist you in navigating through forms as well as modifying them and saving them.

Navigational Buttons

Navigational buttons help you move throughout forms as you complete them and save them when you have completed them.

BUTTON	DESCRIPTION
[BACK]	Click **[Back]** to return to the previous form to review or modify it.
[NEXT]	Click **[Next]** to save your information and advance to next form.
[SAVE]	Click **[Save]** to save your progress to complete later. If you leave form without first clicking SAVE, the information will be lost.

Function Buttons

Function buttons are available primarily to add or delete units from your forms.

BUTTON	DESCRIPTION
[ADD UNIT]	Click [ADD UNIT] to easily add units to your forms base don changes to rent rolls. The new row will appear at the top of the section on the current page.
[DELETE]	Click [DELETE] to delete units from your forms.

Help within PIER

To aid the PIER form submission process, we have added icons, tool tips and error messages to help you through the process of navigating through and completing the applicable forms.

Icons: Icons at the top of each screen shows the form(s) you must complete and submit for each property. A highlighted icon indicates your progress in the submission process.

Tool Tips: Tool tips provide a statement to clarify what information MPAC is asking for. To view a tool tip for a specific item, hover over the heading until it appears.

The common identifier for the unit within the building typically as noted on the the rent roll and/or within the lease agreement.

Errors: Error messages display to alert you of invalid information or an empty field that needs to be completed.

Error going to next page: Please fill in all mandatory fields
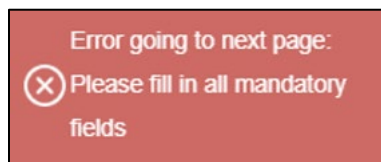
Income and Expense Form

The income and expense form must be completed to create an Income and Expense report of your property for the most recent fiscal year.

TIPS:

- The income and expense form must be submitted for all commercial, industrial, multi-residential and hospitality properties. You will be unable to advance to the next form until you have completed this form.

- You can access any section of the income and expense form by clicking the desired form section from the navigation pane on the left.

- You must indicate whether the property is 100% owner-occupied. If you select **YES**, no other forms will display. If you select **NO**, enter the amount for each item specified. Do not include special characters, commas, or spaces.

- Include any additional information you believe is relevant to MPAC's information request in the comment box at the bottom of the form (up to 5 000 words).

- Once completed, click the **[NEXT]** button to advance to the rental data form for your property type.

- Additional help can be found by clicking on the tool tip for a specific item or by referring to the terms and definitions located in the Help Centre tab.

*Note: Mortgage payments and interest payments are not considered operating expenses.

Multi-Residential Rental Data Form

This form is primarily used for multi-residential properties, but a simplified version will also be presented for other property types where residential apartment information is required (e.g., mixed use properties). Complete this form to create a report on the market rents for each residential suite type as of the date of MPAC's request. A definition of market rent is available by clicking the tool tip or referring to the terms and definitions located on the Help Centre tab.

TIPS:

- Indicate if your property has a commercial unit type.

- Check all utilities and amenities included in the rent. At minimum, one amenity is required.

- Record the required details in the Residential Parking section.

- Enter one line of information to summarize each set of suites on the property.

- The information in many sections of the form is sortable by clicking on a column heading (e.g., Suite Type, Style, # of Units, # of Baths, etc.) By default, the form sorts in descending order. Click on the column header to change the sorting order.

- Clicking the **[BACK]** button returns you to the income and expense form.

- Hovering over a field name will access a tool tip, which will help to clarify the requested information. Alternatively, additional help is available in the Help Centre in the terms and definitions documents.

Retirement Rental Data Form

Complete the retirement rental data form to report on the market rents for retirement suite at the property as of the date of MPAC's request. Indicate the market rents for each type of unit located at the facility (e.g., independent living, assisted living, memory care,

etc.), as well as for each unit configuration (e.g., studio, 1-bed, 2-bed, etc.). A definition of market rent is available by clicking the tool tip, or by referring to the terms and definitions located on the Resources tab.

TIPS:

- For each of the independent, assisted and memory care units, check all utilities, amenities and medical care that are included in the rent.

- Enter one line of information to summarize each set of suites on the property within the independent living, assisted living and memory care divisions of the property. Do not enter each individual unit.

- The information in several sections of the form is sortable by clicking on a column heading (e.g., Suite Type, Style, # of Units, # of Beds). By default the form sorts in descending order. Click the column header to sort the column.

- Clicking the **[BACK]** button will return you to the income and expense form you completed previously.

- Help can be found by clicking on the tool tip for a specific item or by referring to the terms and definitions found in the Help Centre tab.

- Complete the Residential Parking details.

Commercial/Industrial Rental Data Form

Complete the commercial/industrial rental data form to report on the rents you are currently charging for commercial/industrial units as of the date of MPAC's request. Unless noted otherwise, all information provided should reflect active leases, vacant spaces, parking details, storage areas and third-party signs (billboards and antenna leases). Note that parking information does not appear for industrial properties.

TIPS:

- As applicable, complete the property summary and parking details.

- Enter the lease information pertaining to each individual unit (incl. vacant units).

- When choosing the unit type, select the unit's predominant use.

- Percent finish will be unavailable for all non-industrial properties.

- Information submitted last year has been pre-populated into the form, but should be reviewed for accuracy. Add any new information as necessary.

- The information in several sections of the form is sortable by clicking on a column heading (e.g., Suite Type, Style, # of Units, # of Beds). By default, the form sorts in descending order. Click the column header to sort the column.

- Clicking the [BACK] button will return you to the income and expense form previously completed.

- If you have multiple pages of tenant information, you may navigate through the pages at the bottom of the screen. Click on the page number or use the forward [>>] or back [<<] buttons to navigate through the pages.

- Additional help can be located by clicking on the tool tip for a specific item, or by referring to the terms and definitions located in the Help Centre tab.

Submitting Your Forms

After you have completed the required form(s) you are working on, you are ready to submit the form to MPAC. To submit the form, you must first select the checkbox to indicate that you have certified that the information being submitted is true and accurate.

If desired, there is an option to print a draft copy by clicking on the [PRINT REPORT] button for review prior to submission to MPAC.

Click the **[SUBMIT]** button to proceed with the submission of your form. If you are satisfied with the form and do not need to make any other changes, click **[YES]**. Upon this confirmation, your information is submitted to MPAC.

Upon submitting your form, a confirmation message appears with your property's Roll Number and a Reference Number. You will be asked to complete a short survey on the PIER submission process. Select **[Give Feedback]** to go to the survey or **[No Thanks]** to return to the My Returns page to access forms for other properties.

Printing a Record of your Submission

You can print a record of your submission only after it has been submitted. To print the submission, go to the My Returns page and click the printer image in the Status column.

					Date
Roll Number	**Property Address**	**Municipality**	**Status**	**Report ID**	**Submitted**
		GREATER SUDBURY CITY	Submitted 🖶	401195	2023-04-13

Copyright 2016 MPAC. Version 1.9.0 |Privacy Policy

Help Information

If you have any questions how to complete the forms or to submit your information to MPAC, please contact us. We're here to help.

Hours of Assistance:

Monday to Friday: 8 a.m. to 5 p.m.

Contact Numbers:

Toll-free   1 866 296 6792

TTY   1 877 889 6722

If you have accessibility needs, please let our representatives know how we can best accommodate you.