

What you can expect from us

The jointly developed SLA establishes fair, meaningful and achievable performance standards for assessment services that municipalities and taxpayers rely on most.

Monthly	Quarterly	Semi-Annually	Annually	Post-Assessment Update
<p>Building Permit Notifications</p> <ul style="list-style-type: none"> ☑ Add 90% of all permit notifications within 30 days of receipt <p>Monthly Post-Roll Notices</p> <ul style="list-style-type: none"> ☑ Deliver within 30 days of each calendar month 	<p>Quarterly New Assessment Forecasts</p> <ul style="list-style-type: none"> ☑ Deliver within 30 days following the first three calendar quarters <p>Tax Applications</p> <ul style="list-style-type: none"> ☑ Complete and return to Municipalities at least 90% of Tax Applications within 90 days of receipt 	<p>Vacant Unit Rebate Applications</p> <ul style="list-style-type: none"> ☑ Complete and return 100% of Vacant Unit Rebate Applications within 60 days <p>Municipal Inquiries</p> <ul style="list-style-type: none"> ☑ Acknowledge and resolve municipal inquiries within specified time periods 	<p>Severance/Consolidation Information Form (SCIF)</p> <ul style="list-style-type: none"> ☑ Deliver at least 90% within 150 days of registration <p>Condominium Plan Information Form (CPIF)</p> <ul style="list-style-type: none"> ☑ Deliver at least 90% within 150 days of registration <p>Year-End Tax File</p> <ul style="list-style-type: none"> ☑ Deliver annually <p>Preliminary New Assessment Forecast</p> <ul style="list-style-type: none"> ☑ Deliver within 30 days of end of third calendar quarter <p>New Assessment Report</p> <ul style="list-style-type: none"> ☑ Deliver within 30 days following the end of each calendar year <p>Supplementary and Omitted Assessments</p> <ul style="list-style-type: none"> ☑ Process 85% within one year following the date each property becomes occupied 	<p>Assessment of Residential, Farm, Multi-Residential, Industrial and Commercial Properties</p> <ul style="list-style-type: none"> ☑ Valuation Accuracy and Uniformity to be measured against the internationally recognized mass appraisal standards of the IAAO