



Submitting a Property Income and Expense Return Online

Assessment Information Request Portal through
AboutMyProperty™

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

May 2025

Submitting Requested Information to MPAC

MPAC is responsible for establishing and maintaining the assessments for every property in Ontario. As part of this responsibility, MPAC requests property information from business property owners and/or their representatives.

When property information is required, MPAC will send an information request letter outlining what information is needed, when property owners are required to submit the information to MPAC, and details on how to submit it. For more information about MPAC and how collected information is used, visit mpac.ca/AIR.

Using AboutMyProperty™

AboutMyProperty is the preferred submission portal for our data collection campaigns that run under the Assessment Information Request Program. A link to AboutMyProperty is available from www.mpac.ca.

Tips on Completing your Information Request in AboutMyProperty

- Many fields have ‘tooltips’ for added context. This information is specific to the field you are completing and appears as a ‘speech bubble’ when you hover your cursor over them.
- Error messages will appear if incorrect data is entered.
- Mandatory fields are indicated by an asterisk (*).
- Some sections offer a **Guided Experience Wizard** to help users gather and submit required information. These wizards will appear where applicable and will guide you through a series of steps to enter your information accurately and efficiently.
- As an added enhancement, you may have the option to carry over information that MPAC has on file from the prior year’s submission (information from years prior to the last is not available to carry over). The information will populate for most sections. Always review any carried over information to confirm it remains accurate as inputs may change from year to year.

Web Browser Requirements

AboutMyProperty is best viewed using one of the following browsers:

- Google Chrome 30+
- Firefox 37+
- Safari 7+

Logging In to AboutMyProperty

Follow the steps below to log in and use AboutMyProperty.

Welcome to AboutMyProperty™

Register for an account on the newly enhanced AboutMyProperty to learn more about how your property was assessed, view the information we have on file, compare your property to others in your neighbourhood or file a Request for Reconsideration.

NEW USER REGISTERED USER

Create an account to access the features available to you through AboutMyProperty

Enter your 19-digit Roll Number and Access Key found on your Property Assessment Notice.

ROLL NUMBER ⓘ

ACCESS KEY

I'm not a robot reCAPTCHA Privacy - Terms ⓘ

Need Help? Cancel Register

ROLL NUMBER & ACCESS KEY:
Your Roll Number and Access Key can be found on your Property Assessment Notice.

HOW CAN I LEARN MORE ABOUT MY ASSESSMENT?
Visit mpac.ca and register through AboutMyProperty™ to learn more about how your assessment information we have on file and compare it to others in your neighbourhood.

To register, enter in your roll number and access key as shown below.

Roll number: 12 34 567 899 12345 1134

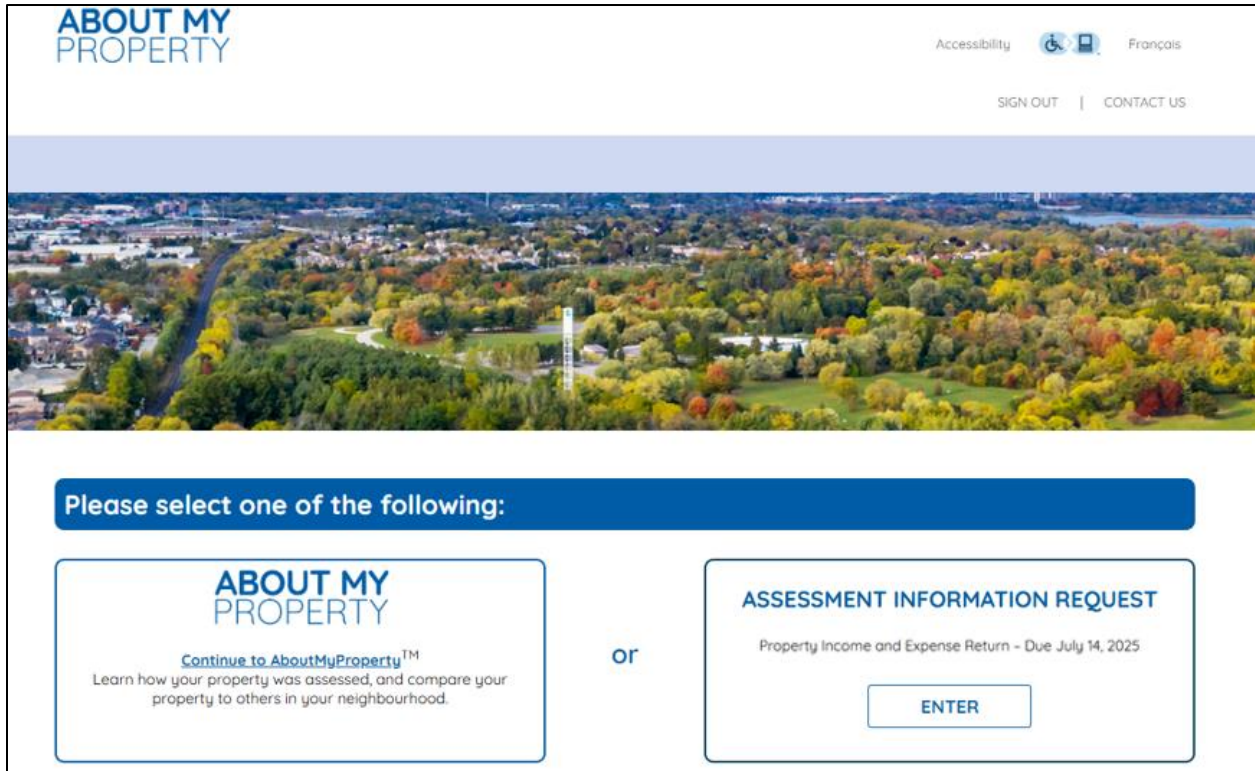
Access key: ABCD EFGH IJKLM

Tax Year: MTR deadline

1. From mpac.ca, click on [AboutMyProperty](#). If this is your first time using the AboutMyProperty portal, 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 email and password and click **[OK]** to proceed to the next AboutMyProperty screen.

Finding your Property in the AboutMyProperty Portal

Once you have logged into AboutMyProperty, click the **[Enter]** button under the Assessment Information Request section of the screen.



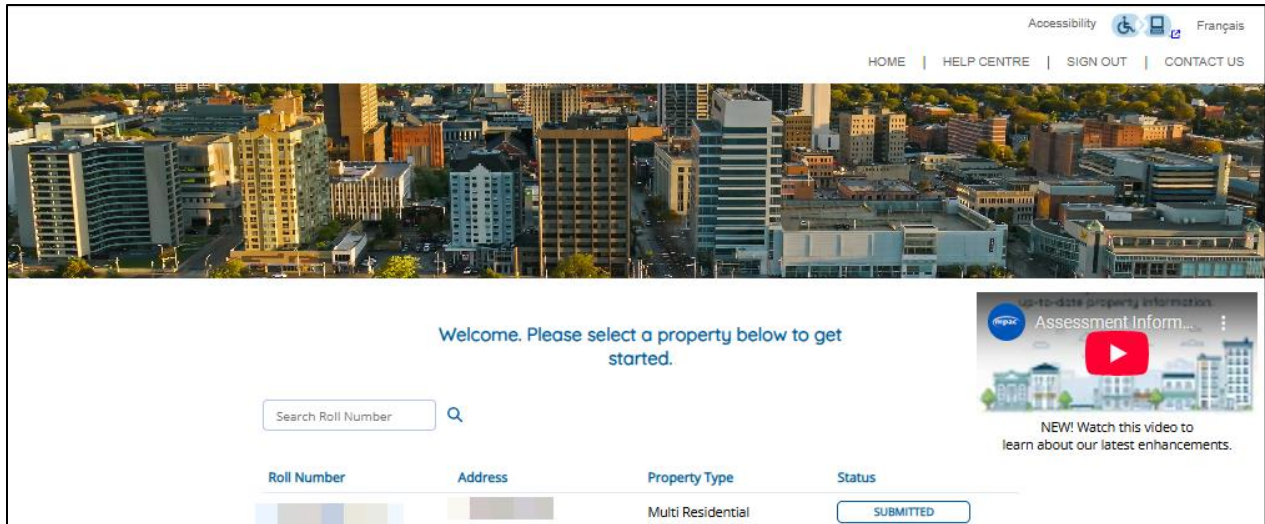
Next, you will be prompted to authenticate yourself as one of four potential types of users. Select the appropriate user type, and input your roll number and web access code details and click **[Login]** to advance:

The screenshot shows a modal window titled 'Authentication & Login' with a close button (X) in the top right corner. The text 'Please confirm one of the following:' is followed by four radio button options:

- I am the property owner.
- I am a designated employee of the property owner.
- I am a licensed lawyer or paralegal representing the property owner and have authorization to access and submit property income and expense information for 2025.
- I am an agent representing the property owner and have authorization to access and submit property income and expense information for 2025. I have completed the [2025 Representative Authorization Form](#) and submitted it to MPAC.

Below the options are two input fields: 'Roll Number' and 'Web Access Code'. At the bottom of the form is a 'LOGIN' button.

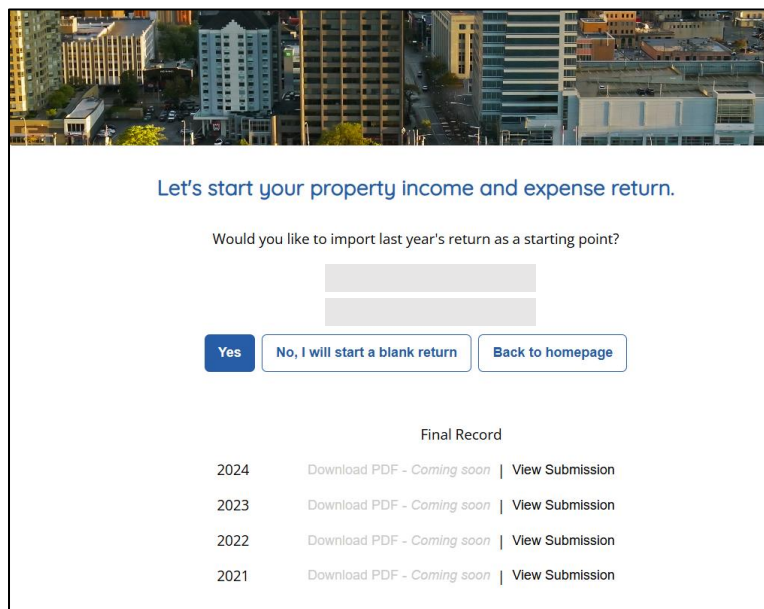
Next, you are brought to a landing screen where you can select your property to get started. If you are unable to locate your property, please reach out for [assistance](#).



Once you find your property, look for its associated status under the Status column. Depending on your progress, the status shows as either **Work in Progress**, **Submitted** or **Start**. If you are starting a new information submission, click **[Start]** to begin the process. If you are picking up from a partially completed submission, click **[Work in Progress]** to resume entering your property information.

Starting Your Property Income and Expense Return

If you are a returning property owner who has entered information in previous years, you may have the option to carry over your income, expense and rental data from last year's return into this year's return (where available) by clicking **[Yes]**. Please note that only information from the prior year is available to carry over. If you prefer to start a new return, click **[No, I will start a blank return]**.



Completing Your Property Information and Expense Return

For ease of reference, the screens of the main sections within the PIER return are displayed as examples within this guide. Depending on the property type you are submitting for, you may encounter variations in data inputs from screen to screen.

Working with Screens within AboutMyProperty

Commercial, industrial, multi-residential and hospitality property owners must navigate through a number of screens within AboutMyProperty to submit their property income and expense information. This interface acts as the method in which MPAC collects the required information, so it is important that it is simple to access, use and submit. This section provides detail on how best to navigate and work through these screens.

General Considerations for Completing your Data Submission

There are a number of considerations to take into account when you are completing your information return. The following is a brief list of items to be aware of when filling out requested information:

- To improve data quality, inputs are validated when you select **[SAVE]** or **[NEXT]**. An error message may appear if your data input is not valid. The error message will indicate what is required to proceed.
- After you have completed a form, click **[NEXT]** to advance to the next form, or **[SAVE]** to save information that has been entered.
- 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.
- Data input or sequence may vary between property types.
- Property owners that have multiple roll numbers under the same ownership name and mailing address will see a listing of their property portfolio.

Completing the Contact Information Screen

The Contact Information screen requires you to complete the fields to identify yourself as a property owner, employee or property manager, or as an agent who represents the property owner. Complete all applicable fields.

The screenshot shows the 'Contact Information' section of the 'Property Income and Expense Return' application. The left sidebar contains navigation options: 'Contact Information' (highlighted), 'Income and Expenses', 'Apartment', 'Commercial', 'Summary', and 'Submit'. The main content area is titled 'Contact Information' and includes a heading: 'For this section, please complete the details below to ensure we have the most current contact information on file:'. Below this, there are two radio buttons: 'I am a property owner, designated employee or property manager' (selected) and 'I am an agent representing the property owner'. The form contains four input fields: 'Name *', 'Telephone Number *', 'Ext.', and 'Email Address *'. At the bottom right, there are 'NEXT' and 'SAVE' buttons. The footer includes 'Copyright 2025 MPAC, Version 1.0', 'Privacy Policy', and 'Contact us'.

Click **[SAVE]** to save your information and **[NEXT]** to proceed to the Income and Expenses section.

Completing the Income and Expenses Section

The Income and Expenses section requires property owners to enter revenue and expense information that is specific to their property.

The screenshot shows the 'Income and Expenses' section of the 'Property Income and Expense Return' application. The left sidebar contains navigation options: 'Contact Information', 'Income and Expenses' (highlighted), 'Revenue', 'Expenses', 'Capital Expenditure', 'Comments', 'Apartment', 'Commercial', 'Summary', and 'Submit'. The main content area is titled 'Income and Expenses' and contains two numbered questions: '1. Select or enter the fiscal year-end. *' with a date input field showing '2025-05-01' and a calendar icon, and '2. If this return represents only a partial year, how many months are included?' with a dropdown menu. At the bottom right, there are 'BACK', 'NEXT', and 'SAVE' buttons. The footer includes 'Privacy Policy', 'Terms and Conditions of Use', and '2025 MPAC, All Rights Reserved'.

Property Income and Expense Return

HOME | HELP CENTRE | SIGN OUT | CONTACT U

Income and Expenses > **Revenue**

Now let's start by collecting details for the following revenue categories:

Rents —

| | | |
|--------------------------------|----|----|
| Residential / Apartment Suites | \$ | 34 |
| Other Residential Specify Here | \$ | |
| Commercial Retail | \$ | |
| Commercial Office | \$ | |
| Industrial | \$ | |
| Warehouse / Storage / Basement | \$ | |

Recoveries —

| | | |
|----------------------|----|-------|
| Total Revenue | \$ | 34.00 |
| Total Loss | \$ | |

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BACK | NEXT | SAVE

Property Income and Expense Return

HOME | HELP CENTRE |

Income and Expenses > **Expenses**

In this section, please provide expense information:

General —

| | | |
|--------------------|----|--|
| Property Taxes * | \$ | |
| Insurance * | \$ | |
| Land Lease Amounts | \$ | |

Administration —

| | | |
|------------------------------------|----|--|
| Management Fees | \$ | |
| Legal and Audit Fees | \$ | |
| Professional Fees | \$ | |
| Leasing Commissions | \$ | |
| Marketing | \$ | |
| Administration and Office Supplies | \$ | |
| Wages and Benefits | \$ | |

Utilities / Amenities —

| | | |
|-----------------------|----|------|
| Total Expenses | \$ | 0.00 |
|-----------------------|----|------|

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Property Income and Expense Return

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Contact Information

Income and Expenses

Revenue

Expenses

Capital Expenditure

Comments

Apartment

Commercial

Summary

Submit

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Income and Expenses > **Capital Expenditure**

Please enter your capital expenditure details:

| | |
|--|----|
| Roof Replacement | \$ |
| Exterior Clad Replacement | \$ |
| Windows Replacement | \$ |
| Balconies | \$ |
| Fire Retrofit | \$ |
| Heat / Ventilation / AC (HVAC) Replacement | \$ |
| Parking Garage | \$ |
| Surface Parking | \$ |
| Plumbing | \$ |
| Electrical | \$ |
| Total Capital Expenditures | \$ |

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BACK **NEXT** **SAVE**

Property Income and Expense Return

HOME | HELP CENTRE | SIGN OUT | CONTACT US

Contact Information

Income and Expenses

Revenue

Expenses

Capital Expenditure

Comments

Apartment

Commercial

Summary

Submit

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Income and Expenses > **Comments**

Please include any additional income and expense details that may be relevant to your submission.

|

Accessibility Français

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BACK **NEXT** **SAVE**

After you have completed entering required information, click **[Save]** to save your information and **[Next]** to proceed to the Apartment Section.

Completing the Apartment Section

The Apartment section of the information return requires Commercial, Industrial or Mixed-Use property owners to provide information regarding all apartment units that they have on the property. To help you navigate through entering your property information, the **Guided Experience Wizard** prompts you for specific information over a series of steps, may be used.

Apartment > [Suite Breakdown](#)

The information provided should reflect the most likely rental price each suite type would attract on the open market, and the amount a new tenant would pay if the unit were vacant and available for lease as of the date of MPAC's request.



ADD UNIT

Guided Experience Wizard

This wizard will help you add your property's suite type breakdown.

Step 1 of 14

Please select all apartment styles on this property.

| | |
|-----------|-------------------------------------|
| Apartment | <input checked="" type="checkbox"/> |
| House | <input type="checkbox"/> |
| Row | <input type="checkbox"/> |

Guided Experience Wizard

Step 2 of 14

For apartment style, please enter the number of units for each suite type so we can help set up your records.

| | Suite Type | | | | | | | | | | |
|--|------------|-------|-------|-------|-------|-------|-------|----------|--------------|------|--------|
| | 1 Bed | 2 Bed | 3 Bed | 4 Bed | 5 Bed | 6 Bed | 7 Bed | Bachelor | Bachelorette | Room | Studio |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Guided Experience Wizard

Step 3 of 14

For apartment style, are any of the units located in the basement?

Yes No

How many units of each suite type and style are located in the basement?

| | Suite Type | | | | | |
|--|------------|-------|-------|-------|-------|----------|
| | 1 Bed | 2 Bed | 3 Bed | 4 Bed | 5 Bed | Bachelor |
| | | | | | | |

Guided Experience Wizard

Step 4 of 14

How many penthouse units are there of each suite type and style?

Yes No

Guided Experience Wizard

Step 5 of 14

For apartment style, are any of the units larger than typical for a specific suite type?

Yes No

Guided Experience Wizard

Step 6 of 14

For apartment style, are any of the units smaller than typical for a specific suite type?

Yes No

Guided Experience Wizard

Step 8 of 14

How many total parking spaces are on this property?

Guided Experience Wizard

Step 9 of 14

Of the 2 parking spaces, how many are indoor/covered?

Guided Experience Wizard

Step 12 of 14

Of the 2 surface/uncovered parking spaces, how many are not included in the unit rent?

Guided Experience Wizard

Step 14 of 14

You are updating the following residential parking data. Click submit to apply all changes.

| | Total Spaces (not included in rent) | Monthly Rate (per space) | Total Spaces (included in rent) | Total Spaces |
|---------------------|-------------------------------------|--------------------------|---------------------------------|--------------|
| Surface / Uncovered | 0 | | 2 | 2 |
| Indoor / Covered | 0 | | 0 | 0 |

When you have completed entering your property’s apartment information, click **[SUBMIT]** to enter your property information to advance to the Summary Review screen.

Completing the Commercial Section

Once you have advanced to the Commercial Section, you may begin completing your commercial property details through the completion of a series of commercial entry screens associated with your property type. You may complete these fields using the **Guided Experience Wizard** by clicking the wizard icon found in the top right of the screen.

Commercial > Lease Information

Contact Information

Income and Expenses

Commercial

Lease Information

Vacant Asking Rate




Parking Summary

Apartment

Summary

Information provided should reflect all active leases, vacant spaces and billboards as of the date of MPAC's request

Once units are added, select the edit icon to make changes.

   Search by Tenant Name

| Tenant / Trading Name * | Unit Number * | Floor Level * | Unit Use * | Current Lease Term / Vacancy Start Date * | Current Lease Term End Date | Lease Type * | Lease Status * | Gross Leasable Area (SF) * | Current Base Rent (\$/SF) * |
|-------------------------|---------------|---------------|------------|---|-----------------------------|--------------|----------------|----------------------------|-----------------------------|
| Previous | 1 | Next | | | | | | | 10 |

Upon initiating the **Guided Experience Wizard**, complete each step as necessary and click **[NEXT]**. Note that depending on the information you enter, you may advance past specific steps.

Guided Experience Wizard

Step 1 of 14

Please enter all units on each floor, including those that are vacant.

| Floor | Number of Units |
|--------------------|-----------------|
| Basement | 0 |
| Mezzanine | 0 |
| First Floor | 0 |
| Second Floor | 0 |
| Third Floor | 0 |
| Fourth Floor | 0 |
| Fifth Floor and up | 0 |

Guided Experience Wizard

Step 2 of 14

Please enter the following information for each unit.

| Floor | Tenant / Trading Name | Unit Number | Gross Leasable Area (SF) |
|----------|-----------------------|-------------|--------------------------|
| Basement | | 1 | 1,000 |

Guided Experience Wizard

Step 3 of 14

Please select the lease status for each tenant.

| Floor | Tenant / Trading Name | Unit Number | Lease Status (select one per unit) | | | |
|----------|-----------------------|-------------|------------------------------------|-----------------------|-----------------------|----------------------------------|
| | | | Vacant | New | Renewal | Monthly |
| Basement | | 1 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

Guided Experience Wizard

Step 4 of 14

Do any of the units include a land lease?

Yes No

Guided Experience Wizard

Step 5 of 14

Please enter the following lease terms for each unit.

| Floor | Tenant / Trading Name | Unit Number | Lease Status | Lease Negotiated Date | Lease Start Date | Lease End Date |
|----------|-----------------------|-------------|--------------|-----------------------|------------------|----------------|
| Basement | | 1 | | yyyy-mm-dd 📅 | yyyy-mm-dd 📅 | yyyy-mm-dd 📅 |

Guided Experience Wizard

Step 7 of 14

Are all the leases for the same type of use (for example, retail, office, or warehouse)?

Yes No

Guided Experience Wizard

Step 8 of 14

Were any of the units given free months of rent?

Yes No

Guided Experience Wizard ✕

Step 9 of 14

Are all lease types the same (i.e., New, Gross, Semi-gross, Percentage only)?

Yes No

Guided Experience Wizard ✕

Step 10 of 14

Please enter the lease rates and recoveries for each unit.

| Floor | Tenant / Trading Name | Unit Number | Unit Use | Current Base Rent (\$/SF) | Property Tax Recoveries (\$/SF) | Operating Recoveries (\$/SF) | Tenant Improvements (\$/SF) |
|----------|-----------------------|-------------|----------|---------------------------|---------------------------------|------------------------------|-----------------------------|
| Basement | | 1 | Office | \$ | \$ | \$ | \$ |

Guided Experience Wizard ✕

Step 11 of 14

Select all operating expenses included in the rent.

| Floor | Tenant / Trading Name | Unit Number | Lease Type | Operating Expenses (multiple options can be selected) | | | | | |
|----------|-----------------------|-------------|------------|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | | | | Insurance | Management | Maintenance | Hydro | Water | HVAC |
| Basement | | 1 | NET | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Guided Experience Wizard ✕

Step 12 of 14

Do any of the leases include step-ups?

Yes No

Guided Experience Wizard ✕

Step 14 of 14

The following units will be added.

| Floor | Tenant / Trading Name | Unit Number | Gross Leasable Area (SF) | Lease Status | Lease Type | Lease Negotiated Date | Lease Start Date | Lease End Date | Current Base Rent (\$/SF) |
|----------|-----------------------|-------------|--------------------------|--------------|------------|-----------------------|------------------|----------------|---------------------------|
| Basement | | 1 | 1,000 | Monthly | NET | 2025-12-01 | 2026-01-01 | | |

Click **[SAVE]** and **[NEXT]** to proceed to the Summary Review Screen.

Submitting your Information

The Summary Review screen provides a high-level overview of your submission.

Summary

Review the summary of your submission below. To edit any fields, select the corresponding section from the left navigation pane.

| Income and Expense | | | | | |
|--------------------|---------|-----------------------|---------|----------------------------|---------|
| Total Revenue | \$ 0.00 | Total Expenses | \$ 0.00 | Total Capital Expenditures | \$ 0.00 |
| Rents | \$ 0.00 | General | \$ 0.00 | | |
| Recoveries | \$ 0.00 | Administration | \$ 0.00 | | |
| Other Revenue | \$ 0.00 | Utilities / Amenities | \$ 0.00 | | |
| Rental Income Loss | \$ 0.00 | Property Maintenance | \$ 0.00 | | |
| | | Other | \$ 0.00 | | |

| Area | | | | | |
|-----------------------------|-------|-----------------------------|-------|-----------------------------|--|
| Total Area (SF) | 1,000 | Total Occupied Area (SF) | 1,000 | Total Vacant Area (SF) | |
| Office | | Office | | Office | |
| Retail | | Retail | | Retail | |
| Warehouse / Storage / Other | 1,000 | Warehouse / Storage / Other | 1,000 | Warehouse / Storage / Other | |
| Manufacturing / Industrial | | Manufacturing / Industrial | | Manufacturing / Industrial | |

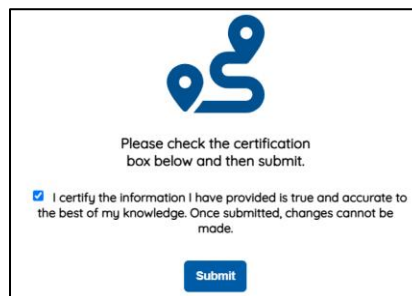
| Commercial | |
|------------------|---|
| Total Unit Count | 1 |
| Vacant | 1 |

| Apartment | |
|------------------|---|
| Total Unit Count | 1 |
| 1 Bed | 1 |

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BACK NEXT

If all the entries look correct and accurate, click **[Save]** and **[Next]**. If any information is incorrect, or incomplete, click **[Back]**, or select the desired section from the left navigation pane to correct or complete any information that needs attention.

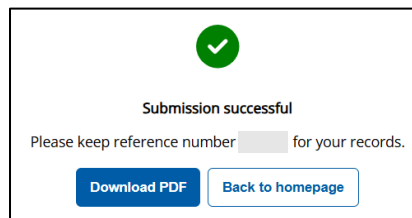


Please check the certification box below and then submit.

I certify the information I have provided is true and accurate to the best of my knowledge. Once submitted, changes cannot be made.

Submit

Provided you are satisfied with all property information you have entered as complete and accurate, select the certification checkbox and click **[Submit]**. Upon submission, a confirmation message will appear on your screen. You may choose to view your property return by clicking **[Download]** or return to the homepage via **[Back to homepage]**.



Submission successful

Please keep reference number [] for your records.

Download PDF Back to homepage

Help Information

If you have any questions how to complete your property income and expense return or regarding the submission of 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.