

## Frequently Asked Questions 2026 Property Income and Expense Return

### GENERAL

#### 1. What is the Property Income and Expense Return?

MPAC's Property Income and Expense Return is our largest data collection campaign which collects income, expense and tenant (rent roll) information from income-producing properties.

#### 2. Why does MPAC request property information every year?

The annual collection of information allows us to keep our property data current and to identify and track trends in revenues, expenses, capital expenditures, fair market rents, and vacancies over time for property assessment purposes.

#### 3. How do I submit the information requested by MPAC?

Property owners are encouraged to submit the requested information online through the Assessment Information Request Portal in MPAC AboutMyProperty™. This secure online portal is the quickest and most efficient way to submit your property income and expense information. Instructions for submitting your information are provided on each request letter mailed. More information is available [here](#).

#### 4. Is the submission of my information mandatory?

Yes, the [Assessment Act](#) states that property owners are required to submit their requested property information each year.

Section 11 of the Act authorizes MPAC to collect information for property assessment purposes. Section 13 outlines penalties for failing to provide requested information for knowingly providing false information.

#### 5. Who can submit the information requested by MPAC?

Assessment information requests can be completed by:

- a property owner,
- an employee of the property owner,
- a licensed lawyer or paralegal representing the property owner with authorization to access and submit property information for 2026, or
- an agent representing the property owner who has completed and submitted a 2026 [Representative Authorization Form](#).

## 6. How does MPAC use my submitted information?

Any information collected by MPAC supports our analysis of Ontario’s property markets and ensures our database remains current, supporting both the delivery of annual assessment rolls and the future development of quality assessments. In addition, MPAC assessors may use your confirmed contact details to obtain additional information or to seek clarification regarding your submission.

## 7. How is my information protected?

MPAC is committed to protecting your information. We are prohibited from any unauthorized disclosure of your information under Section 53 of the [Assessment Act](#) and Section 10 of the [Municipal Freedom of Information and Protection of Privacy Act](#).

MPAC only collects and uses information that is necessary to deliver authorized programs and services. On occasion, MPAC may use your contact information to obtain feedback, or to conduct surveys as part of enhancing program delivery.

## 8. Are all income-producing properties required to submit income and expense information through the Property Income & Expense Return?

Most income-producing properties are required to submit their income and expense information through the Property Income and Expense Return campaign. Several factors are considered for properties to qualify, including how the property is typically viewed in the marketplace by investors and the availability of market data.

## 9. How can I update my mailing address for any assessment information requests in the future?

Details on how to make changes to your mailing address can be found on [Changing Your Mailing Address](#) page of MPAC’s website.

## USING THE ONLINE PORTAL IN MPAC ABOUTMYPROPERTY™

### 1. How do I submit my information online?

We encourage you to submit your information through [MPAC AboutMyProperty™](#). This secure online portal is the quickest and most efficient way to submit your property income and expense information.

Instructions guiding the submission of your information are provided on the information request letter that was mailed to you, whether you are a new or returning user. For further details, visit the [How to Submit Your Assessment Information Request](#) web page. In addition to MPAC AboutMyProperty™, we also offer business-to-business (B2B) options as well as other file-sharing solutions. To learn more about file-sharing solutions, please contact [AIR@mpac.ca](mailto:AIR@mpac.ca).

### 2. I have affordable housing rental units at my property. How do I report information about my affordable rental housing units?

The Ontario Government has introduced an optional property subclass for affordable rental housing units effective for the 2026 taxation year.

On the Apartment tab in the online portal, you will be asked if you have any units that meet the criteria. If yes, you will need to specify under which program it qualifies for which will prompt you for specific details for each unit on your property. This information will allow MPAC to determine if the unit qualifies for the affordable rental housing subclass.

### 3. Is there anything new for this year's Property Income & Expense Return program?

We have made a number of enhancements to make the property information submission process easier including:

- **New addition of** affordable rental housing subclass data collection.
- **Increased consistency** through non-operating expense fields, across all property types.
- **New ability** to submit information for large resort properties.

### 4. I noticed that the information I've submitted in prior years does not pre-populate in the year's return. Is there something I need to do?

Our system only draws information from what was submitted in the previous year. If information is available, you will be given the option to carry it forward at the beginning of the process. Please note that this prompt is your only opportunity to carry information forward.

**5. Am I able to update my information once it has been submitted?**

Once your information has been submitted through the online portal, you are unable to make further updates.

If you need to make changes to your submitted information, please send an email with the updates via our [Contact Us](#) page. If updates are required for multiple roll numbers, they can be included in one request.

**6. Am I able to submit one return for multiple roll numbers?**

Property owners must complete a submission for each roll number to ensure accurate reporting. Property owners with multiple roll numbers, under the same ownership and mailing address, will see a listing of their portfolio. For properties not under the same ownership name and mailing address, owners will have to login for each roll number. For further information, visit [mpac.ca](http://mpac.ca).

**7. Am I able to save and/or print my submission?**

Save and print functionality is available for all submitted returns from the past four years. To print submissions, property owners must download the PDF, save, and then if needed, print.

## INCOME AND EXPENSE INFORMATION

- 1. MPAC requests property income and expense information from my most recently completed fiscal year; however, the tenant information (rent roll) is as of the date of the request letter. Why are these time frames different?**

MPAC requires property income and expense information to span a full 12-month period; however, we recognize that not every business operation's fiscal year end date is the same. Therefore, MPAC asks for the property income and expense information from the most recently completed fiscal year for all properties.

On the other hand, tenant information (rent roll), can change frequently and MPAC requests the most current information as of the date of request. This ensures that your property data is up-to-date, and that we have your most current rental information available for market analysis.

- 2. My financial statement includes revenue and expenses from multiple adjacent properties that I treat as one entity/complex, but MPAC is requesting the information for each parcel roll number separately. How should I proceed?**

While MPAC would prefer all requested information on each individual roll number, we understand that your financial information may not be prepared in a manner to accommodate this preference. In this case, you can report your total financial income and expense information on one of the roll numbers (typically the largest) and then report tenant rent roll information on the other roll numbers without having to re-enter the financial information.

To complete this, login to MPAC AboutMyProperty™ using a roll number and web access code for another parcel/property in the complex and enter your contact information and fiscal year end. When asked to enter information on the Property Income and Expense page, enter '0' in the mandatory revenue and expense fields, and add a comment listing the roll number where the financial information is reported. You can then enter the rent roll information for the units located on this roll number on the commercial rent roll tab. Repeat this process for any additional roll numbers that are part of your complex.

- 3. What is the difference between General Repairs and Maintenance, and Capital Expenditures?**

General repairs and maintenance items are typical expenses incurred to fix damage and restore a component to its original condition (repairs) or a maintenance service to prevent future breakdowns or issues with a component (maintenance).

It is important to note that general repairs and maintenance items may occur annually to ensure the operation of the property. Capital expenditures are generally larger projects designed to update the property with modern components, effectively bringing the property up to date with current construction trends and methods, thereby extending its overall life. Capital expenditure projects are usually part of a scheduled improvement plan and occur periodically.

- 4. My rental revenue and expenses are combined but MPAC is requesting the information in greater detail. For example, I only have a single line showing the total charge for my utilities. They are not broken down by hydro, water, heating source or cable. How can I accurately report my information?**

MPAC would prefer to receive your income and expense information separated into the different categories that are listed but understand that may not be feasible. If you are not able to submit the information in the detailed manner requested, then you may enter a Total Utilities amount under the Hydro category with a note in the comment section that identifies all expenses included in the total figure (e.g., hydro expense includes all utilities including hydro, water, gas, cable, internet and telephone).

## TROUBLESHOOTING

1. MPAC recommends the following Web browsers:
  - Google Chrome 30+
  - Firefox 37+
  - or Safari 7+
  
2. We also recommend the following steps if you are experiencing browser issues:
  - Sign out after each session.
  - Clear your browser cache.
  - Use incognito mode on your browser (especially if you have multiple properties).
  - Try switching browsers.
  
3. If you have trouble when signing into the portal, confirm that you have entered your access key and web access code correctly. Both entries are case-sensitive.
  
4. If a mandatory field does not apply to your property, enter '0' to advance.
  
5. If you continue to experience technical issues, please contact our Customer Contact Centre **toll free: 1 866 296-6722**.