



Submitting a Property Income and Expense Return Online

Assessment Information Request Portal through
MPAC AboutMyProperty™

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

May 2026

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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 income and expense information from most income-generating properties.

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 and details on how to submit it. For more information about MPAC and how collected information is used, visit mpac.ca/AIR.

Using MPAC AboutMyProperty™

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

Tips on Completing your Information Request in MPAC AboutMyProperty™

- Many fields have ‘tooltips’ for added context. This information is specific to the field and appears as a ‘speech bubble’ when you hover your cursor over them.
- Error messages will appear if incorrect or incomplete data is entered.
- Mandatory fields are indicated by an asterisk (*).
- Some sections offer a **Guided Experience Wizard** to help users create and submit all unit level data. These wizards appear where applicable and will guide you through a series of steps (e.g., adding units, deleting units, editing units, etc.), 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

MPAC 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 MPAC 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, update your mailing address, 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

0000

ACCESS KEY

I'm not a robot reCAPTCHA

Need Help?

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 log onto AboutMyProperty™ to learn more about how your property 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 34 567 890 12345 6789
Access key: ABCD EFGH IJKL

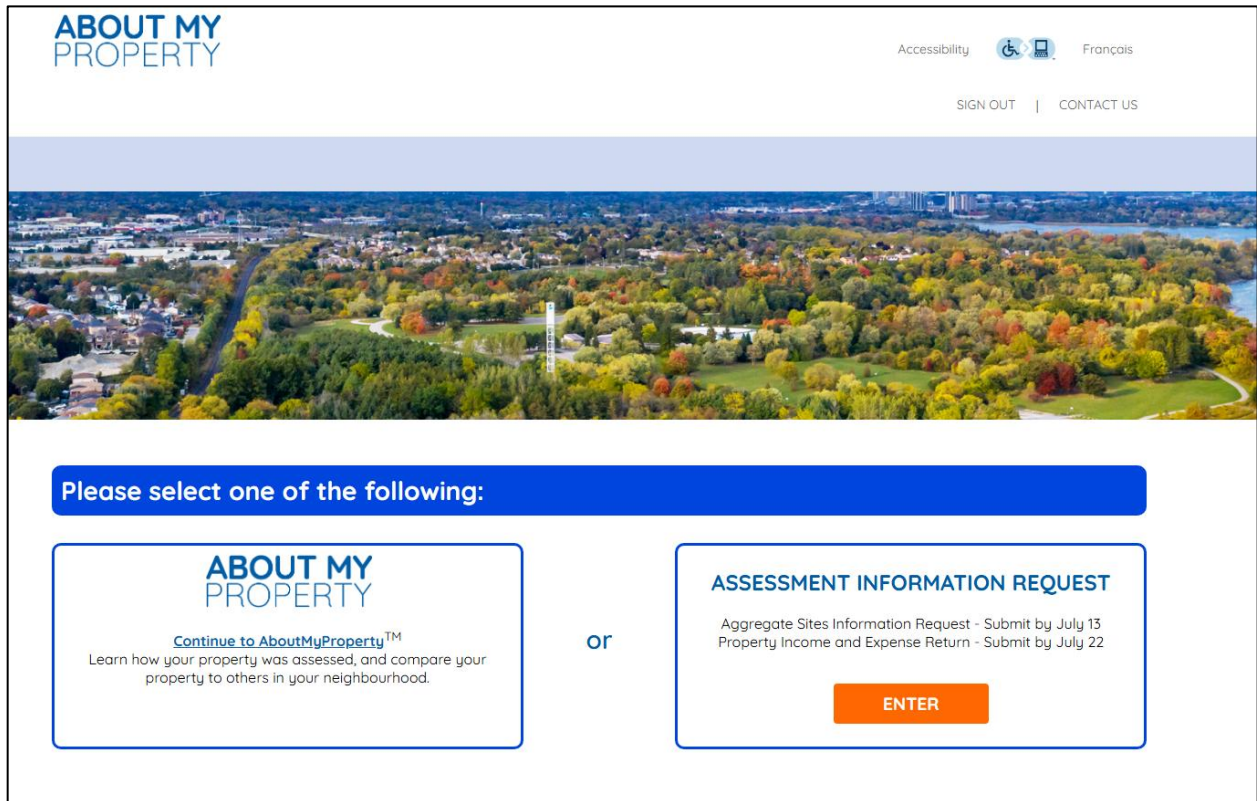
If you disagree with your assessment or an earlier classification, you may file a Request for Reconsideration through AboutMyProperty™. Your deadline to file for each property tax year.

Tax Year: 2018 deadline

1. From mpac.ca, click on **MPAC AboutMyProperty™**. If this is your first time using the MPAC 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 MPAC AboutMyProperty™, click on the **REGISTERED USER** tab and enter your email and password and click **[OK]** to proceed to the MPAC AboutMyProperty™ Terms and Conditions of Use screen.
5. Click **[Agree]** to agree to the terms and conditions to proceed to MPAC AboutMyProperty™.

Finding your Property in the Assessment Information Request Portal

Once you have logged into MPAC AboutMyProperty™, click on the **[ENTER]** button from the Assessment Information Request tile, to begin the information submission process.



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.

Authentication & Login ✕

Please confirm one of the following:

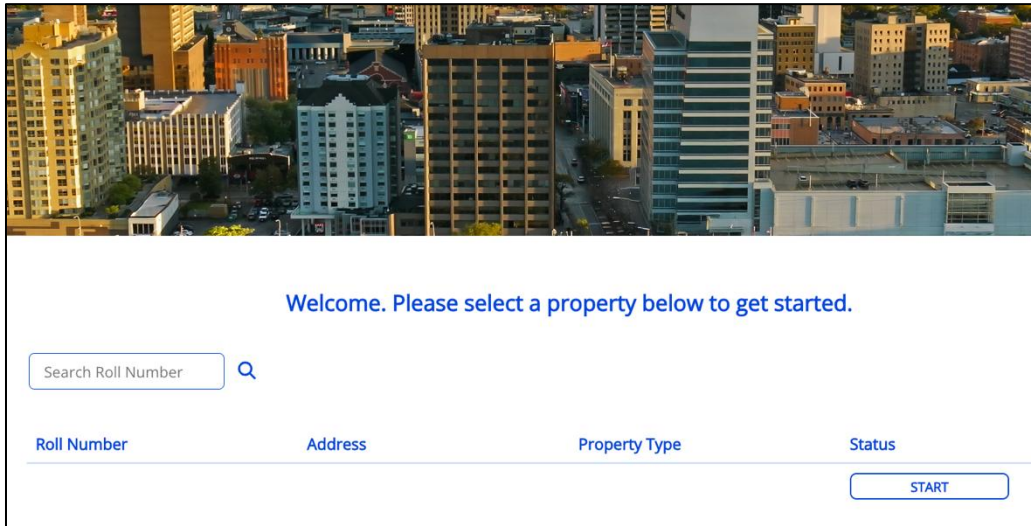
- I am the property owner.
- I am a designated employee of the property owner.
- I am a licensed lawyer or paralegal representing the property owner and have authorization to access and submit property information for 2026.
- I am an agent representing the property owner and have authorization to access and submit property information for 2026. I have completed the [2026 Representative Authorization Form](#) and submitted it to MPAC.

Roll Number

Web Access Code

LOGIN

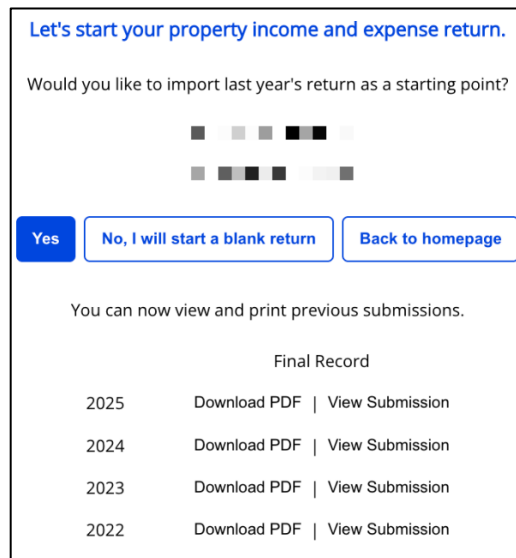
Next, you are brought to a landing screen where you can select your property to get started.



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]** and **[Continue]** to resume entering your property information.

Starting Your Property Income and Expense Return

If you submitted your property information last year, the option to carry over information will be available. If you did not submit information in the prior year, it will not appear. Click **[Yes]** to carry over the previous year's information. If you click **[No, I will start a blank return]**, the carry over option cannot be revisited.



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 to provide an overview of the process. Depending on the property type you are submitting for, you may encounter variations from screen to screen.

Working with Screens within MPAC AboutMyProperty™

Commercial, industrial, multi-residential and hospitality property owners must navigate through a number of screens within MPAC 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 user guide provides detail on how best to navigate and work through these screens.

General Considerations for Completing your 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:

- For ease of reference, the process and screens outlined in this user guide refer to Commercial Retail properties. The submission process for other property types may display sections or screens not shown in this user guide.
- Be sure to save your work as you complete your submission by clicking the **[SAVE]** button.
- 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.
- Upon completing a section, click **[NEXT]** to advance to the next section, or **[SAVE]** to save information that has been entered.
- For your convenience, the Commercial/Industrial and Multi-Residential Rental Data sections may be pre-populated with information MPAC has on file from last year's submission if available. Please review the accuracy of this information and update as required.
- Data inputs 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 upon login, eliminating the need to login for each individual roll number.

Completing the Contact Information Section

The Contact Information Section requires you 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 MPAC online form. The left sidebar contains a navigation menu with 'Contact Information' highlighted. The main content area has a heading 'Contact Information' and a sub-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 fields include: 'Name *', 'Title / Position', 'Email Address *', 'Telephone Number *', 'Ext.', 'Secondary Number', and another 'Ext.' field. At the bottom right, there are 'NEXT' and 'SAVE' buttons. The footer contains the MPAC logo, copyright information (Copyright 2026, MPAC Version 1.2.0), and links for 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 the entry of revenue and expense information that is specific to the property.

The screenshot shows the 'Income and Expenses' section of the MPAC online form. The left sidebar contains a navigation menu with 'Income and Expenses' highlighted. The main content area has a heading 'Income and Expenses' and a list of three questions: 1. 'Select or enter the fiscal year-end.*' with a dropdown menu showing '2026-03-01'; 2. 'If this return represents only a partial year, how many months are included?' with a dropdown menu; 3. 'Are there any tenants on the property? *' with radio buttons for 'No' (selected) and 'Yes'. At the bottom right, there are 'BACK', 'NEXT', and 'SAVE' buttons. The footer contains the MPAC logo, copyright information (Copyright 2026, MPAC Version 1.2.0), and links for Privacy Policy and Contact Us.

Click **[SAVE]** to save your information and **[NEXT]** to proceed to the Revenue screen.

Property Income and Expense Return
Campaign Year: 2026

Accessability Français

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Income and Expenses > Revenue

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

Rents	
Residential / Apartment Suites	\$
Other Residential Specify Here	\$
Commercial Retail	\$
Commercial Office	\$
Industrial	\$
Warehouse / Storage / Basement	\$
Rental Subsidies	\$
Percentage Rents	\$

Recoveries	
Property Tax Recoveries	\$

Total Revenue	\$
Total Loss	\$

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BACK NEXT SAVE

Complete all applicable Revenue fields, and click **[SAVE]** and **[NEXT]** to proceed to the Expenses screen.

Property Income and Expense Return
Campaign Year: 2026

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Income and Expenses > Expenses

In this section, please provide expense information:

General	
Property Taxes *	\$
Insurance *	\$
Land Lease Amounts	\$

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

Total Expenses	\$
-----------------------	----

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BACK NEXT SAVE

Complete all applicable Expenses fields, and click **[SAVE]** and **[NEXT]** to proceed to the Capital Expenditure screen.

Property Income and Expense Return
Campaign Year: 2026

Contact Information

Income and Expenses

Revenue

Expenses

Capital Expenditure

Commercial

Apartment

Summary

Comments

Submit

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Income and Expenses > Capital Expenditure

Please enter your capital expenditure details:

Capital Expenditure

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

BACK NEXT SAVE

Complete all applicable Capital Expenditure fields, and click **[SAVE]** and **[NEXT]** to proceed to the Commercial Section.

Completing the Commercial Section

The completion of the Commercial Section requires the entry of all commercial components of the property including unit breakdown and lease information, vacant asking rates and parking details.

Property Income and Expense Return
Campaign Year: 2026

Contact Information

Income and Expenses

Commercial

Lease Information

Vacant Asking Rate

Parking Summary

Apartment

Summary

Comments

Submit

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Commercial > Lease Information

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.

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

BACK NEXT SAVE

Complete the Lease Information screen and click **[SAVE]** and **[NEXT]** to proceed to the Vacant Asking Rate screen.

Property Income and Expense Return
Campaign Year: 2026

Contact Information
Income and Expenses
Commercial
Lease Information
Vacant Asking Rate
Parking Summary
Apartment
Summary
Comments
Submit

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Commercial > Vacant Asking Rate

Please enter the vacant asking rate:

Vacant Asking Rate (at time of submission)				
Space Type (SF)	Office	Retail	Warehouse / Storage	Manufacturing / Industrial
Vacant Asking Rate	\$ (\$/SF)	\$ (\$/SF)	\$ (\$/SF)	\$ (\$/SF)

BACK NEXT SAVE

Complete the applicable Vacant Asking Rate fields and click **[SAVE]** and **[NEXT]** to proceed to the Parking Summary screen.

Property Income and Expense Return
Campaign Year: 2026

Contact Information
Income and Expenses
Commercial
Lease Information
Vacant Asking Rate
Parking Summary
Apartment
Summary
Comments
Submit

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Commercial > Parking Summary

Please input commercial parking information:

Parking (at time of submission)				
	Indoor Spaces	Rate per Space	Outdoor Spaces	Rate per Space
Daily		\$		\$
Monthly		\$		\$
Reserved		\$		\$
Total	0		0	

BACK NEXT SAVE

Complete the Parking Summary screen as required and click **[SAVE]** 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 located at the property. To help you navigate through entering your apartment information, you may

launch the portal's **Guided Experience Wizard** to prompt you for specific information over a series of steps (note all steps may not be required and will advance as needed).

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

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	\$ 1,000.00	Total Expenses	\$ 6,000.00
Rents	\$ 1,000.00	Total Operating Expenses	\$ 6,000.00
Recoveries	\$ 0.00	General	\$ 6,000.00
Other Revenue	\$ 0.00	Administration	\$ 0.00
Rental Income Loss	\$ 0.00	Utilities / Amenities	\$ 0.00
		Property Maintenance	\$ 0.00
		Other	\$ 0.00
Total Capital Expenditures	\$ 0.00		

Apartment	
Total Unit Count	1
Monthly Market Rent Range	\$1,000

Click **[NEXT]** to continue to the Comments screen or **[BACK]** to review your entries.

The screenshot shows the 'Comments' section of the MPAC Property Income and Expense Return online system. On the left is a navigation menu with options: Property Income and Expense Return (Campaign Year: 2026), Contact Information, Income and Expenses, Commercial, Apartment, Summary, **Comments**, and Submit. The main content area is titled 'Comments' and contains the instruction: 'Please include any additional income and expense details that may be relevant to your submission.' Below this is a large, empty light blue rectangular text input field. At the bottom right of the page are three buttons: **BACK**, **NEXT**, and **SAVE**. The footer includes the MPAC logo, copyright information (Copyright 2026, MPAC Version 1.2.0), and links for Privacy Policy, Terms and Conditions of Use, and Contact Us.

Enter comments if you wish to provide additional details and click **[SAVE]** and **[NEXT]** to proceed to the Submission Screen.

The screenshot shows a certification step on the Submission Screen. At the top center is a blue logo consisting of three stylized human figures. Below the logo, the text reads: 'Please check the certification box below and then submit.' There is a checked checkbox followed by the text: 'I certify that the information provided is true, accurate and complete to the best of my knowledge. I acknowledge that there may be consequences for intentionally misrepresenting or omitting material facts.' At the bottom center is a blue **Submit** button.

Click the certification box and click **[Submit]** to submit your property return.

The screenshot shows a confirmation screen titled 'Submission successful' with a green checkmark icon at the top. Below the title are two rounded rectangular boxes. The left box contains the text: 'We value your feedback! Help us improve your experience by sharing your thoughts with us via a short survey.' and a blue **Take our Survey** button. The right box contains the text: 'View, download, or start a new submission.' and a blue **Back to homepage** button.

After you have submitted your information, you have the opportunity to submit your feedback on the entire submission experience. Click **[Take our Survey]** to share your thoughts.

Click **[Back to homepage]** if you wish to view or download a copy of your submission, or if you wish to start a new submission for a different roll number.

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.