

Have a question about your assessment?



Customer Contact Centre

Toll-free: 1-866-296-6722



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

Have your 19-digit Roll Number ready. You'll find it on your Property Assessment Notice.

Prefer to talk to someone local?

Scan the QR code to find your local MPAC office and book a time to speak with an assessor who lives and works in your community.



Or visit mpac.ca/contact



Ontario's trusted source for property assessments, data, and insights

Your property's assessment and where to find answers to your questions.

mpac Municipal Property Assessment Corporation™

Understand your property. Understand your assessment.

Visit mpac.ca and log in to **MPAC AboutMyProperty™**, a free online tool that lets you learn how your property was assessed and compare it to others in your neighbourhood.

mpac



We're here to help you understand your property

MPAC is Ontario's trusted source of property assessments and property data. We assess and classify more than 5.7 million properties across Ontario using a consistent approach established through provincial legislation.

We're an independent, not-for-profit organization. We don't set property tax rates or collect property taxes. Municipalities use our assessments, along with the tax rates that they set, to determine property taxes.

Understanding your Property Assessment Notice

Your Property Assessment Notice tells you your property's assessed value and classification. Ontario is currently between province-wide Assessment Updates, so assessed values are based on a January 1, 2016 valuation date.

Your notice helps you understand the information MPAC has on file for your property and gives you an opportunity to review it for accuracy.

You may receive a new notice if you've:

- Recently moved or changed school support
- Made changes to your property (e.g. new construction or renovations)
- Had your property's information updated following an inspection, sale, or Request for Reconsideration

You can opt in to receive an email notification when a new Property Assessment Notice is available in MPAC AboutMyProperty™, a free online tool.

To register for MPAC AboutMyProperty™, you'll need your Roll Number and Access Key, which can be found on your notice. If you don't have your notice, you can contact us at 1-866-296-6722 and we can help you register.



PROPERTY INSPECTIONS

Why an inspector might visit your property

Property inspections help us keep your property information up to date. We may send an assessor to your property if:

- Your property has undergone new construction or renovations
- You recently purchased your property (sales review)
- You've submitted a Request for Reconsideration

- We're conducting a neighbourhood-wide review

Under the *Assessment Act*, MPAC assessors have the right of access to your property to carry out inspections. Our assessors carry identification and will explain the reason for their visit. You can also contact us with questions about an inspection.