



MUNICIPAL
PROPERTY
ASSESSMENT
CORPORATION

Submitting Information Requests on AboutMyProperty™

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

May 13, 2022



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Overview

The Municipal Property Assessment Corporation (MPAC) is responsible for assessing and classifying properties in compliance with the *Assessment Act* and related legislation and regulations set by the Government of Ontario. We take property assessment seriously because it is the role we play in helping to make the communities we all live in stronger.

For commercial, industrial, multi-residential and hospitality properties, MPAC applies the income approach to value. Using this approach, a property's value is indicated by its revenue-earning power. In other words, the amount of money it has the potential to earn.

Each year, MPAC requests rent, income and expense information, to be submitted online through AboutMyProperty on mpac.ca,, to make sure the information used to assess each income-earning property is current. This User Guide is intended to help property owners submit information requested by MPAC to assist in determining accurate property assessments.

MPAC's Information Request

For all applicable commercial, industrial, multi-residential and hospitality properties, MPAC requires property owners to submit an Income and Expense form for the most recent fiscal year, as well as a report on any rents currently being charged as of the date of MPAC's request. If applicable, property owners may also be required to fill out Rental Data forms.

For help in filling out any of these forms, please refer to the examples shown in this guide or by using the terms and definitions provided in the "Key Dates and Resources" tab on AboutMyProperty.

How MPAC uses the Requested Information

The income approach to value for applicable commercial, industrial and multi-residential properties involves the determination of five valuation parameters: gross leasable area/suite type, fair market rents and additional income, vacancy and collection loss, non-recoverable expenses/operating expenses and capitalization rate. These five valuation parameters are used in the income calculation to determine current values.

Similarly, the income approach for hospitality properties involves specific valuation parameters used to determine the present worth of anticipated future income: stabilized income from all revenue sources, occupancy and vacancy levels, non-recoverable expenses/operating expenses, gross income multiplier and capitalization rate.

For each of the valuation parameters, MPAC groups and analyzes the appropriate information

collected from property owners to determine a parameter which reflects market activity. These market-derived parameters are used in the determination of a property's (and comparable properties') current value.

AboutMyProperty™

AboutMyProperty™ is a secure website that provides property owners with convenient access to property assessment information. In addition, owners can access site information and recent sales information on their own property and similar properties in their neighbourhood.

In 2016, MPAC made improvements in how we collect this information by launching the PIER program through AboutMyProperty for owners of commercial, industrial and multi-residential properties. In 2018, we expanded the PIER program to enable hospitality property owners to submit their property income and expense information to MPAC online.

Browser Requirements

AboutMyProperty is best viewed using one of these browsers: Internet Explorer 11+, Chrome 43+, Firefox 12+ or Safari 5.1+.

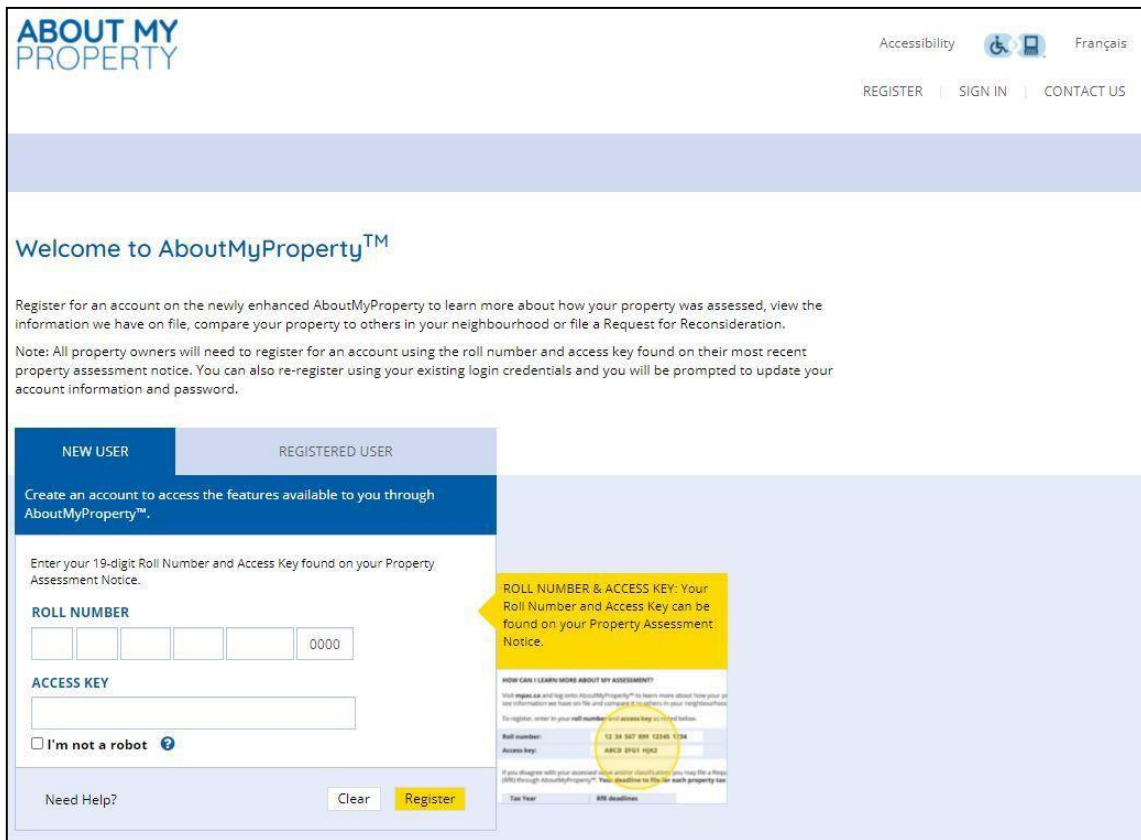
The latest versions of these web browsers can be downloaded at the following links:

- [Apple Safari](#)
- [Google Chrome](#)
- [Microsoft Internet Explorer](#)
- [Mozilla Firefox](#)


Log in

Follow these steps to log in:

1. Go to mpac.ca click on AboutMyProperty.



ABOUT MY PROPERTY

Accessibility  Français

REGISTER | SIGN IN | CONTACT US

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.

Note: All property owners will need to register for an account using the roll number and access key found on their most recent property assessment notice. You can also re-register using your existing login credentials and you will be prompted to update your account information and password.

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 

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 into 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 listed below.

Roll number: 12 34 567 890 12345 1234

Access key: ABCD 1234 5678

If you disagree with your assessment, you can also check out how to file a Request for Reconsideration through AboutMyProperty™. Your deadline to file for each property tax.

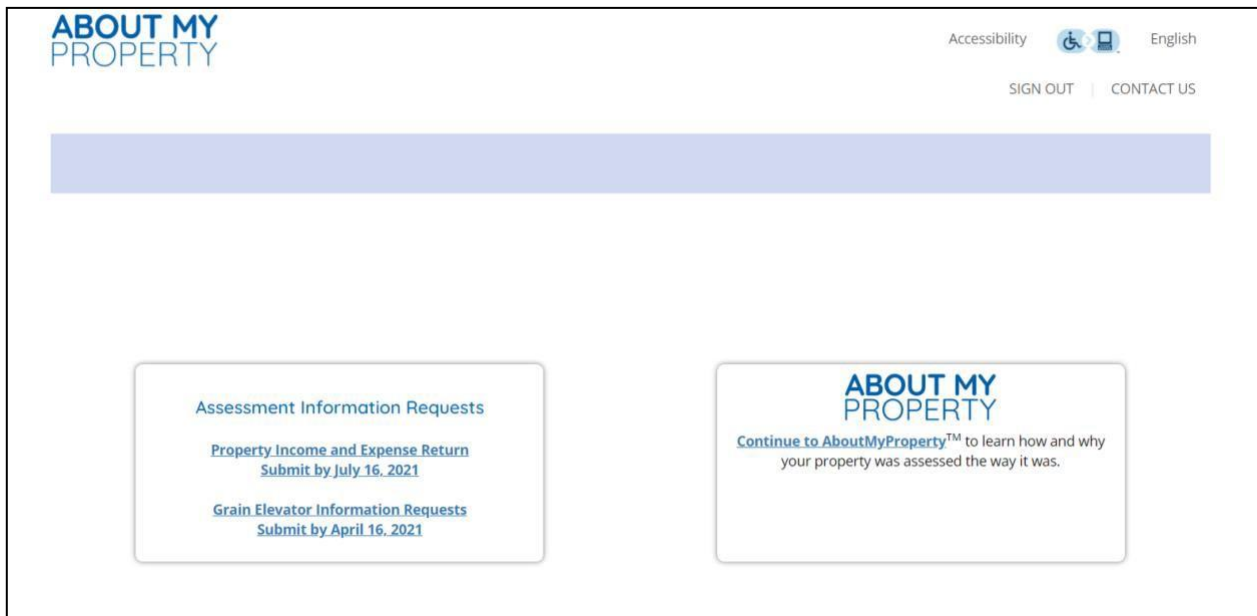
Tax Year:

2. Log in using your AboutMyProperty™ user ID and password.

First-time AboutMyProperty™ users will have to register first:

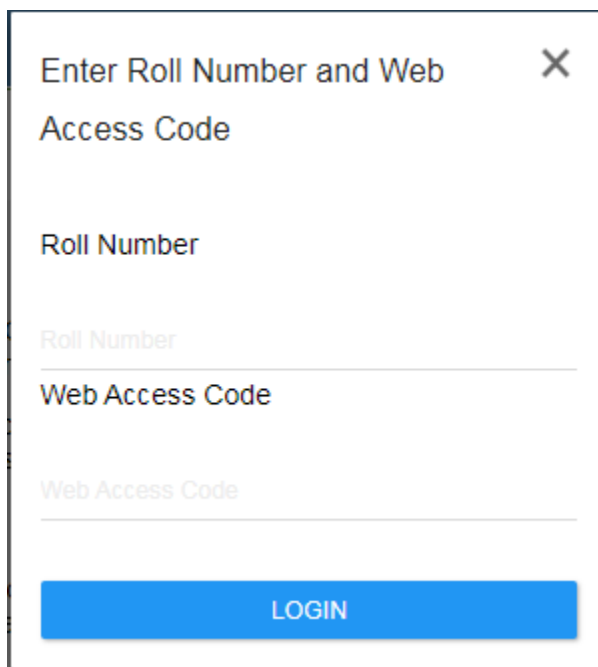
- From the homepage, select the **Register Now** link.
- In the Register Now window, enter your **Roll number** and **Access key**, which are included in the request letter you received from MPAC for rental, income and expense information.
- Once your Roll number and Access key are entered into the appropriate fields, select **Enter**.
- Follow the instructions on screen to create your profile.

3. At the next screen, select the **“click here”** link in the Property Income and Expense Return section.



The screenshot shows the 'ABOUT MY PROPERTY' website. At the top left is the logo. At the top right are links for 'Accessibility' (with a wheelchair icon), 'English', 'SIGN OUT', and 'CONTACT US'. Below the navigation is a light blue horizontal bar. The main content area features two boxes. The left box is titled 'Assessment Information Requests' and contains links for 'Property Income and Expense Return' (submit by July 16, 2021) and 'Grain Elevator Information Requests' (submit by April 16, 2021). The right box features the 'ABOUT MY PROPERTY' logo and a link to 'Continue to AboutMyProperty™' with the text 'to learn how and why your property was assessed the way it was.'

4. For an additional level of security, enter the Roll Number and Web Access Code included in the request letter you received from MPAC and select **LOGIN** (see below).



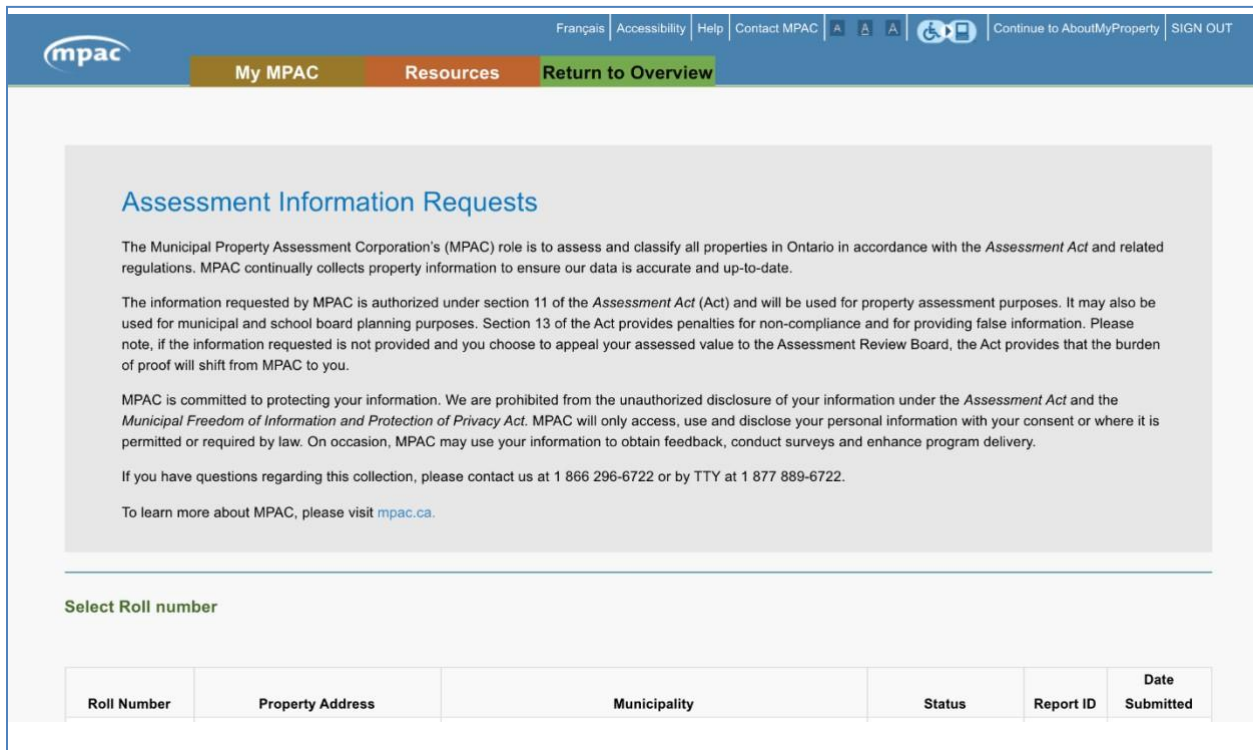
The screenshot shows a login modal window titled 'Enter Roll Number and Web Access Code' with a close button (X) in the top right corner. It contains two input fields: 'Roll Number' and 'Web Access Code'. Below the 'Web Access Code' field is a blue button labeled 'LOGIN'.

My Returns Page

The default screen upon login is the **My Returns** page. From this page, you can access the forms you need to complete for each property that you own and submit them online.

You can also choose from two other tabs in the main navigation:

- The **My MPAC** tab includes general information about MPAC and property assessment.
- The **Resources** tab includes terms and definitions to help you complete your forms and provides a link to additional resources available on mpac.ca.



The screenshot shows the MPAC website interface. At the top, there is a navigation bar with the MPAC logo and links for Français, Accessibility, Help, Contact MPAC, and utility icons. Below the navigation bar are three tabs: 'My MPAC' (selected), 'Resources', and 'Return to Overview'. The main content area is titled 'Assessment Information Requests' and contains several paragraphs of text explaining the MPAC role, the use of information, and privacy policies. Below the text is a section titled 'Select Roll number' which contains a table with the following headers:

Roll Number	Property Address	Municipality	Status	Report ID	Date Submitted
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The following information is displayed on this page for each property that you own:

- Roll number, property address and municipality.
- The status of your submission – Start, Work in Progress or Submitted. The status for each property will be updated automatically as you complete and submit your forms.
- For properties where forms have been successfully submitted, a Report ID number and Date Submitted will be displayed. You may return to this page in the future to review the information you submitted or to print a record of your submission(s). Once the forms are submitted, changes cannot be made.

To start the submission process for a property, select **Start** in the Status column.

Select Roll number

Roll Number	Property Address	Municipality	Status	Report ID	Date Submitted
111111111111111	432 ANY ST	ANY TOWN	Work in Progress	-	
222222222222222	543 MAIN ST	ANY CITY	Submitted	90649	2015-12-18T09:47:56
333333333333333	123 JONES ST	ANY VILLAGE	Start	-	

Navigating the Forms

Depending on your property type, you may be required to complete an Income/Expense form in addition to a Multi-Residential Rental Data form, Retirement Rental Data form or Commercial/Industrial Rental Data form.



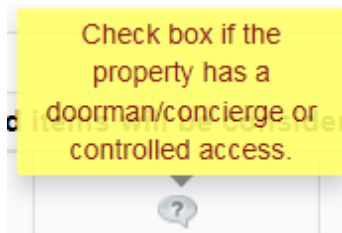
There are three tabs in the main navigation:

- The **My MPAC** tab features general information about MPAC and property assessment.
- The **Resources** tab includes terms and definitions and a link to more resources at mpac.ca.
- The **My Returns** tab lists your properties that require information to be submitted. You can access your forms from this page.

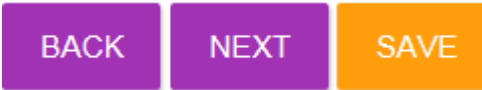
All forms have the following features:



Icons at the top of each screen show the forms you must complete and submit for each property. The highlighted icon indicates where you are in the submission process.

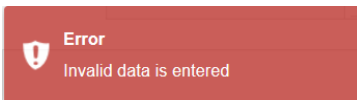


Tool tips provide a statement to clarify what information MPAC is asking for. To view a tool tip for a specific item, select the question mark.



As you are completing forms, you can select:

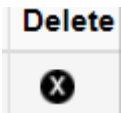
- **BACK** to return to the previous form to review or modify it.
- **NEXT** to save your information and advance to the next form.
- **SAVE** to save your work and return later to complete it. If you leave a form without selecting **SAVE**, the information entered to that point will be lost.



Error messages alert you about invalid information that needs to be corrected.



Units can be easily added to your forms based on changes to the rent roll by selecting **ADD UNIT**. The new row will appear at the top of the section on the current page.



Units can be easily deleted from your forms by selecting **Delete**.

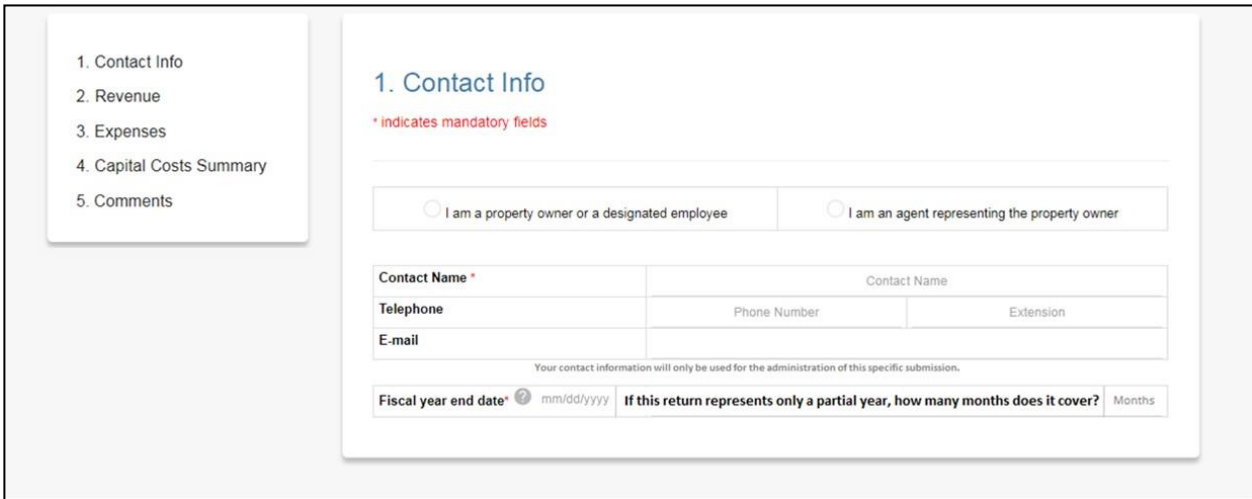
General Instructions for Completing Forms

NOTE: 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 and update this information as required.

- Mandatory fields are indicated by an asterisk (*).
- Do not include special characters, commas, or spaces in \$ fields.
- Do not enter negative values.
- After you have completed a form, select **NEXT** to advance to the next form, or **SAVE** to save the information you have entered so far and return later to complete it.
- The application will automatically time out after two hours of inactivity. Your work in progress will be saved.

Income and Expense Form

Complete this form to create an income and expense report on your property for your most recent fiscal year.



1. Contact Info
2. Revenue
3. Expenses
4. Capital Costs Summary
5. Comments

1. Contact Info
* indicates mandatory fields

I am a property owner or a designated employee I am an agent representing the property owner

Contact Name *	Contact Name	
Telephone	Phone Number	Extension
E-mail		

Your contact information will only be used for the administration of this specific submission.

Fiscal year end date* If this return represents only a partial year, how many months does it cover?

TIPS:

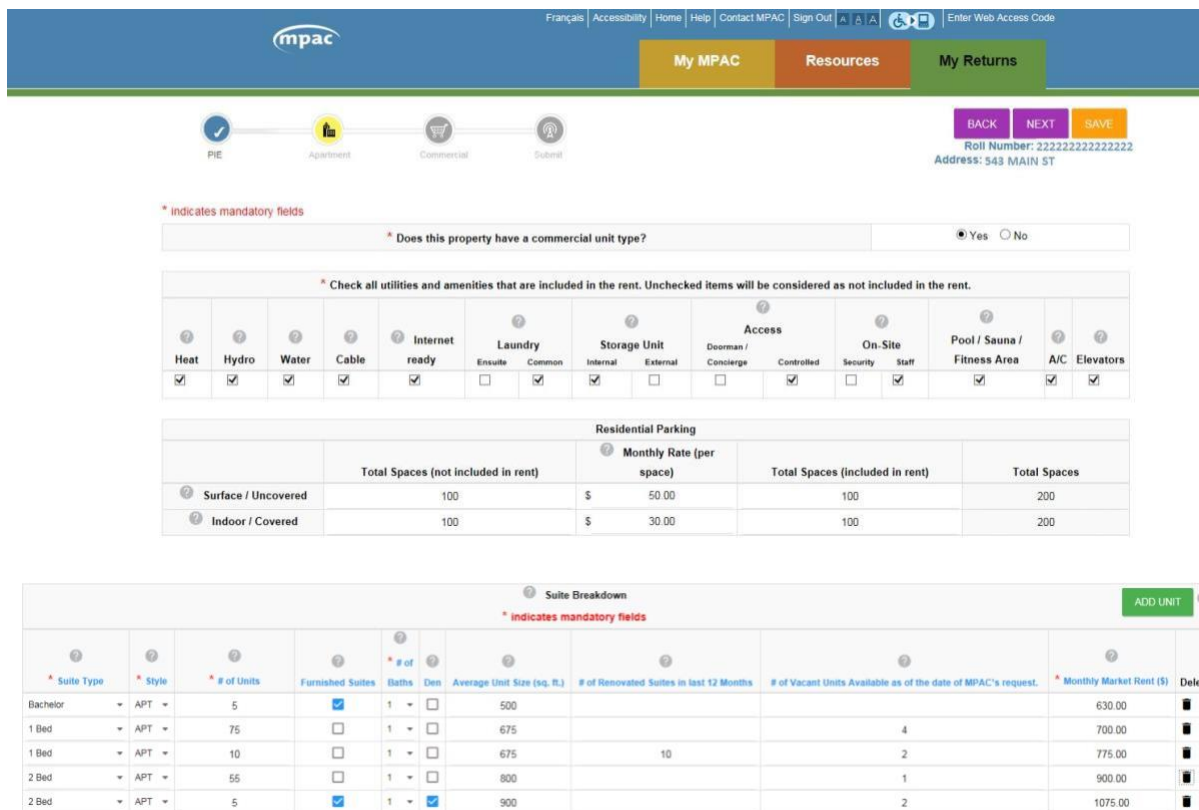
- The Income and Expense form must be submitted for all commercial, industrial multi-residential, and hospitality properties. You will be unable to advance to the next form until you have successfully completed the Income and Expense form.
- You can access any section of the Income/Expense form by clicking the name of that section on the navigation menu to the left.
- Please indicate whether the property is 100% owner-occupied. If you select **YES**, no other forms will be displayed. Enter the amount for each item specified. Do not include special characters, commas or spaces.
- Include any additional information you believe is relevant to MPAC’s information request in the comment box at the bottom of the form (up to 5000 words).

Note: Mortgage payments and interest payments are not considered operating expenses.

- Once completed, click the **NEXT** button to advance to the Rental Data form for your property type.
- Additional help can be found by clicking on the tool tip for a specific item or by referring to the terms and definitions located in the Resources tab.

Multi-Residential Rental Data Form

This form will be used primarily for multi-residential properties but a simplified version will also be presented for other property types where residential apartment information is required (e.g. mixed use properties). Complete this form to create a report on the market rents for each residential suite type as of the date of MPAC's request. A definition of market rent is available by clicking the tool tip or referring to the terms and definitions located on the Resources tab.



Residential Parking

	Total Spaces (not included in rent)	Monthly Rate (per space)	Total Spaces (included in rent)	Total Spaces
Surface / Uncovered	100	\$ 50.00	100	200
Indoor / Covered	100	\$ 30.00	100	200

Suite Breakdown

Suite Type	Style	# of Units	Furnished Suites	Baths	Den	Average Unit Size (sq. ft.)	# of Renovated Suites in last 12 Months	# of Vacant Units Available as of the date of MPAC's request.	Monthly Market Rent (\$)	Delete
Bachelor	APT	5	<input checked="" type="checkbox"/>	1	<input type="checkbox"/>	500			630.00	
1 Bed	APT	75	<input type="checkbox"/>	1	<input type="checkbox"/>	675		4	700.00	
1 Bed	APT	10	<input type="checkbox"/>	1	<input type="checkbox"/>	675	10	2	775.00	
2 Bed	APT	55	<input type="checkbox"/>	1	<input type="checkbox"/>	800		1	900.00	
2 Bed	APT	5	<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	900		2	1075.00	

TIPS:

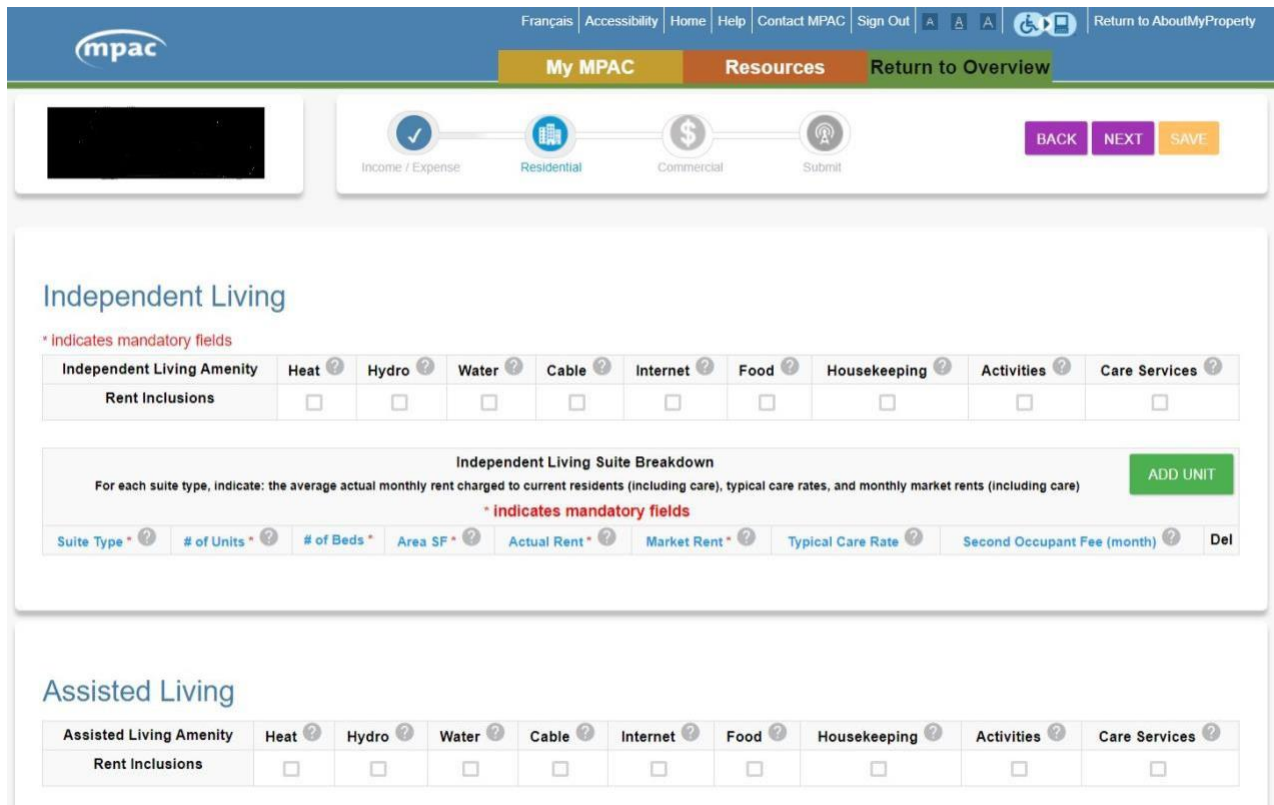
- Please indicate whether your property has a commercial unit type. If you select **YES**, you will be required to complete a Commercial/Industrial Rental Data form.
- Check all utilities and amenities that are included in the rent. At least one amenity is required.
- Complete the Residential Parking details.
- Enter one line of information to summarize each set of suites on the property. **Do not enter each individual unit.**
- The information in many sections of the form is sortable by clicking on a column

header (e.g., Suite Type, Style, # of Units, # of Baths). By default, the form sorts in descending order. To sort in ascending order, click on the column header again.

- Hitting the **BACK** button will return you to the Income and Expense form.
- Additional help can be found by clicking on the tool tip for a specific item or by referring to the terms and definitions located in the Resources tab.

Retirement Rental Data Form

Complete this form to create a report on the market rents for each retirement suite at the property as of the date of MPAC’s request. Please indicate the market rents for each type of unit at the facility (i.e. independent living, assisted living, memory care) as well as for each unit configuration (i.e. studio, 1-bed, 2-bed). A definition of market rent is available by clicking the tool tip or referring to the terms and definitions located on the Resources tab.



The screenshot shows the MPAC web application interface. At the top, there is a navigation bar with the MPAC logo, language options (Français), and utility links (Accessibility, Home, Help, Contact MPAC, Sign Out). Below this is a secondary navigation bar with tabs for 'My MPAC', 'Resources', and 'Return to Overview'. A progress indicator shows four steps: 'Income / Expense' (completed), 'Residential' (current), 'Commercial', and 'Submit'. Navigation buttons for 'BACK', 'NEXT', and 'SAVE' are visible.

The main content area is divided into sections for 'Independent Living' and 'Assisted Living'. Each section includes a table for 'Rent Inclusions' with columns for various amenities (Heat, Hydro, Water, Cable, Internet, Food, Housekeeping, Activities, Care Services) and checkboxes to indicate if they are included. Below the inclusion table is an 'Independent Living Suite Breakdown' section with a table for entering unit details. The table has columns for Suite Type, # of Units, # of Beds, Area SF, Actual Rent, Market Rent, Typical Care Rate, and Second Occupant Fee (month). A green 'ADD UNIT' button is located to the right of the breakdown table.

TIPS:

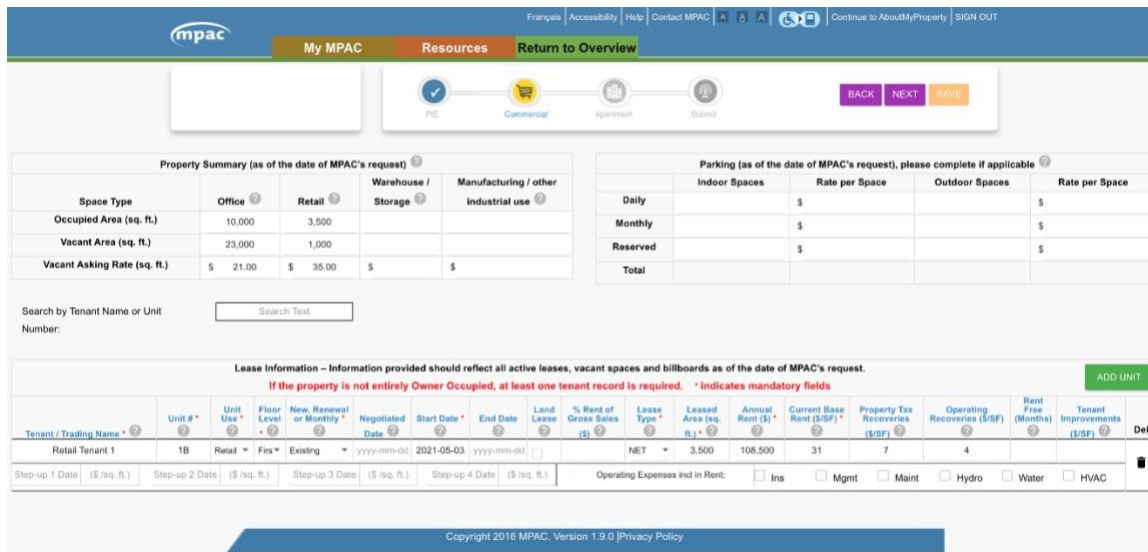
- For each of the Independent, Assisted, and Memory Care units, check all utilities, amenities, and medical care that are included in the rent.
- Enter one line of information to summarize each set of suites on the property

within the Independent, Assisted, and Memory Care divisions of the property. **Do not enter each individual unit.**

- The information in many sections of the form is sortable by clicking on a column header (e.g., Suite Type, Style, # of Units, # of Beds). By default, the form sorts in descending order. To sort in ascending order, click on the column header again.
- Hitting the **BACK** button will return you to the Income and Expense form.
- Additional help can be found by clicking on the tool tip for a specific item or by referring to the terms and definitions located in the Resources tab.
- Complete the Residential Parking details.

Commercial/Industrial Rental Data Form

Complete this form to create a report on the rents you are currently charging for commercial/industrial units as of the date of MPAC's request. Unless noted otherwise, all information provided should reflect active leases, vacant spaces, parking details, storage areas and third-party signs (billboards).



Property Summary (as of the date of MPAC's request)

Space Type	Office	Retail	Warehouse / Storage	Manufacturing / other industrial use
Occupied Area (sq. ft.)	10,000	3,500		
Vacant Area (sq. ft.)	23,000	1,000		
Vacant Asking Rate (sq. ft.)	\$ 21.00	\$ 35.00	\$	\$

Parking (as of the date of MPAC's request), please complete if applicable

	Indoor Spaces	Rate per Space	Outdoor Spaces	Rate per Space
Daily		\$		\$
Monthly		\$		\$
Reserved		\$		\$
Total				

Lease Information - Information provided should reflect all active leases, vacant spaces and billboards as of the date of MPAC's request. If the property is not entirely Owner Occupied, at least one tenant record is required. * Indicates mandatory fields

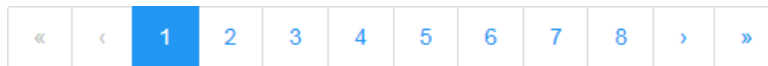
Tenant / Trading Name	Unit #	Unit Use	Floor Level	New, Renewal or Monthly	Negotiated Date	Start Date	End Date	Land Lease	% Rent of Gross Sales	Lease Type	Leased Area (sq. ft.)	Annual Rent (\$)	Current Base Rent (\$/SF)	Property Tax Recoveries (\$/SF)	Operating Recoveries (\$/SF)	Rent Free (Months)	Tenant Improvements (\$/SF)	Del
Retail Tenant 1	1B	Retail	Frs*	Existing	2021-05-03				NET		3,500	108,500	31	7	4			
Step-up 1 Date (\$/sq. ft.)		Step-up 2 Date (\$/sq. ft.)		Step-up 3 Date (\$/sq. ft.)		Step-up 4 Date (\$/sq. ft.)		Operating Expenses incl in Rent: <input type="checkbox"/> Ins <input type="checkbox"/> Mgmt <input type="checkbox"/> Maint <input type="checkbox"/> Hydro <input type="checkbox"/> Water <input type="checkbox"/> HVAC										

(Please note: parking information will not appear for industrial properties)

TIPS:

- As applicable, complete the property summary and parking details.
- Enter the lease information pertaining to each individual unit (including vacant units).
- When choosing the unit type, please select the predominant use of that unit.
- Percent finish will be greyed out for all non-industrial properties.

- **Note:** Information that was submitted last year has been pre-populated into the form. Please review the information for accuracy and add any new information, as necessary.
- The information in many sections of this form is sortable by clicking on a column header (e.g., Tenant/Trading Name, Floor/Unit#, UnitType). By default, the form sorts in descending order. To sort in ascending order, click on column header again.
- Hitting the **BACK** button will return you to the Income and Expense form.
- If you have multiple pages of tenant information, you can navigate through the pages at the bottom of the screen. Click on the page number, the forward (>>) or back (<<) buttons to navigate through the pages.



- Please save your information as you proceed to avoid losing it if the application times out. This is especially important when entering large amounts of information.
- Additional help can be found by clicking on the tool tip for a specific item or by referring to the terms and definitions located in the Resources tab.

Submitting Your Forms

On the Submit page, you have the opportunity to confirm your information is accurate. You also have the option to print a draft copy of your data in order to review before submitting. You may select **BACK** to return to a form to review or modify the information. Select **SUBMIT** to proceed with your submission. Note: you will be required to acknowledge the declaration to enable the submit button.

When you select **SUBMIT**, you will be asked again if you want to submit your forms.

If you are satisfied with your submission, select **YES**. This will submit your information to MPAC.

Note that you will not be able to revise or modify your information after selecting **YES**.

Roll number: 22222222222222

Do you want to submit Property Income and Expense Return?

YES
CANCEL

Once your return has been submitted, a reference number will be displayed. The status of your submission will be updated on the My Returns page.

✓ Property Income and Expense Return is submitted.

Roll number :22222222222222

Reference number is 55555

OK

Select **OK** to return to the My Returns page to access forms for another property, review your submission(s), or print a record of your submission(s).

Printing a Record of Your Submission

You can print a record of your submission after it has been submitted.

Go to the My Returns page and click on the printer image in the Status column.

Select Roll number

Roll Number	Property Address	Municipality	Status	Report ID	Date Submitted
1111111111111111	123 ANY ST	ANY TOWN	Submitted 	140884	2016-02-26T11:36:15
2222222222222222	100 MAIN ST	ANY CITY	Submitted 	141836	2016-02-26T15:15:19
3333333333333333	200 KING ST	ANY VILLAGE	Submitted 	141837	2016-02-26T15:18:52

Need Help?

If you have questions about how to complete the forms or submit your information to MPAC, please [contact us](#). We're here to help:

Toll-free 1 866 296-6722

TTY 1 877 889-6722

Monday to Friday – 8 a.m. to 5 p.m.

If you have accessibility needs, please let our representatives know how we can best accommodate you.