



MUNICIPAL
PROPERTY
ASSESSMENT
CORPORATION



USER GUIDE

2016 Property Income and Expense Return
on

AboutMyProperty™

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This guide is intended to help owners of commercial, industrial and multi-residential properties submit their property rental, income and expense information online through aboutmyproperty.ca. Information is organized in the following sections:

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Overview

The Municipal Property Assessment Corporation's (MPAC) role is to accurately assess and classify all properties in Ontario in accordance with the *Assessment Act* and regulations established by the Ontario Government.

MPAC applies appraisal industry standards and best practices when valuing property. For commercial, industrial and multi-residential properties, MPAC uses the income approach to value. In this approach, value is indicated by a property's revenue-earning power. This method requires a detailed analysis of both income and expenditure, for the property being valued and other similar properties that may have been sold.

Your assistance providing the following information will help us produce an accurate assessed value for your property for the 2016 province-wide Assessment Update:

- All commercial, industrial and multi-residential properties: An income and expense report on your property for your most recent fiscal year.
 - Multi-residential properties: A report on the market rents for each multi-residential suite type as of January 1, 2016.
 - Commercial properties: A report on the rents you are currently charging for commercial units. Unless noted otherwise, all information provided should reflect all active leases, vacant spaces, parking details, storage areas and billboards as of January 1, 2016.
 - Industrial properties: A report on the rents you are currently charging. Unless noted otherwise, all information provided should reflect all active leases, vacant spaces, storage and billboards as of January 1, 2016.

All information should be submitted online using the forms available through AboutMyProperty™.

What is AboutMyProperty™?

AboutMyProperty™ (aboutmyproperty.ca) is a secure website that provides property owners with convenient access to property assessment information. Owners can access property assessment information, site information and recent sales information on their own property and similar properties in their neighbourhood. Beginning 2016, owners of commercial, industrial and multi-residential properties can submit their property rental, income and expense information through this site.

Browser Requirements

The Property Income and Expense Return 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 locations:

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

Log in

Follow these easy steps to log in:

1. Go to aboutmyproperty.ca.

The screenshot shows the AboutMyProperty™ website. The header includes the MPAC logo and the text 'MUNICIPAL PROPERTY ASSESSMENT CORPORATION' and 'SOCIÉTÉ D'ÉVALUATION FONCIÈRE DES MUNICIPALITÉS'. Below the header, the main heading reads 'YOUR PROPERTY. OUR ASSESSMENT. Know more about it.' The page contains a welcome message, instructions on how to use the site, and a login section. The login section has fields for 'User ID' and 'Password', with links for 'Register Now', 'Need Help?', 'Forgot User ID', and 'Forgot Your Password'. A 'Login' button is present, along with a link to 'Terms and Conditions of Use'. At the bottom right, there is a 'LIVE SUPPORT Chat Online' button and contact information for accessibility needs.

mpac MUNICIPAL PROPERTY ASSESSMENT CORPORATION
SOCIÉTÉ D'ÉVALUATION FONCIÈRE DES MUNICIPALITÉS

AboutMyProperty™

YOUR PROPERTY. OUR ASSESSMENT.
Know more about it.

Welcome to AboutMyProperty™. Here, you'll learn how and why your property was assessed the way it was. Plus you can compare your property assessment with others in your neighbourhood and community. You can also file a Request for Reconsideration through AboutMyProperty™ if you do not agree with your property's assessment.

Look for your Roll number and Access key on your Property Assessment Notice to register.

We continue to make accessibility enhancements to AboutMyProperty™. However, some features are not available in an accessible format. Please contact us to let us know how we can best accommodate you.

Login to AboutMyProperty™

First time user? [Register Now](#) [Need Help?](#)

User ID [Forgot User ID](#)

Password [Forgot Your Password](#)

Login

[Terms and Conditions of Use](#)

Questions?
If you have any accessibility needs, please contact us.
Call 1 866 296-MPAC (6722)
or 1 877 TTY-MPAC (6722)
Monday - Friday 8:00am - 5:00pm

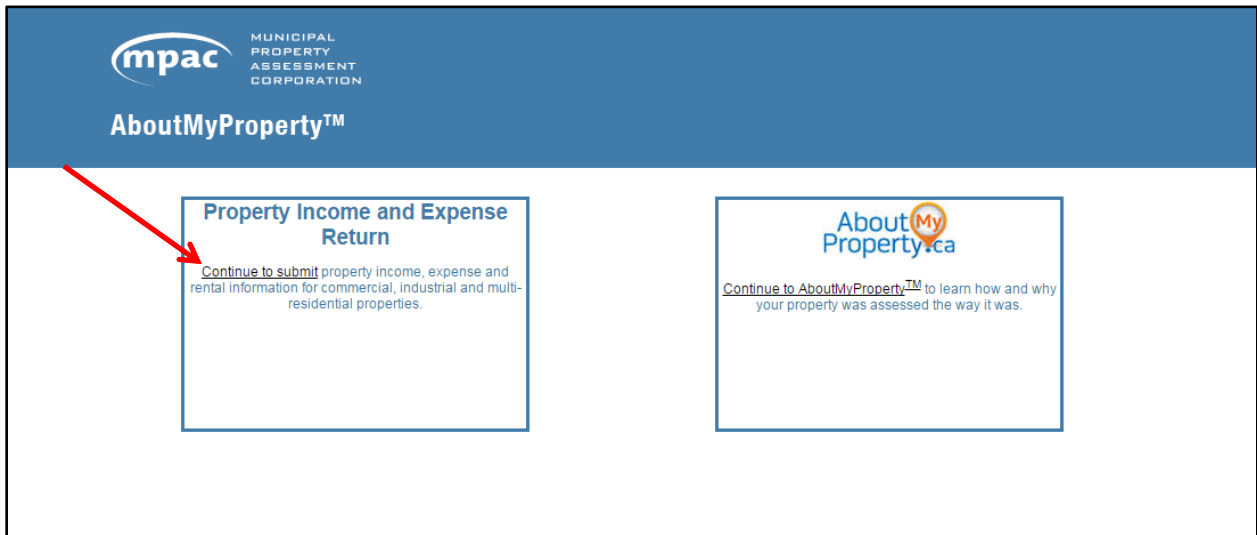
LIVE SUPPORT
Chat Online

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

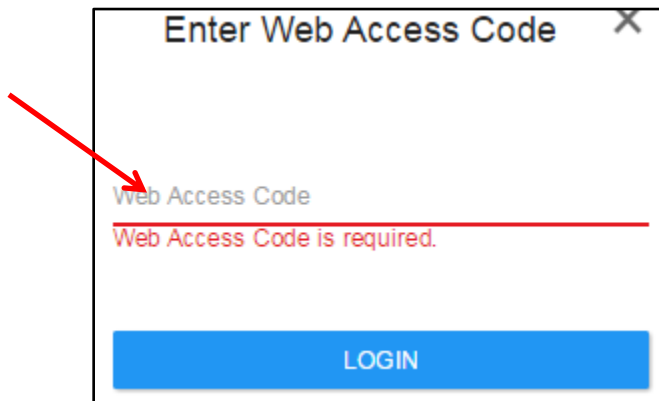
First-time AboutMyProperty™ users will have to register first:

- Visit aboutmyproperty.ca.
- 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 January 2016 letter you received from MPAC, requesting property 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 **Continue to submit** link in the Property Income and Expense Return section.



4. For an additional level of security, enter the Web Access Code included in the letter you received from MPAC and select **LOGIN**.

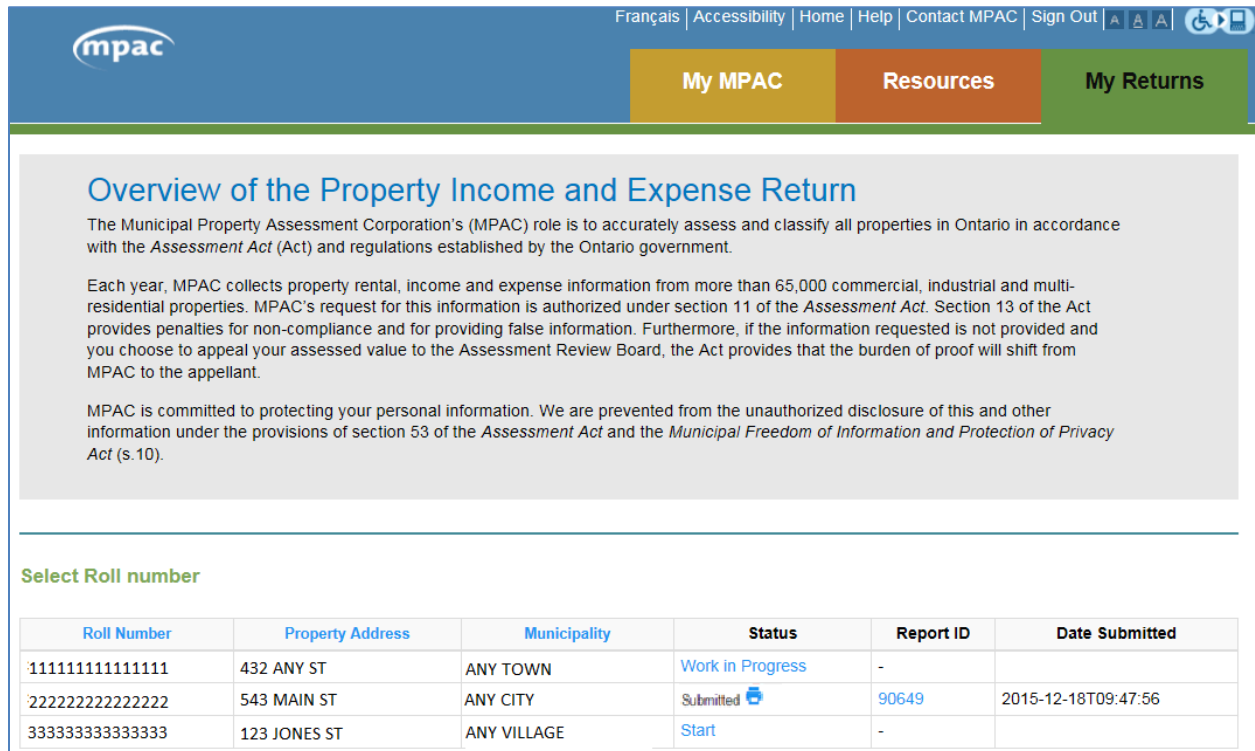


My Returns Page

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

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

- My MPAC includes details about MPAC and property assessment.
- Resources include terms and definitions to help you complete your forms and a link to more resources on mpac.ca.



Franglais | Accessibility | Home | Help | Contact MPAC | Sign Out

mpac

My MPAC Resources My Returns

Overview of the Property Income and Expense Return

The Municipal Property Assessment Corporation's (MPAC) role is to accurately assess and classify all properties in Ontario in accordance with the *Assessment Act* (Act) and regulations established by the Ontario government.

Each year, MPAC collects property rental, income and expense information from more than 65,000 commercial, industrial and multi-residential properties. MPAC's request for this information is authorized under section 11 of the *Assessment Act*. Section 13 of the Act provides penalties for non-compliance and for providing false information. Furthermore, if the information requested is not provided and you choose to appeal your assessed value to the Assessment Review Board, the Act provides that the burden of proof will shift from MPAC to the appellant.

MPAC is committed to protecting your personal information. We are prevented from the unauthorized disclosure of this and other information under the provisions of section 53 of the *Assessment Act* and the *Municipal Freedom of Information and Protection of Privacy Act* (s.10).

Select Roll number

Roll Number	Property Address	Municipality	Status	Report ID	Date Submitted
1111111111111111	432 ANY ST	ANY TOWN	Work in Progress	-	
2222222222222222	543 MAIN ST	ANY CITY	Submitted	90649	2015-12-18T09:47:56
3333333333333333	123 JONES ST	ANY VILLAGE	Start	-	

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.
- Properties where forms have been successfully submitted will display a Report ID number and Date Submitted. You may return to this page in the future to review the information you submitted or print a record of your submission. However, once submitted, you cannot make changes to the forms.

To access forms for a property, select **Start** in the status column.

Select Roll number

Roll Number	Property Address	Municipality	Status	Report ID	Date Submitted
1111111111111111	432 ANY ST	ANY TOWN	Work in Progress	-	
2222222222222222	543 MAIN ST	ANY CITY	Submitted	90649	2015-12-18T09:47:56
3333333333333333	123 JONES ST	ANY VILLAGE	Start	-	

Navigating the Forms

Depending on your property type, you may be required to complete an Apartment, Commercial and/or Industrial form in addition to the Property Income and Expense form. All forms have the following features:

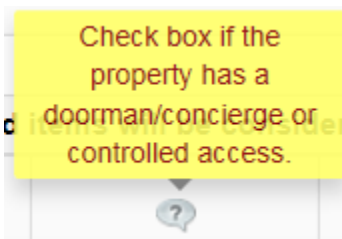


There are three tabs in the main navigation:

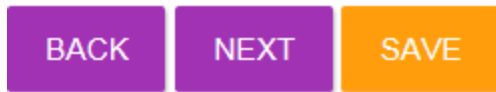
- My MPAC features general information about MPAC and property assessment.
- Resources include terms and definitions and a link to more resources at mpac.ca.
- My Returns lists your properties that require information to be submitted. You can access your forms from this page.



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.

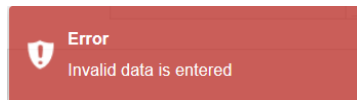


Tool tips clarify required data elements. To view a tool tip, select a question mark.

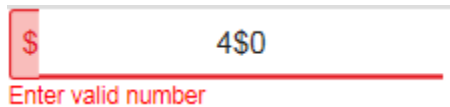


As you are completing forms, you can select:

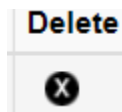
- BACK to return to the previous form to review or modify it.
- NEXT to save your information and advance to the next form.
- SAVE to save your work and return later to complete it. If you leave a form without selecting SAVE, the information entered to that point will be lost.



Error messages alert you invalid information that will prevent you from successfully submitting your return.



Units can be easily added to your forms based on changes to the rent roll by selecting “Add Unit.”



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

General Instructions for Completing Forms

- Complete all fields.
- Mandatory fields are indicated by an asterisk (*).
- For your convenience, the Apartment, Commercial and Industrial forms may be pre-populated with information MPAC has on file from a previous income history submission. Please review and update this information as required.
- Include a period between dollars and cents.
- 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.

IMPORTANT! The application will automatically time out after 40 minutes of inactivity and will save your work in progress.

Property Income and Expense (PIE) Form

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

mpac Français Accessibility Home Help Contact MPAC Sign Out A A A Enter Web Access Code

My MPAC Resources My Returns

PIE Apartment Commercial Submit

NEXT SAVE

Roll Number: 2222222222222222
Address: 543 MAIN ST

* Indicates mandatory fields

* Is the property entirely owner - occupied? If yes, complete the expense section below only. Yes No

* Name	JOHN SMITH	
Telephone	1234567890	123
Email	john.smith@anyemail.com	

* Fiscal year end date 12/31/2015

* Income Received	
RENTS	
Residential / Apartment Suites	\$ 100000.00
Laundry (Multi-Residential)	\$ 7500.00
Other Residential	\$
Specify here	

* Expenses	
GENERAL	
Property Taxes	\$ 17000.00
Insurance	\$ 15000.00
Land Lease Amounts	\$
ADMINISTRATION	
Management	\$ 25000.00
Legal & Audit	\$ 1000.00
Professional Fees	\$ 500.00
Leasing Commissions	\$ 300.00
Marketing & Promotion	\$ 400.00

(The above image is a portion of the form.)

TIPS:

- The PIE form must be submitted for all commercial, industrial and multi-residential properties. You will be unable to advance to the next form until you have successfully completed the PIE form.
- Please indicate whether the entire property is owner-occupied. If you select **YES**, no other forms will be displayed.
- 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 500 words).

Apartment Form

Complete this form to create a report on the market rents for each multi-residential suite type as of January 1, 2016.

Français | Accessibility | Home | Help | Contact MPAC | Sign Out

[My MPAC](#)
[Resources](#)
[My Returns](#)

PIE
 Apartment
 Commercial
 Submit

BACK
NEXT
SAVE

Roll Number: 2222222222222222
Address: 543 MAIN ST

* Indicates mandatory fields

* Does this property have a commercial unit type? Yes No

* Check all utilities and amenities that are included in the rent. Unchecked items will be considered as not included in the rent.

Heat	Hydro	Water	Cable	Internet ready	Laundry		Storage Unit		Access		On-Site		Pool / Sauna / Fitness Area	A/C	Elevators
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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 ADD UNIT

* Indicates mandatory fields

* Suite Type	* Style	* # of Units	Furnished Suites	* # of 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			700.00	
1 Bed	APT	10	<input type="checkbox"/>	1	<input type="checkbox"/>	675	10		775.00	
2 Bed	APT	55	<input type="checkbox"/>	1	<input type="checkbox"/>	800			900.00	
2 Bed	APT	5	<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	900			1075.00	

(The above image is a portion of the form.)

TIPS:

- Please indicate whether your property has a commercial unit type. If you select **YES**, you will be required to complete a Commercial form.
- Check all utilities and amenities that are included in the rent. At least one amenity is required.
- Data in many sections of the form is sortable by clicking on a column header (e.g., Suite Type, Style, # of Units, # of Baths).
- Enter one line of information to summarize each set of suites on the property. Do not enter each individual unit.
- To add a new suite type, select the **ADD UNIT** button and another row will appear for you to enter information.
- To delete a suite type, select **Delete**.

Commercial Form

Complete this form to create a report on the rents you are currently charging for commercial units. Unless noted otherwise, all information provided should reflect all active leases, vacant spaces, parking details, storage areas and billboards as of January 1, 2016.

The screenshot shows the MPAC Commercial Form interface. At the top, there are navigation links for Français, Accessibility, Home, Help, Contact MPAC, Sign Out, and accessibility icons. Below this are three main tabs: My MPAC, Resources, and My Returns. A progress bar indicates the current step is 'Commercial', with previous steps 'PIE', 'Apartment', and 'Submit' marked as complete. On the right, there are 'BACK' and 'SUBMIT' buttons, along with 'Roll Number: 11111111111111111111' and 'Address: 432 ANY ST'.

Two summary tables are displayed:

Space Type	Office	Retail	Storage
Occupied Area (sq. ft.)	10000	10000	10000
Vacant Area (sq. ft.)	1000	1000	1000
Vacant Asking Rate (sq. ft.)	\$ 10.00	\$ 10.00	\$ 10.00

	Indoor Spaces	Rate per Space	Outdoor Spaces	Rate per Space
Daily	10	\$ 5.00	10	\$ 5.00
Monthly	10	\$ 50.00	10	\$ 50.00
Reserved	10	\$ 10.00	10	\$ 10.00
Total	30		30	

Below the tables is the 'Lease Information' section, which includes a table with columns for Tenant/Trading Name, Floor/Unit, Type, Lease Dates, Lease Type, % Rent of Land Gross Sales, Leased Area, Step-up, Annual Base, Current Base, Property Tax Recoveries, CAM Recoveries, Rent Free, and Tenant Improvements. An 'ADD UNIT' button is located on the right. The table contains three rows of lease data:

Tenant / Trading Name	Floor / Unit	Type	Lease Dates	Lease Type	% Rent of Land Gross Sales	Leased Area	Step-up	Annual Base	Current Base	Property Tax Recoveries	CAM Recoveries	Rent Free	Tenant Improvements
ANY OFFICE	1	Office	12/01/1999	01/01/2000 - 12/13/2005	New	NET	10000	10.00	1.00	1.00	1	1.00	
ANY RETAIL	2	Retail	12/01/1999	01/01/2000 - 12/13/2005	Renew	NET	10000	9.00	1.00	1.00	1	1.00	
ANY STORGAE	2	Storag	12/01/1999	01/01/2000 - 12/13/2005	Month	NET	10000	9.00	1.00	1.00	1	1.00	

(The above image is a portion of the form.)

TIPS:

- Complete the property summary and parking details.
- Data in many sections of this form is sortable by clicking on a column header (e.g., Tenant/Trading Name, Floor/Unit#, Unit Type).
- To add a new suite type, select the **ADD UNIT** button and another row will appear for you to enter information.
- MPAC now requires step-up information for commercial properties. When step-up is selected, the form expands, providing fields where each increment date and increase over the term of the lease can be entered.
- To delete a tenant, select **Delete**.

Industrial Form

Complete this form to create a report on the rents you are currently charging. Unless noted otherwise, all information provided should reflect all active leases, vacant spaces, storage and billboards as of January 1, 2016.

The screenshot displays the MPAC web interface. At the top, there is a navigation bar with the MPAC logo and links for Français, Accessibility, Home, Help, Contact MPAC, Sign Out, and accessibility icons. Below this are three main menu buttons: My MPAC, Resources, and My Returns.

The main content area is divided into two sections:

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

Spaces Type	Office	Retail	Manufacturing / other industrial use	Storage / Warehousing
Occupied Area (sq. ft.)	10000	10000	10000	10000
Vacant Area (sq. ft.)	1000	1000	1000	1000
Vacant Asking Rate (sq. ft.)	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00

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

* indicates mandatory fields

Tenant / Trading Name	Unit #	Floor Level	Unit Use	Unit Finished %	Unit Height (ft.)	Lease Dates	Lease Type	Lease Area (sq. ft.)	Annual Base Rent (\$)	Current Base Rent (\$ / sq. ft.)	Property Tax Recoveries (\$ / sq. ft.)	CAM Recoveries (\$ / sq. ft.)	Rent Free (# of Months)	Tenant Improvements (\$ / sq. ft.)	Delete
ANY OFFICE	1	1	Office	90	10	12/01/1999 1/01/2000 12/31/200	New	10000	6.00	1.00	1.00	3	1.00		
Provide each increment date and increase rate over the term of the lease.															
				*1st Step-up Date	*Rent (\$ /sq. ft.)	2nd Step-up Date	Rent (\$ /sq. ft.)	3rd Step-up Date	Rent (\$ /sq. ft.)	4th Step-up Date	Rent (\$ /sq. ft.)				
				01/01/2003	6.00	mm/dd/yyyy		mm/dd/yyyy		mm/dd/yyyy					
ANY RETAIL	2		Retail	50	20	12/01/1999 1/01/2000 1/31/2005	Renew	10000	5.00	1.00	1.00	3	1.00		
ANY STORAGE	3		Storage	50	52	12/01/1999 1/01/2000 1/31/2005	New	10000	5.00	1.00	1.00	3	1.00		

Copyright 2015 MPAC. Version 1.2 | Privacy Policy | Glossary of Terms

(The above image is a portion of the form.)

TIPS:

- Complete the property summary.
- Data in many sections of this form is sortable by clicking on a column header (e.g., Tenant/Trading Name, Unit#, Floor Use).
- To add a new suite type, select the **ADD UNIT** button and another row will appear for you to enter information.
- To delete a tenant, select **Delete**.
- MPAC now requires step-up information for industrial properties. When step-up is selected, the form expands, providing fields where each increment date and increase over the term of the lease can be entered.

Submitting Your Forms

At the submit page, you have the opportunity to certify your information is correct. You may select **BACK** to return to a form and review or modify it, or **SUBMIT** to proceed with your submission.

The screenshot shows the MPAC submission interface. At the top, there is a navigation bar with the MPAC logo and links for Français, Accessibility, Home, Help, Contact MPAC, and Sign Out. Below this are three main menu items: My MPAC, Resources, and My Returns. A progress bar indicates the current step: PIE (checked), Apartment (checked), Commercial (checked), and Submit (active). To the right of the progress bar are buttons for BACK and SUBMIT, along with the Roll Number: 111111111111111111 and Address: 432 ANY ST. Below the progress bar is a confirmation message: "I certify that all information that I have submitted is correct, accurate and complete, and that, once submitted, I cannot make changes to any of the information. Please select the Submit button to submit your information." At the bottom, there is a footer with the text: "Copyright 2015 MPAC. Version 1.2 | Privacy Policy | Glossary of Terms".

When you select **SUBMIT**, you will be asked to re-confirm that you want to submit your forms. Once the **YES** button is selected, the information cannot be edited or modified.

If you are satisfied with your submission select **YES**.

The screenshot shows a confirmation dialog box with a green header. The text inside the dialog reads: "Roll number: 2222222222222222" and "Do you want to submit Property Income and Expense Return?". At the bottom right of the dialog are two buttons: YES and CANCEL.

Once your return has been received by MPAC, a reference number will be displayed and the status of your submission will be updated on the My Returns page.

The screenshot shows a confirmation message with a green header. The text inside the message reads: "Property Income and Expense Return is submitted." Below this, it displays the Roll number: 2222222222222222 and the Reference number is 55555. At the bottom right of the message is an OK button.



Select **OK** to go back to the My Returns page to access forms for another property, review a submission, or print a record of a submission.

Printing a Record of Your Submission

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

To print a record of your submission, 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 or submit your information to MPAC, please [contact us](#). We're here to help:

Toll-free 1 866 296-MPAC (6722)

TTY 1 877 889-MPAC (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.