



MAY 2021

Assessed Name
Address
City/Town, Postal Code

Property Location: Address
Property Municipality: City/Town
Roll Number: 00 00 000 000 000 00 0000
Access Key: 00000 00000 00000
Web Access Code: ABC00000

Dear Property Owner:

On behalf of the Municipal Property Assessment Corporation (MPAC), I am writing to request specific information about the above-noted property.

MPAC's role is to assess and classify all properties in Ontario in accordance with the *Assessment Act* and related regulations. MPAC continually collects property information to ensure our data is accurate and up-to-date.

To assist in determining accurate values for your property and other comparable properties, please submit the following information by **July 16, 2021**:

- An income and expense report on your property for your most recent fiscal year
- A summary of all vacant areas and lost income due to vacancy and collection loss for your most recent fiscal year
- Information from your current rent roll for the most recent fiscal year including but not limited to: tenant/trading name, unit types, unit number, leasable area for each tenant, current base rents, lease terms, lease commencement dates, rent free periods, tenant improvement allowances, and step-up rent options.

To help MPAC better understand the impact of COVID-19 on your property we ask that you pay special attention to several key areas of the Property Income and Collection form and Rental Data Request form.

1. Rental Income Loss – include all loss of income due to normal operations as well as any loss specifically related to COVID-19, such as rent abatement.

Note: If there has been an increase in sublet space availability, please make note of this in the comments section of the form.

2. Expense – under the other category please specify any additional expense you may have incurred due to costs related to COVID-19, such as increased costs associated with but not limited to:
 - PPE and sanitary supplies
 - Plexi glass partitioning
 - Re-occupancy cost
 - Leasing and management costs
 - Cleaning and janitorial services.

3. Capital Costs – if you have had to make improvements/alterations/renovations as a result of COVID-19, please include these under the “Other Type” in the capital costs summary section.
4. Comments Section - include any other relevant information related to the effect COVID-19 has had on your operation and tenants.
5. Rental Request Data Form – include any changes to existing lease information for tenants. This may include:
 - percentage rent of gross sales
 - new rental rate
 - additional rent-free period and tenant improvement allowances offered to retain existing tenants.

Please indicate these as a renewal on the rental form.

6. Other income – please note any subsidies, assistance or relief received through government assistance programs.

Assessing Commercial and Industrial Properties

MPAC uses the income approach to value various commercial and industrial properties. This method estimates the annual fair market rental income and other potential income that can be generated by the commercial and/or industrial property, deducts operating expenses and then applies a capitalization rate to the net income to arrive at an estimate of current value for the property.

In order to accurately value all properties in Ontario, MPAC develops a valuation model based on the following five primary valuation parameters: gross leasable area, fair market rent and additional income, vacancy and collection loss, non-recoverable expenses and capitalization rate.

To learn more about MPAC or how we assess properties, please visit mpac.ca.

How to Submit Your Information

To submit this information, please follow these steps:

1. Visit mpac.ca and log into AboutMyProperty using your email address and password.
Note: If this is your first time using AboutMyProperty, you will have to register first using your Roll Number and Access Key found at the top of this letter.
If you already have an account on AboutMyProperty, you can log in using your existing User ID and password and you will be prompted to re-register using your email address and a new secure 11-character password.
2. At the next screen, select “Property Income and Expense Return”.
3. Log in with your Roll Number and Web Access Code found at the top of this letter.
4. Complete and submit the information request form for your property. You also have the option to print a draft copy for review prior to submission.

Please ensure that your information is submitted accurately and on time. You may receive a reminder if this information is not received by July 2, 2021. To assist in submitting this information, a list of terms and definitions is available on mpac.ca. Go to “Making Changes and Updates” and select “Submit an Assessment Information Request”. You may also file your information via Business to Business (B2B) data transfer if pre-existing agreements between MPAC and your property management software provider have been established.



MPAC's Obligation to Protect Your Information

The information requested by MPAC is authorized under the *Assessment Act* (Act) and used for property assessment purposes. Section 13 of the Act provides penalties for non-compliance and for providing false information. Please note, 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 you.

MPAC is committed to protecting your information. We are prohibited from the unauthorized disclosure of your information under the *Assessment Act* and the *Municipal Freedom of Information and Protection of Privacy Act*. MPAC will collect and use information that is necessary to deliver legally authorized programs and services. On occasion, MPAC may use your information to obtain feedback, conduct surveys and enhance program delivery.

This letter includes an Access Key and Web Access Code to provide you with secure access to your information maintained on AboutMyProperty. Please store and/or securely dispose of this letter to ensure your information is protected, and contact MPAC if you believe your access has been compromised.

Thank you for your co-operation. If you have questions regarding this request, please contact us:

Toll-free 1 866 296-6722
TTY 1 877 889-6722
Monday to Friday - 8 a.m. to 5 p.m.
1340 Pickering Parkway, Suite 101, Pickering ON L1V 0C4

You may also contact our call centre to request a French copy of this letter/Vous pouvez également prendre contact avec notre centre d'appels pour demander un exemplaire en français de cette lettre.

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

Yours truly,

A handwritten signature in black ink, appearing to read "Greg Martino", is written over a light blue horizontal line.

Greg Martino, M.I.M.A.
Vice President and Chief Valuation and Standards Officer