



Tribunals Ontario

Assessment Review Board
15 Grosvenor Street, Ground Floor
Toronto ON, M7A 2G6
Tel: 1-866-448-2248
Website: www.tribunalsontario.ca/arb/

Tribunaux décisionnels Ontario

Commission de révision de l'évaluation foncière
15 rue Grosvenor, rez-de-chaussée
Toronto, ON M7A 2G6
Tél : 1-866-448-2248
Site web : www.tribunalsontario.ca/cref/

January 29, 2021

TO: ARB Stakeholders
Counsel of the Assessment Bar
Property Tax Representatives
Municipal Property Assessment Corporation (MPAC)
Municipalities

RE: ARB Digital-First Approach – Looking Ahead

We are writing to provide you with an update on the Board's continued focus on digital services as we move forward.

The ARB continues to enhance its operations and processes using a digital-first approach to providing services. Some of the digital services we remind you to use are:

- **Website** – www.tribunalsontario.ca/arb

Our website is the main portal to access all information about the Board. By visiting our website you can:

- find information about managing the appeal process and news updates
- access our E-Services and other important resources
- view appeals and appeal commencement dates, which are updated monthly
- review ARB Rules of Practice and Procedure
- download forms
- stay informed about [Operational Updates](#)
- **[Tax Calculator](#)** – This is an interactive online reference tool that helps potential appellants calculate estimated savings from a possible change in assessment value. Potential appellants can then determine if any potential savings offset all related costs for filing an appeal.
- **[E-Filing](#)** – Our appeals are primarily filed electronically. We encourage you to continue to use our safe, secure, reliable and “real time” filing system for filing your appeal. You will receive immediate confirmation of your appeal once all information is entered and payment is received. E-Filed appeals receive a \$10 discount off the filing fee.

- **Email Addresses** - As the Board continues to pursue its digital-first approach to meet the diverse needs of Ontarians and enhance the quality of dispute resolution services, anyone who files an appeal with the Board must provide us with an email address. There are many different options available to create an email address if you do not already have one. Email is the most efficient way of communicating with the Board; it's fast and reliable. Appeals may take longer to process without the ability to communicate with all parties by email.
- **Email Communication** – The Board is committed to communicating with all parties by email. This means that an email address must be provided by appellants for the purpose of resolving appeals. It is the Board's intention to issue a Practice Direction outlining this requirement.
- **Electronic Document Guideline** – The Board will be issuing a guideline providing direction on the requirements for naming documents that will be filed with the Board electronically.

As we continue to look forward, the ARB is interested in further reducing our paper footprint. The ARB is currently researching ways to eliminate the paper notice to the municipalities by creating a data file that can be sent electronically. We are still in the early stages of this research however we will soon be reaching out to the municipalities to gather more information.

If you are interested in having an “early thinking” discussion with the Registrar, please contact the Board at ARB.Registrar@ontario.ca.

Thank you all for your continued support.

Sincerely

Ken Bednarek
Associate Chair

Kelly Triantafilou
Registrar