

PROPERTY ASSESSMENT APPEAL BOARD



UPDATES

January 6, 2021

2020 Residential and Online Dispute Resolution Appeal Update

In 2020, the Board received 5,219 appeals for residential and commercial properties. This is a slight increase from the previous year's historic record of 5,191 appeals and 80% higher than the 10 year average. Specific to residential appeals, the Board received 658 appeals, a 25% reduction from 2019 but 29% higher than the 10 year average.

Resolution Rate

For residential appeals, the Board's annual target is to complete or hear 90% to 100% of residential appeals by December 31. As of December 31, 2020, the Board completed or heard 87% of all 2020 residential appeals.

This completion rate is short of the target, due to two reasons. The outstanding appeals consist of two large groups of 61 appeals, which represent 9.3% of the total number of residential appeals. These appeals remain in appeal management, due to complexity of the group appeals, and are scheduled for hearing early in the New Year. The second reason is that the Board extended the deadline for appeals from April 30, 2020, to June 1, 2020, as a result of the COVID-19 pandemic. As the December 31 target remained unchanged, this reduced the period of time to complete appeals by one month. Absent of either of these two factors, the Board would have experienced one of its highest residential completion rates in its history.

Method of Appeal Management and Resolution

Residential property owners can choose to conduct their appeal by Teleconference or by using Online Dispute Resolution (ODR). Teleconferences are conducted during business hours, at a set date and time. ODR provides the ability to conduct the

appeal process completely online and at a schedule convenient to the parties. New for 2020, the Board expanded its ODR platform to include online adjudication. Residential property owners can now seamlessly conduct all stages of their appeal from registration to adjudication, online. The following table provides an update on 2020 residential appeals method of appeal management and corresponding resolution, as of December 31, 2020:

	Total		Online Dispute Resolution method		Teleconference method	
# of appeals (residential)	658		149		509	
% of appeals (residential)	100%		23%		77%	
Complete or heard	570	87%	149	100%	421	83%
Resolved by mutual agreement	379	66% ⁱ	109	73%	271	65% ⁱ
Adjudication required	85	15% ⁱ	20	13%	65	15% ⁱ
Dismissed	106	19% ⁱ	20	13%	85	20% ⁱ

The percentage of residential property owners choosing ODR increased from 18% in 2019 to 23% in 2020. Resolutions by mutual agreement continue to track higher for appeals completed using ODR versus the teleconference method. Mutual agreement after using ODR increased from 61% in 2019 to 73% in 2020. This positive increase also resulted in a decrease in adjudication required from ODR appeals, 27% in 2019 to 13% in 2020.

The Board will continue to strive for the timely and fair resolution of appeals with cooperation of our stakeholders and the use of innovative processes and technology.

For further information on this, please contact us at office@paab.bc.ca

ⁱ Percentages are based on completed appeals