

PROPERTY ASSESSMENT APPEAL BOARD



UPDATES

April 8, 2020

Property Assessment Appeal Board now offers complete online dispute resolution and adjudication for residential appellants

This year, the Property Assessment Appeal Board is offering residential homeowners the option to handle their appeal completely online. For the first time, homeowners can go through all steps online from filing their appeal to online mediation to online adjudication to receiving their written decision electronically.

Recent Innovation:

Since 2013, the Board has offered an alternative dispute resolution via an innovative online service called Online Dispute Resolution or ODR. Homeowners are able to log in and participate 24 hours a day, 7 days a week, with the option to use more traditional telephone mediation during business hours. The Board has also encouraged homeowners to use an interactive website with multi-language videos to receive important information, and evaluate their chances for success: "Should I appeal?"

The Board Chair, Simmi K. Sandhu says: "The Board has used innovative technology to improve access to and delivery of our appeal processes. This includes delivering our services in ways that meet our user's needs, by improving ease of access to our services in a way that is convenient for our users."

New online services in 2020:

In partnership with the Justice Education Society, the Board recently expanded its ODR platform to include online adjudication. The advantage for residential property owners is that they can now conduct their appeal online, throughout all stages of the appeal process, including: negotiation, facilitation and adjudication. Adjudication occurs when

the parties cannot reach an agreement through Board facilitation, resulting in a Board member making a formal decision on an appeal.

For the past 7 years, residential property owners have been using ODR at an increasing rate but, if an agreement was not reached, participants were required to switch to conventional methods and deliver their written evidence via mail, fax or email. New for the 2020 appeal year, participants will stay online and upload their evidence for a final decision. This increases the convenience for users and reduces their time commitment.

The Board thanks its stakeholders for their feedback that has guided the expansion of the ODR platform.

For more information on the Property Assessment Appeal Board or the Online Dispute Resolution platform, please contact the Board at 1-888-775-1740, 604-775-1740 or office@paab.bc.ca

About the Property Assessment Appeal Board of BC

The Property Assessment Appeal Board (PAAB) is the second level of appeal for property assessments in British Columbia. Over the last 25 years, the Board has adopted dispute resolution practices to resolve appeals as quickly and efficiently as possible. Over the last 7 years, PAAB has been an innovator among administrative tribunals in BC, providing online tools to assist the public with appeal prevention and dispute resolution.

About the Justice Education Society

Established in 1989, the Justice Education Society (JES) is a non-profit organization with expertise in applying digital technologies that improve access to justice. The Society's legal help resources reach over 700,000 British Columbians each year, their "ASK JES" service provides free answers to legal questions by phone, live chat and email. Learn more at www.JusticeEducation.ca.