

PROPERTY ASSESSMENT APPEAL BOARD



UPDATES

January 6, 2020

2019 Residential and Online Dispute Resolution Appeal Update

In 2019, the Board received an unprecedented number of appeals.

Here is our update on the total 2019 Residential appeals with Online Dispute Resolution (ODR) appeals as of December 31, 2019:

	Total		ODR method		Telecon method	
# of appeals	877		157		720	
Total resolved by agreement	483	55%	96	61%	387	53.8%
Adjudication required	139	16%	42	27%	97	13.5%

The 877 total residential appeals represents a 65% increase from the previous year.

As for our ODR appeals, we have no outstanding ODR appeals as of December 31, 2019 and resolved a higher percentage of ODR through agreement than through our normal residential appeal process.

As published in our annual reports, the Board sets an annual target to complete or hear 90% to 100% of residential appeals by December 31.

As of December 31, 2019, the Board met this target and completed or heard 93% of all 2019 residential appeals. This is due to the dedicated work of our Board members and administrative staff.

To meet significant increases in appeal volumes with static and fixed resources, 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