

PROPERTY ASSESSMENT APPEAL BOARD



UPDATES

January 6, 2022

2021 Residential and Online Dispute Resolution Appeal Update

In 2021, the Board received 4,427 appeals for residential and commercial properties. This is a decrease of 15% from the previous year's historic record of 5,219 appeals. Specific to residential appeals such as single-family dwellings, condominiums, and townhouses, the Board received 489 appeals, a 26% reduction from 2020.

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, 2021, the Board completed or heard 97% of all 2021 residential appeals.

Method of Appeal Management and Resolution

Residential property owners can choose to have their appeal managed 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. The following table provides an update on 2021 residential appeals method of appeal management and corresponding resolution, as of December 31, 2021:

	Total		Online Dispute Resolution method		Teleconference method	
# of appeals (residential)	458		135		323	
% of appeals (residential)	100%		29%		71%	
Complete or heard	443	97%	135	100%	308	95%
Resolved by mutual agreement	293	64% ⁱ	86	64%	207	64% ⁱ
Adjudication required	94	21% ⁱ	34	25%	60	19% ⁱ
Dismissed	56	12% ⁱ	15	11%	41	13% ⁱ

The percentage of residential property owners choosing ODR increased from 23% in 2020 to 29% in 2021. Resolutions by mutual agreement decreased from 73% in 2020 to 64% in 2021, however this remains an improvement from 61% in 2019. Accordingly, appeals requiring adjudication increased from 15% in 2020 to 21% in 2021, but continues to be an improvement from 27% in 2019.

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