

May 24, 2019

Practice Directive 4
Requirements for Email Communication with the Board

Purpose This Practice Directive sets out requirements for email communications with the Board.

The Board cannot import some email communications into its case management system, specifically data other than text within an email or certain types of attachments. Due to increasing volumes of appeals, this has become a significant issue.

In addition to ensuring the appeal number(s) are included in emails and requiring copies to be sent to all parties as set out in Rule 9.1 of the *Property Assessment Appeal Board Rules of Practice and Procedure*, Practice Directive 4 establishes technical requirements for email communication with the Board.

Directive

1. Parties must not include embedded images, photographs, videos, hyperlinks, links to dropboxes (or shared sites), or tables in the body of an email. The Board's system can only import the text from email. All other information will not be imported and will not form part of the appeal.
2. Attachments to emails may only use the following file extensions:
 - .pdf
 - .doc and .docx
 - .xls and .xlsx
 - .txt
 - .rtf

Attachments other than these file types will not be imported and will not form part of the appeal.

3. The maximum email size the Board will recognize as an official communication to the Board is 10MB. If parties provide an email that exceeds this maximum, they must provide a hard copy of the communication or attachment shortly after the email is sent to the Board.

4. In cases of demonstrated hardship or unique circumstances, the Registrar may exclude party from these requirements.

5. The Board will not recognize email communications that do not comply with Rule 9.1 or the technical requirements of this Practice Directive.

For the Board

A handwritten signature in black ink, consisting of several overlapping loops and a horizontal line at the bottom.

Simmi K. Sandhu,
Chair