



November 2, 2018

Practice Tips & Reminders on Communicating with the Board

As we work through a second year of record numbers of appeals, we are dealing with an unprecedented volume of emails from parties. Anything you can do to help us streamline communication with the Board would greatly assist us.

Here are some tips and reminders:

1. Do you really need to copy the Board in that email?

At this time our general office email box is not automated. This means that each email received by the general email must be sorted through and uploaded by one of our admin staff. With record numbers of appeals, the task is daunting. Help us help the admin staff by only copying the Board (office@paab.bc.ca) on emails when it is necessary, such as delivering SIEAs, written submissions, recommendations or withdrawals, status reports, etc.

You do not need to copy the Board on general communications with the other party such as scheduling meetings or inspections between yourselves, or sending potentially confidential information such as leases or income and expense statements or PVS's.

You do not need to copy the Board on unsigned recommendations (unless the Board has requested copies).

Do copy the Board when you have been ordered to provide something to other party and the Board (for example, a status report that has been ordered).

If in doubt, contact your appeal manager.

2. Include appeal numbers in ALL communications: It's the Rule!

Include the appeal number in your correspondence—preferably in the subject line. Rule 9.1 of the Board's *Rules of Practice and Procedure* requires that the appeal number is included in any correspondence with the Board.

3. How to format your email?

Our database only uploads emails as text and attachments in their original form. This means that any tables included in the body of an email will lose formatting (which is fine if they are relatively short tables) and any inserted images will be lost (for example, screen shots of pdfs or jpegs). In order to preserve the content of your emails consider attaching files separately to the email. This will preserve the data when uploaded. The database will not upload emails attached to emails.

4. You must copy the other party in ALL communications with the Board.

Rule 9.1 of the Board's *Rules of Practice and Procedure* requires parties to copy the other party on all communications with the Board regarding an appeal. If you are looking to communicate generally with the Board and it does not relate to a specific appeal, it is not necessary to copy anyone else (for example general questions regarding Board procedure).

5. Lengthy emails regarding multiple appeals and multiple next steps:

Do not to send a lengthy email to the Board that contains a variety content and next steps for different appeals. This increases our administrative staff time to process the email.

For example, do not send an email to the Board that contains status report on some appeals, a withdrawal on another, and then an AMC request for another appeal at the bottom. The request for an AMC or withdrawal may get missed. Instead, send separate emails.

If you have any questions, please do not hesitate to contact your appeal manager or the Board office at office@paab.bc.ca