



## **Assessment Review Board (ARB) Complaint Information Sheet**

### **Filing an ARB Complaint**

If you cannot resolve your issue with the Assessor, you may file a formal complaint with the Assessment Review Board (ARB).

**Your complaint must be filed before the final date for complaints shown on your Assessment Notice and include the correct fee.**

The ARB cannot hear complaints that do not meet these requirements.

### **Filing Fees**

(Fees are listed on your Assessment Notice.)

- \$50 – Residential properties with 3 or fewer dwellings and farmland (*condominiums count as a single residential property*)
- \$650 – Residential properties with 4 or more dwellings and all non-residential properties

Your fee will be refunded if you withdraw your appeal prior to the hearing date, your appeal is successful or if you reach a settlement with Assessment.

### **What Your Complaint Must Include**

- Clear reasons why the Assessment Notice is incorrect (*“assessment too high” is not enough; please include supporting information*);
- Your contact information, including a weekday phone number;
- Roll number and property address;
- Filing fee payment;
- Agent Authorization Form (only if the appeal is filed by a commercial agent); and
- Your suggested availability for a hearing (if known).

### **After You File**

You will receive a Notice of Hearing and your evidence deadlines from [arb@rockyview.ca](mailto:arb@rockyview.ca). Please ensure you put the hearing date in your calendar.

ARB clerks can explain the process but cannot provide advice on your complaint.

The Assessor will contact you after you file your appeal to discuss your complaint. You may settle at any time before the hearing; your fee will be refunded if a settlement is reached.

### **Disclosure Deadlines**

There are 3 deadlines you need to know as a Complainant, all dates are listed in the notice of hearing;

- The Complainant’s (You) disclosure deadline;
- the Respondent’s (Assessment) disclosure deadline; and
- the Complainant’s (You) rebuttal deadline.



All relevant material that you are providing to the Board to support your complaint must be submitted by the **Complainant's Evidence Disclosure date**. The Respondent (Assessment) will then prepare their disclosure and provide it to the ARB by the **Respondent's Evidence Disclosure date**. The Complainant can then review the Respondent's disclosure to create a Rebuttal to respond to the statements in the Respondent's Disclosure. **The Complainant's Rebuttal** then must be sent to the ARB by the Complainant's Rebuttal date.

### **Submitting Your Disclosures**

All disclosures are due **no later than** 11:59 p.m. on the disclosure deadlines listed in your Notice of Hearing.

All disclosures **must** be sent to the Board **and** Assessment.

#### **Mail/ In-Person**

262075 Rocky View Point  
Rocky View County, AB T4A 0X2

#### **Email**

[arb@rockyview.ca](mailto:arb@rockyview.ca)  
[assessment@rockyview.ca](mailto:assessment@rockyview.ca)

### **The Hearing**

- Hearings are held virtually, through Microsoft Teams.
- Attendance at the hearing is strongly recommended. If you do not attend, the Board will base its decision solely on your complaint form, **written** disclosure and rebuttal if provided, and the Respondent's written disclosure **and** verbal presentation.
- The Board considers written and verbal (if in attendance) submissions from both the parties.
- The general outline of the hearing will be as follows:
  - complainants' presentation.
  - respondents' presentation,
  - complainants' rebuttal.
- ARB hearings are open to the public, and all submissions become part of the public record.
- To request an adjournment of your hearing, please email [arb@rockyview.ca](mailto:arb@rockyview.ca) including reasons why you are requesting the adjournment.

### **Decisions**

Decisions from the Assessment Review Board will be issued within 30 days of the final day of the hearing. After the Board has completed its private deliberations, it will prepare a written decision.

Decisions will be delivered by email or by mail, depending on your selected method of correspondence.

For more information on this process or on assessments please visit:

<https://www.rockyview.ca/services/property-taxes/property-assessment/assessment-complaints>