

Frequently Asked Questions

1. Who determines the assessed value of my property?

- *The Municipal Assessment Agency*
 - *Exception: City of St. John's, Phone 311 or 709-754-CITY (2489)*

2. I received a notice of assessment but I do not own the property. What should I do?

- *Please advise the municipality and they will forward the new information*
- *Please mark "Return to sender" on the notice and drop it at a post box*

3. I did not receive an assessment notice. How do I request one?

- *Have you changed your address or recently purchased the property?*
 - *Please advise the municipality and they will forward the new information.*
If the change is recent, it is possible that we have not processed the change from the municipality.
- Please contact our offices at info@maa.ca or by telephone 1-877-777-2807 and we will assist you.*

4. What is the mil rate, who sets the mil rate, and how do I apply it to the property assessment value?

- *Your local council sets the tax rate (known as the mil rate) during the budget process in the fall. To calculate your taxes, multiply the mil rate by the assessed value and divide by 1,000.*

5. Why did my assessed value increase?

- *The assessed value reflects the market as of January 2020. Changes in the market since January will be reflected in next year's assessment.*
- *We complete a new assessment every year to reflect the changes in the market.*
- *The assessment may include improvements that had not been included in the previous assessment.*

6. Does a representative of the Agency visit every property?

- *No, we visit property for many reasons such as:*
 - *Physical changes*
 - *A property has sold*
 - *An assessment appeal*
 - *Owner requested a review*
 - *Quality assurance checks*

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7. How do I request a review of my property?

- *Please contact our offices at info@maa.ca or by telephone 1-877-777-2807. We can review your information and help you determine if a site visit is needed.*

8. How is property assessed?

- *Property is assessed based on the sales of similar properties in your area. The value reflects the market as of January 2020. Changes in the market since January will be included in next years' assessment.*

9. How do I appeal the assessed value?

- *You can appeal online or by mail. Please refer to the instructions on the back of your assessment notice.*

10. Can I get a copy of my property data?

- *Yes. Please email your request to info@maa.ca or call 1-877-777-2807. A copy will be mailed to the address we have on file.*

11. How do I change the owner name(s) on the assessment notice?

- ***In the event of a death or divorce***
 - *Please notify your municipality and send us the Change of Name/Address on the assessment notice by email: info@maa.ca or by mail at Municipal Assessment Agency, 75 O'Leary Avenue, St. John's, NL A1B 2C9*
- ***In the event of a recent sale***
 - *Please advise the municipality and they will forward the new information. If the change is recent, it is possible that we have not processed the change from the municipality.*

Please contact our offices at info@maa.ca or by telephone 1-877-777-2807 and we will assist you.

12. How do I change my address?

- *Please complete the change of name/address box on the assessment notice and forward a copy to our office by email: info@maa.ca or by mail.*

13. Can I speak to someone about my assessment?

- *Yes. Please email a request to info@maa.ca or call us at 1-877-777-2807 and we would be happy to arrange a call with you.*

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Questions Related to the Online Appeal Process

1. How can I pay for an appeal online?

- *Visa, Visa Debit, MasterCard, Debit MasterCard, & American Express are online payment options.*

2. I am entering my Parcel ID but it tells me that the Parcel ID entered cannot be found and to call 1-877-777-2807 or email appeals@maa.ca

- *Please double check the Parcel ID.*
- *We may have an incorrect/incomplete mailing address and the Assessment Notice was not mailed directly to the user. Please confirm your address with your municipality.*
- *Deadline to appeal is July 31, 2020, appeals will not be accepted after this date*

3. I enter my Parcel ID but the incorrect address comes up.

- *Please confirm your address with your municipality.*

4. Can I complete the form online and mail in my payment?

- *No. Please mail a cheque or money order with the notice of appeal on the back of your assessment notice to Municipal Assessment Agency, 75 O'Leary Avenue, St. John's, NL A1B 2C9*

5. The system will not allow me to process my appeal, it says the deadline has passed.

- *If you believe this is an error, please contact our offices at info@maa.ca or by telephone 1-877-777-2807*
- *Deadline to appeal is July 31, 2020, online appeals will not be accepted after this date*

6. I have multiple parcels to appeal. How can I process them online?

- *Each parcel must be appealed separately online using their Parcel ID number*