



## Ask the City Assessor

### Q & A - posted during the event, answered afterwards

<b>Questions as written by the participants</b>		<b>Answered by staff on January 23, 2025</b>
1.	<p>If two houses in the same community share similar property taxes in 2024, supposedly their assessment values should be fairly close. Why in 2025, their assessment values are suddenly different by 15%? What could explain for such a big variance?</p>	<p>There are multiple factors which would impact the assessment value of a property. Examples include year of construction, above ground living area, below ground living area, quality and renovations. Comparing the property details of your home and similar homes may reveal differences in size, quality and renovation. A full explanation of the factors impacting your property's value can be found at <a href="https://www.calgary.ca/property-owners/assessment/single-residential-property.html">https://www.calgary.ca/property-owners/assessment/single-residential-property.html</a>. For assistance in reviewing your property details you can contact us directly at 403.268.2888.</p>
2	<p>Q: What assessment team Calgary Canada use as annual depreciation of buildings (homes).</p>	<p>The age of a building is considered in our valuation and depreciation is accounted for along with other property characteristics using market analysis.</p>
3	<p>Your valuation of my property is close to \$100K more than similar houses are selling at now, how can my house be worth this much more in 6 months ?</p>	<p>There are many factors that will impact the assessed value of a property, including year of construction, above ground living area, below ground living area, quality and renovations. Your assessment reflects the value of the property on July 1, 2024. This is derived looking at comparable sales in your area. All of the sales are available on our website at <a href="http://calgary.ca/assessment">calgary.ca/assessment</a>. To speak with someone about your assessment and the sales you are noticing, please contact us at 403.268.2888.</p>
4	<p>How does the total value of a new "densified" 8 home on a single lot next to single family home effect its value?</p>	<p>There are many factors that will impact the assessed value of a property, including the location of that property. We do consider if a home is near a large multi-family complex but as to how that impacts the value of a specific home will differ in where that property is located specifically. If you would like to discuss this more with us, please contact us at 403.268.2888.</p>



5	<p>You mention the tax increase and the property value increase are separate. Who decides on the property value?</p>	<p>The assessment value for each property is determined through mass appraisal and is based on the market value. We use multiple sales to determine an estimate of market value. All property types in Alberta are assessed at market value. Market value is not intended to reflect one sale price, but to assess all similar property at a similar value so that taxation is fairly and uniformly distributed among all taxable property.</p>
6	<p>Is 15% assessment change a cutoff point for increase/decrease of my property tax?</p>	<p>The single residential 15% increase represents the typical increase across all residential property types in the City of Calgary. Typical residential properties with an increase of 15% will see taxes remain the same due to the revenue neutral tax process. Properties which experience less than a 15% increase may still see a tax increase due to budgetary adjustments.</p>
7	<p>If my property has, e.g. a local transformer, or a fiber optic switch, would this be considered an undesirable feature which will decrease the valuation?</p>	<p>Typically, local transformers or a fiber optic switch do not impact the value of a property. However, for further review of your property and your situation it is recommended that you contact Assessment at 403.268.288 to discuss your site-specific concerns</p>
8	<p>Is assessment value of property from city and real value of property in market are completely different things?</p>	<p>The assessment value for each property is determined through mass appraisal and is based on the market value. We use multiple sales to determine an estimate of market value. All property types in Alberta are assessed at market value. Market value is not intended to reflect one sale price, but to assess all similar property at a similar value so that taxation is fairly and uniformly distributed among all taxable property.</p>
9	<p>I noticed in my condo complex, all units on the third floor in every buildings have the same Current Assessed Value. How can the city assign the assessed value without knowing the conditions of each unit?</p>	<p>When apartment buildings are constructed, often they are built to a similar level of quality to one another. We are unable to determine the specific condition of a property and wear and tear is accounted through the depreciation or age of a building, as such our assessments reflect the typical condition. We also review recent permits and listings to stay on top of changes or upgrades made to properties.</p>
10	<p>The property next door just sold for around 600k. The most recent assessment is 930k. Can I use this price to get the city to reassess my property?</p>	<p>We would need to know how comparable that property is to your own property as well as the details of that sale transaction. Please contact us at 403.268.2888 to discuss your specific details and comparable sales to your property.</p>
11	<p>Why is July 1 used to value the property? (generally a hot market period) does not reflect average house sale price through out the year. Also this year is the first year that the assessed value is higher than realistic sale price, have there been changes to the assessment process?</p>	<p>As required by provincial legislation, a property assessment reflects the market value of property on July 1 of the prior tax year (valuation date) and the physical condition and characteristics of property as of December 31.). These legislated practices do not change based on a changing market.</p>

12	can we request a 2nd review/assessment	You can call us during our customer review period at 403-268-2888 where you can speak to one of our knowledgeable assessors and review your property assessment.
13	In light of the significant distrust many residents feel toward city governance, what justification is there for keeping the property tax assessment algorithm hidden from public scrutiny? Open-sourcing the algorithm would not only demonstrate a commitment to transparency but also allow independent verification of its fairness and accuracy—both essential for rebuilding trust. What is the city afraid of revealing by not open-sourcing the algorithm?	The City uses open and transparent methods of preparing property assessments, we publish all of our sales data used in the preparation of our assessments online on <a href="https://assessmentsearch.ca">assessmentsearch.ca</a> . Property owners can review these sales, their property details and compare them to their assessment to ensure fairness and accuracy.
14	Does the city assess homes in newer communities with reduced city facilities like bus routes and construction inconveniences differently?	Many factors are considered in the preparation of annual property assessments including location, proximity to traffic, community services, schools, trains, green space and more. Sales of similar properties within the community are analyzed to determine the most likely selling price of each property.
15	What percentage of homes actually saw a decrease in home values?	1.4% of residential properties saw a decrease in the annual 2025 property assessment.
16	Is asking price of property a factor in assessment? Asking not sold for that	The City only uses the sale price in our analysis, we do not consider listing price information in the preparation of property assessments.
17	Please explain the community multiplier and how that is prejudice.	We recognize that homes in different communities sell differently in the real estate market. Each community has its own characteristics that drive up or down the property values. Property assessments are prepared by comparing sales of similar properties within a community.
18	I bought my home at 840k by Jun 2024 but city assessment value is at 875k. How can it be if your assessment date at 31 Jul 2024?	A sale price is the amount a specific purchaser agrees to pay, and a particular seller agrees to accept, under the circumstances surrounding a unique transaction. In contrast, the assessed value (market value) is the value determined by the collective actions of the market. A single sale does not determine market value. Properties are assessed using mass appraisal, which means that The City reviews multiple sales to determine an estimate of market value. This is why owners may see a difference between their sale price and their assessed value.



<p>19</p>	<p>Because the city cannot supply houses fast enough, we have to be penalized for this? A senior who has lived in the city since 1967 cannot afford to live with this expense.</p>	<p>If you are a residential property owner experiencing financial hardship, regardless of age, you may be eligible for a credit/grant of the increase on your property tax account through our property tax assistance program. To find out if you are eligible please see requirements online at <a href="https://www.calgary.ca/social-services/seniors/property-tax-assistance.html">https://www.calgary.ca/social-services/seniors/property-tax-assistance.html</a>.</p>
<p>20</p>	<p>On a townhouse complex of 74 units, the non-renovated units are assessed at the same level as the fully renovated ones?</p>	<p>We review permit information, photos and conduct site inspections to determine the level of renovation coding applied to a property. Depending on the extent of a renovation, additional value is added to the property assessment to capture the improvements to a home.</p>
<p>21</p>	<p>If a home was purchased in March 2024 and it is 19% lower than the property tax assessment, what's the process to have this adjusted? The main phone line was called and they were unable to help other than suggesting I make an appointment with an assessor.</p>	<p>A sale price is the amount a specific purchaser agrees to pay, and a particular seller agrees to accept, under the circumstances surrounding a unique transaction. In contrast, the assessed value (market value) is the value determined by the collective actions of the market. A single sale does not determine market value. Properties are assessed using mass appraisal, which means that The City reviews multiple sales to determine an estimate of market value. This is why owners may see a difference between their sale price and their assessed value.</p>
<p>22</p>	<p>I heard so many people complained about 30% to 35% increase of their assessment value, while in my case, my property assessment value only increased by 1% this year and 3% last year. Do these extremely low level increase reflect unfair valuation or any issues of my house?</p>	<p>To determine a fair market value for your property (what it would have sold for on July 1 of the previous year), assessors look at many factors, including your property's details and sales of properties similar to yours that sold in your neighbourhood in the last three years. It is not uncommon to see pockets of properties transacting differently across the City. Location, age, size and other characteristics of your home are all factors that affect demand for a property. One of our assessors would be happy to speak to you about your specific property should you like to review it in more detail.</p>
<p>23</p>	<p>The city portion of the property tax is set by the mill rate. How is the provincial portion determined</p>	<p>Education property taxes are determined by the Government of Alberta and each municipal government is responsible to include the provincial education tax on each property owner's tax notice, then collect the tax, and remit the funds to the province. In some instances, municipalities are responsible to remit education taxes directly to a separate school board. Education property taxes are pooled in the Alberta School Foundation Fund (ASFF) and combined with the Government of Alberta's other general revenues to fund the cost of primary and secondary (K-12) education programs across the province. The funding is distributed to public school boards and separate school boards on an equal per-student funding formula.</p>



<p>24</p>	<p>My assessment says that my house has a fireplace. It does not. Does this matter?</p>	<p>If your property details are incorrect, they should always be corrected. You can update your residential property information through two main ways. Your first option is to update your property details through our secure Assessment Search using the Property Account page. Details on how to access Assessment Search and update your property details are provided on our website <a href="https://www.calgary.ca/property-owners/assessment/assessment-search.html">https://www.calgary.ca/property-owners/assessment/assessment-search.html</a>. Alternatively, you can contact Assessment at 403.268.2888 to speak to someone who can assist you with updating your property details.</p>
<p>25</p>	<p>My house assessment went up 17.25%, whereas the assessment of my son's house in the same community went up 14.5%. What would be the factors for this difference?</p>	<p>There are multiple factors which would impact the assessment value of a property. Examples include year of construction, above ground living area, below ground living area, quality and renovations. Comparing the property details of your home and your sons home likely shows difference which explain the difference in assessed value. For example, your home may have a larger finished basement area compared to your sons. A full explanation of the factors impacting your property's value can be found at <a href="https://www.calgary.ca/property-owners/assessment/single-residential-property.html">https://www.calgary.ca/property-owners/assessment/single-residential-property.html</a>. For assistance in reviewing your property details you can contact us directly at 403.268.2888.</p>
<p>26</p>	<p>What do you think the quantitative difference between property value and market assessment should be? It seems the assessment for 2025 are almost at market value which I understood should never be the case. How do you justify assessing homes this way?</p>	<p>As per the Municipal Government Act, property assessments are legislated to reflect the market value as of July 1 of the previous year. As such, property assessments will reflect the market value as of that date.</p>
<p>27</p>	<p>How do you calculate the land value component of the assessment versus the improvements?</p>	<p>The City of Calgary does not complete a separate value for the land and improvements. Your assessed value shows the combined value of the land and improvement.</p>
<p>28</p>	<p>Why does it cost to submit an application request for property valuation review - you said it was free to request this but there is a fee. It sounds like the city is just trying to rip off and con its citizens</p>	<p>The appeal fee noted on your assessment notice is only required for the formal complaint process. Prior to completing a formal complaint there are multiple free services offered to citizens during the Customer Review Period. This year the Customer Review Period runs from January 10, 2025 to March 21, 2025 you are encouraged to review your property details during this period. Ways to review your property details include contacting Assessment through our telephone 403.268.2888 and setting up a meeting with an assessor. Or accessing your property information and sales information on our secure website Assessment Search. More information on the complaint</p>



		<p>process can be found on the Assessment Review Board website  <a href="https://www.calgaryarb.ca/home.html">https://www.calgaryarb.ca/home.html</a></p>
<p>29</p>	<p>How would I know what properties were used as comparables for assessing the value of my property?</p>	<p>Properties are assessed using mass appraisal. This means that when we determine a property assessment through the sales approach to value, we have reviewed many sales of similar properties in the area as of July 1 the previous year. We use multiple sales to determine an estimate of market value. Our secure website Assessment Search provides sales information which can be viewed through a map search or sales search allowing for more detailed search of property type, community, sales price range. This allows you to review sales that are in your neighbourhood or complete a detailed query. More information on how to access Assessment Search is found here  <a href="https://www.calgary.ca/property-owners/assessment/assessment-search.html#researchotherpropertiesorbusinesses">https://www.calgary.ca/property-owners/assessment/assessment-search.html#researchotherpropertiesorbusinesses</a>. For more details on specific comparable properties, you can contact us at 403.268.2888 to talk to an assessor.</p>
<p>30</p>	<p>Can one challenge the assessment method used to evaluate property value? For eg, my property was assessed by market value. Can I request another method?</p>	<p>The purpose of property assessments in Alberta is set through legislation to reflect the market value of a property. All property types in Alberta are assessed at market value. Market value is not intended to reflect one sale price, but to assess all similar property at a similar value so that taxation is fairly and uniformly distributed among all taxable property. The market value of property can be determined using any of the three approaches to value:</p> <ul style="list-style-type: none"> <li>▪ sales comparison approach, that compares assessed properties with similar properties which recently sold;</li> <li>▪ income approach, that involves developing typical market rents, vacancies, expenses, and capitalization rates in order to place a value on a group of similar properties; or</li> <li>▪ cost approach, which reflects a replacement cost new less market depreciation for the improvements plus the market value for the land.</li> </ul> <p>Assessments for single family residential property and condominiums, industrial warehouse property and industrial and commercial condominiums, due to the abundance of market sales, have been valued based on the sales comparison approach.</p> <p>Income producing properties, such as retail strip centers, office buildings, and single titled apartment buildings have been valued primarily</p>



		<p>using the income approach.</p> <p>The cost approach has been utilized for buildings which have limited sales or income information.</p>
<p>32</p>	<p>Why the city increase increase tax rate &amp; property assessment, its a double looting?</p>	<p>Property tax rates are influenced by two factors: the amount of tax dollars required and the total value of taxable assessment in the municipality. The City Council determines the amount of money it needs to operate the municipality for the year. Then the City will determine the revenue that is expected from all sources other than property taxes (e.g. user fees and provincial grants). The City then deducts that amount from the total amount of revenue needed. The remainder is the amount of money the City needs to collect in property taxes to provide services for the year. The council will then set tax rates for each class of property to collect the required tax revenue. This is a separate process than how the assessment value is determined. The assessment value for each property is determined through mass appraisal and is based on the market value. We use multiple sales to determine an estimate of market value. All property types in Alberta are assessed at market value. Market value is not intended to reflect one sale price, but to assess all similar property at a similar value so that taxation is fairly and uniformly distributed among all taxable property.</p>
<p>33</p>	<p>We are requested to review house characteristics when comparing pricing for neighborhood property to determine assessment but we don't have access to it. How can we make a case for review with not having that info.</p>	<p>All sales information and property details are available to the public through accessing secure website Assessment Search. Assessment Search provides sales information which can be viewed through a map search or sales search allowing for more detailed search of property type, community, sales price range. This allows you to review sales that are in your neighbourhood or complete a detailed query. More information on how to access Assessment Search is found here <a href="https://www.calgary.ca/property-owners/assessment/assessment-search.html#researchotherpropertiesorbusinesses">https://www.calgary.ca/property-owners/assessment/assessment-search.html#researchotherpropertiesorbusinesses</a>. For more details on specific comparable properties, you can contact us at 403.268.2888 to talk to an assessor.</p>
<p>34</p>	<p>I'm paying my property tax through TIPP, am I paying more compared to paying in lump sum?</p>	<p>No with TIPP, you pay the same amount as your annual property tax bill. But instead of paying one large lump sum payment in June, smaller monthly payments automatically come out of your bank the first day of every month.</p>



	<p>I want to express my thanks to Eddie Lee and all others who contributed to this session. Eddie was clear, patient and well-informed with his responses to the questions.</p>	<p>N/A</p>
<p>35</p>	<p>From all the questions put forth this evening it sounds like the assessments did miss the mark and by a very long shot. Have you put extra staff on to handle all the calls you should be expecting in regards to the amount of people who believe their new assessments are way over valued?</p>	<p>Yes, there are dedicated Assessment staff are available between 8:00 and 4:30 to assist with citizen concerns. The Customer Review Period runs from January 10, 2025 to March 21, 2025 you are encourage to contact assessment to discuss your property or set up a meeting with an assessor. This is a free service. There is also additional free resource available on our secure Assessment Search website including the 2025 Residential Market Trends report, sales information and property details. More information on how to access Assessment Search is found here <a href="https://www.calgary.ca/property-owners/assessment/assessment-search.html#researchootherpropertiesorbusinesses">https://www.calgary.ca/property-owners/assessment/assessment-search.html#researchootherpropertiesorbusinesses</a>. You can contact Assessment directly at 403.268.2888 to talk to an assessor.</p>
<p>36</p>	<p>what is the best time to call without a long wait</p>	<p>Call volumes have been high to start the 2025 Customer Review Period. There are dedicated Assessment staff are available between 8:00 and 4:30. The Customer Review Period runs from January 10, 2025 to March 21, 2025.</p>
<p>37</p>	<p>What's the difference between "sale price" and "adjusted sale price"?</p>	<p>The sale price shows the sale price at the time of sale. The adjusted sale price shows the sale price at the valuation date of July 1st. For example, if the sale date is July 2023 the adjusted sale price shows what the sale price is in July 2024, it shows how the sale price changed between 2023 and 2024</p>
<p>38</p>	<p>why in the same condo building some assessment increase by 14.75 and one is 1.8%</p>	<p>There are multiple factors which would impact the assessment value of a property. Examples include year of construction, above ground living area, below ground living area, quality and renovations. There are often differences in these factors between homes, comparing the property details of your home and your son's home likely shows difference in either size, quality, finished areas etc. which will help explain the difference in assessed value. For further assistance in understanding the factors which impact your property's value you can review the 2025 Residential Market Trends report which can be found at <a href="https://www.calgary.ca/property-owners/assessment/single-residential-property.html">https://www.calgary.ca/property-owners/assessment/single-residential-property.html</a></p>





My condo went up 26%, typical 15%. Comparing to same square foot in same condo, other condo had been completely renovated, where I have not done any upgrades. Other condos similar averaged \$40,000 less. Why is my assessment comparable with highest sale and not average of lower sale.

The typical residential shift of 15% represents the typical change in all residential properties across the City of Calgary. It does not represent the typical change of a specific property type, nor does it represent the typical change of a specific area. The typical Single Residential property saw a 14% increase, whereas condos saw a 22% increase and multi-residential saw a 10% increase. Some properties might shift more or less than this due to community trends and site-specific concerns.

**We received 100 questions: 61 questions were answered during the event and 38 questions answered here.**