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| Submit inquiry: City-owned Trees | | Support & Information |
| Contact 311 |
|  | | | |
| City-owned tree inquiries include: | | | |
| * Planting, maintenance, or removal of tree on City property * Inspections and inquiries of ownership * Assistance with common tree pests and diseases * Development permits, tree protection services and how to protect trees during construction and development * Stump and root maintenance and removal * Planting, maintenance, or removal of tree on City property * Inspections and inquiries of ownership | | | |

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| Submit inquiry |
| 1. Visit [311 Online](https://spot311.calgary.ca) |
| 1. Click Submit Requestat the top |
| 1. Scroll down to Trees, Shrubs |
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| 1. Select the type of inquiry from the list |
| 1. Click Choose File to attach a photo |
|  |
| 1. Select a choice from theIssue drop down menu |
|  |
| 1. Enter location details of the issue and your contact information |
| 1. Click Submit |

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| License Your Pet Online | | Support & Information |
| Contact 311 |
| If you have previously registered a pet online with the City of Calgary, login to your myID account | | | |
| Sign up for myID account | | | |
| 1. Visit [pets.calgary.ca](https://pets.calgary.ca) 2. Click Log in 3. Click Create a myID account 4. Enter verification code to verify your email address. 5. Choose No, I am registering for the first time Or Yes, find account 6. Complete the form using the primary address of the animal 7. Click Create My Account 8. Click Yes, I got it or Go back to select paper billing | | | |
| 1. Register Pet | | | |
| 1. Click Animals 2. Click Add New Animal 3. Select Cat *or* Dog 4. Complete the form with your pet’s information 5. Click Continue at the bottom r 6. Click Add to Cart 7. Click Proceed to Checkout 8. Enter payment details 9. Click Pay Now | | | |

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| Assessment Review Process | | **Phone:** 403-268-5858 **Fax:** 403-277-8421 **E-mail:** [info@CalgaryARB.ca](mailto:info@CalgaryARB.ca) |
|  |  | Contact |
|  |

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|  | Assessment Notice  (January) | Preparing & Filing a Complaint (Within 60 days of notice date) | Hearing (Teleconference OR Written) | Notice of Decision (Within 6 weeks) |
| Property Owner | Pay  Receive Notice of Assessment | Submit Complaint  Dispute  Prepare & Organize Evidence | Teleconference Hearing | Dispute Decision  Accept Decision  Notice of Decision |
| Assessment Review Board |  |  | Written Hearing | Judicial Review |
| Assessment Business Unit (City of Calgary)  Issue Notice of Assessment (Early January) |  |  |  |  |

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| 1. Annual Notice of Assessment (Early January) |
| The Assessment Business Unit for The City of Calgary mails annual assessment notices each year in **early January.** There is a **60-day Customer Review Period** after the notice has been issued where you can arrange to speak with a City assessor regarding any disagreements you may have with your assessed value. If you still disagree with your assessed value, you may file a formal complaint with the Calgary Assessment Review Board (ARB). |
| **A formal complaint must be filed prior to the final date for complaint** (shown on the Assessment Notice) for the Board to review your case, even if you are waiting to hear back from your assessor. |
| 1. Preparing & Filing A Complaint (Within 60-days of date issued) |
| A valid complaint must include: |
| * The specific reasons why you think the information shown on the Assessment Notice is incorrect:   Reason must be listed on the Complaint form in **Section 5 - Reason(s) for Complaint.**  Stating only that the assessment is too high or incorrect is not sufficient.   * Your contact information including the telephone number where you can be reached on weekdays. * Roll number and property address for property assessment complaints, or business identifier (BID), business location and business name for business assessment complaints. * Payment of the required filing fee as indicated on the Assessment Notice. |
| **The ARB will not hear any matter regarding an issue that is not identified on the complaint form**.  This means that you cannot introduce new matters or issues at the hearing that have not been disclosed in your complaint. |
| Preparing Evidence |
| When you file a complaint with the Assessment Review Board (ARB) you are required to provide evidence in advance of your hearing to support your claim. |
| * Evidence will include comparative data on your property and similar properties, such as: |
| Sales data  Real-estate and repair estimates  Photographs of the property |
| * Evidence will be compiled in a spreadsheet to demonstrate comparisons |
| You can gather information on comparable properties and other evidence to support your case, and check, review and compare your assessment at [The City’s Assessment search site](https://assessmentsearch.calgary.ca/) https://assessmentsearch.calgary.ca/ |
| Submitting a complaint online |
| The Calgary ARB has a public online filing system called [ePortal](https://arb.calgary.ca/), where users can file, manage, and view up-to-date status of assessment complaints on their property or business at any time.  Users can access the [Evidence Disclosure Portal](https://evidence.calgaryarb.ca/) through [ePortal](https://arb.calgary.ca/).  Uploads are automatically shared with the Assessment Review Board (ARB) and the City of Calgary's Assessment Business Unit (City) simultaneously |
| Submitting a complaint by-mail |
| To file by paper, you must include a completed [Assessment Review Board Complaint form](http://www.calgaryarb.ca/eCourtPublic/ARBComplaintForm.pdf) located with the correct filing fee. The specified fee **must** accompany the completed complaint form, cash/cheque/money order payable to “The City of Calgary”. |
| Complaints regarding local improvement assessment may **only** be filed in person or by mail. |
|  |
| 1. Hearing (Written or Teleconference) |
| A Notice of Hearing will be issued with associated deadlines for evidence disclosure. The Board will consider the evidence you submitted along with the evidence provided by the City assessor to decide if your current year assessment is fair and equitable compared to other similar properties |
| Written Hearings |
| Parties will not appear before the Assessment Review Board (ARB). The Board will issue its decision based solely on its review of the written evidence and submissions provided by the parties. |
| Parties who elect to have a written hearing **must** provide written consent to the ARB |
| Teleconference Hearings |
| Parties will appear before the ARB by way of a telephone conference call to present their evidence as well as oral submissions and argument from both parties and the ARB |
| All parties **must** comply with the [Policies and Procedural Rules](http://www.calgaryarb.ca/eCourtPublic/Governance.html) set out by the ARB during the hearing process. |
|  |
| 1. Notification of Decision (Within 6 weeks of hearing) |
| You will receive notifications (by email or regular mail depending on the choice you made) of the Board's decision within six weeks of the hearing date. |
| * All Assessment Review Board decisions going back to 2019 are also published and freely available on [The Canadian Legal Information Institute](https://www.canlii.org/en/ab/abcgyarb/) (CanLII) website * You have the right to apply to the Court of Queen’s Bench for **judicial review**. |

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| A picture containing shape  Description automatically generated | | | | Administrative Policy  Administrative Process  Administrative Procedure | | |
|  | | |
| Policy Title | | | |
|  | Classification | | | Table of Contents   1. [Purpose](#Purpose) 2. [Definitions](#_Definitions) 3. [Policy](#_Policy) 4. [Applicability](#_Applicability) 5. [Consequences](#_Consequences) 6. [Associated Documentation](#_Associated_Documentation) 7. [Legislative Authority](#_Legislative_Authority) 8. [Revision History](#_Revision_History) | | |
| Policy type | | |
| ALT report | | |
| ALT2020-1234 | | |
| Approval Authority | | |
| Legislative entity | | |
| Effective date | | |
| YYYY/MM/DD | | |
| Last Review date | | |
| YYYY/MM/DD | | |
| Department(s) | | |
| Department of use | | |
| 1. Purpose | | The purpose of this administrative policy is to: | | | | |
| 1. The first purpose written in prose appropriate to the intended audience 2. The second purpose, written in consistent style and prose to the first statement 3. Should include no more than five general statements. | | | | |
| Definitions | | Terminology used in this policy: | | | | |
| 1. **“Term a”** means … Definition descriptions should feature appropriate language for the intended audience. 2. **“Term b”** means … avoid jargon or overly technical language when possible 3. **“Term c”** means... | | | | |
| Policy | | General policy statements | | | | |
| A general statement about the policy written in a consistent tone and voice. The statement should be coherent, concise, and cohesive  A general statement about the policy  Another general statement about the policy | | | | |
| 1. A reinforcing detail to the statemen 2. Another reinforcing detail to the statement 3. If needed, another reinforcing statement | | | | |
| Policy subheading placeholder | | | | |
| Policy statement | | | | |
| Policy subheading placeholder | | | | |
| Policy statement | | | | |
| 1. Reinforcing statement | | | | |
| Policy statement | | | | |
| Applicability | | This policy applies to: | | | | |
| Persons and departments  Scope/Expectations | | | | |
| Exceptions | | | | |
| Groups, persons, and other exceptions  Conditions of exception applicable to intended audience | | | | |
| Consequences | | Violations | | | | |
| Conditions of non-compliance and violations | | | | |
| Consequences | | | | |
| Enforcement of consequences  Repercussions | | | | |
| Associated Documentation | | Please note that some documentation may not be available to the public | | | | |
| Links to related corporate-wide procedures, forms, and resources | | | | |
| Hyperlinked resourceHyperlinked resource | | | | |
| References to related Council policies, bylaws, and administration policies | | | | |
| Alternate city council documentation location  Supporting detail to find this information if necessary | | | | |
| Legislative Authority | | Legislative body responsible | | | | |
| Relevant legislative or legal information such as bylaw, OHS, or city code section numbers  Legal constraints of the policy such as limits, terms and/or obligations | | | | |
| History | | Revision log | | | | |
| **Action** | **Date** | | **ALT Number** | **Description** |
| Amendment | 2020 03 14 | | ALT2020-1234 | Improved clarity and structure by refining and expanding definitions to be more inclusive and provide a better understanding of the needs of those people |
| Amendment | YYYY MM DD | | ALT2008-1234 | … |
| New policy | YYYY MM DD | | ALT2000-1234 | N/A |

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| A view of a city  Description automatically generated |  |  |  |  |  | The City of Calgary  Social Media Guidelines for  Employees |
| Policy Statement  As City employees, our behaviour is held to a higher standard. While most City employees are not designated spokespeople, this policy provides you with a better understanding of your role as a City ambassador when interacting with media, making public statements, or using social media for work or personal use. | Questions about this policy?  Talk to your supervisor or business unit communicator. |  |
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| Frequently Asked Questions: | When using social media, do not: |
|  | * Act in manner to disparage the City of Calgary’s brand or reputation * Share confidential City information or data * Make official statements on behalf of the City without authorization * Promote or endorse unsanctioned services and businesses on behalf of the City * Post offensive or insensitive content |
| If I’m not at work, can I post anything I want? |
| Social Media Guidelines for City of Calgary Employees | * You may express your views as a private citizen; however, you are accountable for your online conduct in the same way as other off-duty activity. |
| What is considered a public statement? |
|  | * The City defines a public statement as anything an employee says, writes or posts on a public forum that relates to The City, City business or employees. |
| The City will take corrective action in response to any infraction of this policy. |
| Purpose: |
| * Protect The City’s reputation. * Promote consistency and professionalism * Provide clarity and standards for employee use of social media. * Provide clarity about making public statements on behalf of The City. * Help protect employee reputations. | Where should I direct media inquiries? | As City employees, our behaviour is held to a higher standard.  How we conduct ourselves on social media has an impact on the citizens of Calgary and how we work with each other.  The City’s goal is education over enforcement and this standard will help us fulfill our role as public servants responsibly and with integrity and help protect our collective brand and reputation.  If you have any questions about this policy, please speak with your supervisor.  Visit the The City of Calgary’s Administrative Policy Library for further documentation |
| * If you are not a designated City spokesperson, please direct media inquiries to The City's 24-hour media relations line via 311. |
| When using social media, you should: |
| Remember: | * Be a city advocate by promoting, sharing, and circulating official City news, events, and content * Respect your audience by acting responsibly and exercising good judgement in your conduct online * Use common sense when posting as you are personally responsible for what your post online * Be cognizant of how you are representing the City * Respect work confidentiality, authorization is required to disclose confidential information * Carefully chose who to associate with online * Always maintain professionalism |
| * You are accountable for your personal use of social media in the same way you are accountable for your off-duty conduct. * Spokespersons must be designated by the Director of Customer Service & Communications and complete the required training. * If you are approached by media, please direct all inquiries to The City’s 24-hour Media Relations line via 311. |

References

[Tex] Retrieved from <https://publicaccess.calgary.ca/lldm01/livelink.exe?func=ccpa.general&msgID=VsrscyrAgI&msgAction=Download>

[Text] Retrieved from <https://publicaccess.calgary.ca/lldm01/livelink.exe?func=ccpa.general&msgID=RsrsKAcyeO&msgAction=Download>

[Tex] Retrieved from <https://www.calgary.ca/ca/cmo/general-administration-policies.html>

[Text] Retrieved from <http://www.calgaryarb.ca/eCourtPublic/Notification-of-Decision.html>

[Text] Retrieved September 14, 2020 from https://spot311.calgary.ca/

[Text] Retrieved October 3, 2020, from [pets.calgary.ca](https://pets.calgary.ca)

[Text] Retrieved October 3, 2020 from <https://www.calgary.ca/cfod/hr/code-of-conduct/public-statements-policy.html#download>

[Text] Retrieved October 3, 2020 from <https://www.calgary.ca/content/dam/www/cfod/hr/documents/code/social-media-standards.pdf>

[Text] Retrieved October 3, 2020 from <https://www.qp.alberta.ca/documents/Acts/F25.pdf>

[Images] Retrieved September 14, 2020 from https://spot311.calgary.ca/\