



PVSC SOLUTIONS TO ASSESSMENT CHALLENGES

2022 CANADIAN PROPERTY TAX ASSOCIATION

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ABOUT PROPERTY VALUATION SERVICES CORPORATION (PVSC)

- Independent, not for profit, funded by Nova Scotia's 49 municipalities.
- Governed by a Board of Directors.
- Provincially legislated mandate:
 - Annual reassessment
 - Base date: Jan 1, 2022 | State date: Dec 1, 2022
 - 31-day appeal period
- 125 staff, working remotely across 62 communities in Nova Scotia.



627,072 Properties



**\$108.6 Billion
In Assessment**



**"Identify your problems but
give your power and energy to
solutions"**

—● *Tony Robins* ●—

CHALLENGE

HOW DO WE
ONBOARD NEW
EMPLOYEES IN A
VIRTUAL
ENVIRONMENT?

SOLUTION

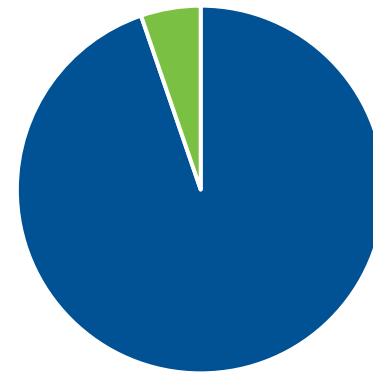
THE ACT PROGRAM

- ACT= Assessor Candidate Training
- Virtual two week learning and development curriculum that introduces new employees to the industry, assessment activities, and PVSC's business and corporate culture.
- Content being used for onboarding and a training aid for current staff.

ACT PROGRAM BY THE NUMBERS

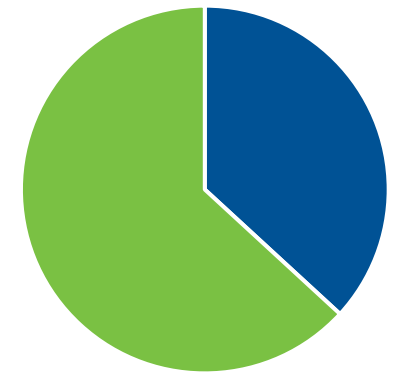
- Since the ACT Program launched in January 2022, 19 new staff members have been onboarded with ACT.
 - Assessment staff: 9
 - Non-assessment staff: 10

The program increased my knowledge of the role and responsibility of PVSC



■ Strongly Agree ■ Agree

After completing the program, I feel ready to begin on-the-job training



■ Strongly Agree ■ Agree

CHALLENGE

HOW CAN WE USE
DATA TO ANALYZE
MARKET TRENDS?

SOLUTION

PREDICTIVE MODELING

Our original assumption:

With provincial lockdowns, social restrictions, and economic hardship, COVID-19 would have a negative impact on the real estate market (sales volume and price).

What the data confirmed:

A high demand and competitive market. Fast-rising real estate prices were not limited to Nova Scotia but also observed in other Atlantic provinces and at the national level.

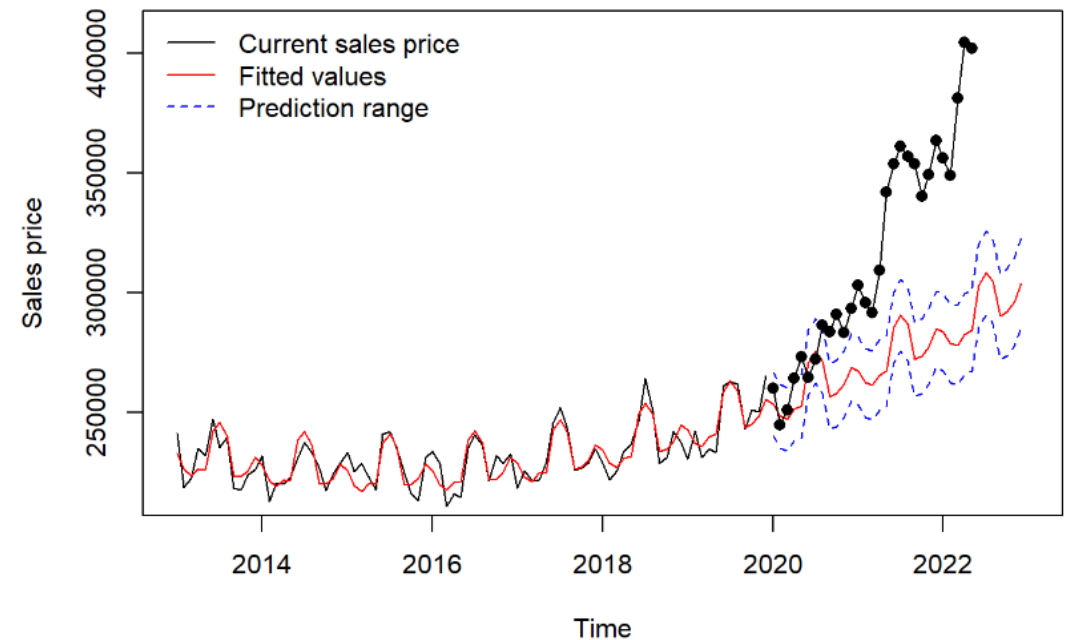
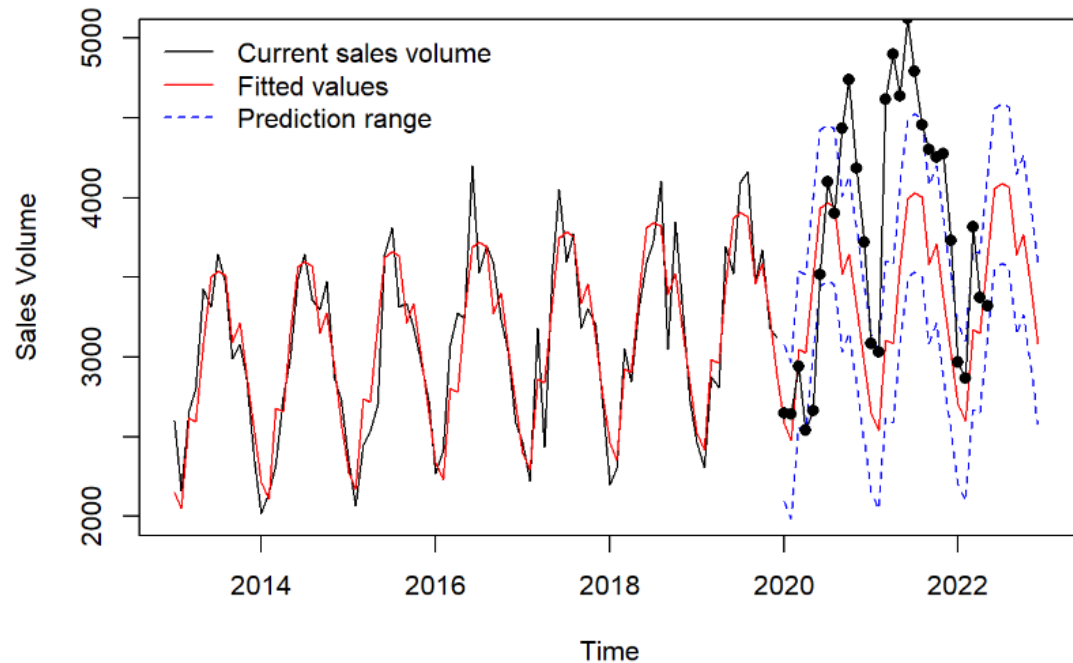
COVID-19 MARKET ANALYSIS: SALE PRICE AND VOLUME

Each month a range for sale volume and sale price was predicted for what the market would have been **without COVID-19** and compared to the actual market.

Red = Prediction curve

Blue = Prediction range

Black = Historical and current values



CHALLENGE

HOW CAN WE USE
OUR DATA TO
CREATE
EFFICIENCIES?

SOLUTION

MACHINE LEARNING TOOLS

What if Tool - Commercial for Land Rate

NBHD:
200002

Primary Land Code:
IO1

Revised Primary Land Rate:
20

Secondary Land Code:
IO2

Revised Secondary Land Rate:
10

Note: While the data view will show only the specified NBHD, the Table Tab content will also be based on that NBHD level. If Secondary Land Code is not necessary to be revised please delete the default secondary land code and land rate. Click Update button to show the revised results. Click Download button will generate a csv file for Table Tab.

Update Download Market Download Sales

SALES COMPARISON TOOL

SUBJECT



COMPARABLE SALES



PARID 05349117
Predicted value **\$234,500**
 Model NBHD 54-Woodlawn
 Grade C
 Ground floor area 936
 Total living area 1578
 Year built 1983
 Eff. Year 1989
 Style B
 Stories 1
 Lot sq. ft. 7194

PARID 05349117
Sale Price **\$220,000**
 Model NBHD Woodlawn
 Grade C
 Ground floor area 936
 Total living area 1578
 Year built 1983
 Eff. Year 1989
 Style B
 Stories 1
 Lot sq. ft. 7194
 Sale date 12/8/2016

PARID 05309425
Sale Price **\$225,000**
 Model NBHD 54-Woodlawn
 Grade C
 Ground floor area 1077
 Total living area 1539
 Year built 1983
 Eff. Year 1986
 Style B
 Stories 1
 Lot sq. ft. 6096
 Sale date 11/28/2016

PARID 05510562
Sale Price **\$237,900**
 Model NBHD 54-Woodlawn
 Grade C
 Ground floor area 936
 Total living area 1514
 Year built 1984
 Eff. Year 1984
 Style B
 Stories 1
 Lot sq. ft. 8485
 Sale date 8/15/2018

PARID 05440181
Sale Price **\$230,000**
 Model NBHD 54-Woodlawn
 Grade C
 Ground floor area 945
 Total living area 1678
 Year built 1983
 Eff. Year 1990
 Style B
 Stories 1
 Lot sq. ft. 5916
 Sale date 9/27/2018

PARID 05510481
Sale Price **\$249,000**
 Model NBHD 54-Woodlawn
 Grade C
 Ground floor area 875
 Total living area 1503
 Year built 1983
 Eff. Year 2003
 Style B
 Stories 1
 Lot sq. ft. 5859
 Sale date 7/31/2017

CHALLENGE

HOW CAN WE USE
OUR DATA TO
PRIORITIZE THE
WORK?

SOLUTION

DATA ANALYSIS

- The Appeal Strategy Report and Permit Inventory Report helps valuation teams identify and segregate subsets of appeals and permits so they can be prioritized and distributed to staff strategically.

PERMIT INVENTORY REPORT

1. Summary

2. Likely to Close

3. Quick Review

4. Manager Quick Review

5. Field Visit

6. Income Properties

7. Further Investigation

8. Others

-
- Data was pulled on 29 August 2022.
 - There were 13,740 **open** permits extracted.
 - The summary table below shows the number of permits that are **open** for each year, and the number of permits satisfying each of the criteria listed.

CHALLENGE

HOW DO WE
MANAGE
STAKEHOLDER
EXPECTATIONS
AND CONCERNS?

SOLUTION

STAKEHOLDER OUTREACH

- Consistent monitoring of market trends, media stories, and taxpayer concerns.
- One-on-one meetings with every municipality to understand current challenges and explain PVSC's role and responsibilities.
- Targeted meetings and presentations for municipal staff:
 - Assessment 101
 - Preliminary Assessment Roll findings
- Proactive communication with commercial property owners and agents.
- Media relations plan.



CONTACT INFORMATION

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