

PVSC QUARTERLY NEWSLETTER

MARCH 2025

Property Valuation Services
Corporation
A truly valued Nova Scotia

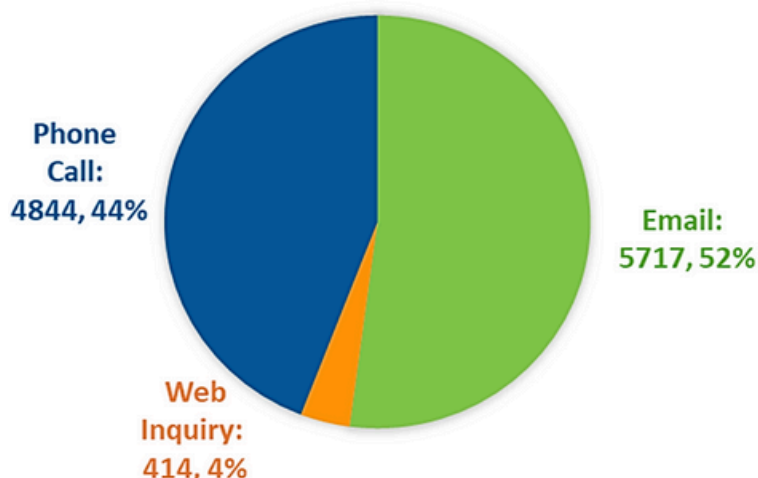
Highlights

Inquiry Period

Between January 13 and February 13, 2025, PVSC responded to over 10,000 inquiries by phone and email. During the same period, we received fewer than 9,000 property appeals, marking a 25% decrease compared to last year.

Inquiry Period Data & Summary

Inquiry Method



Average wait time to answer phone calls

Goal: 3 minutes

Results:

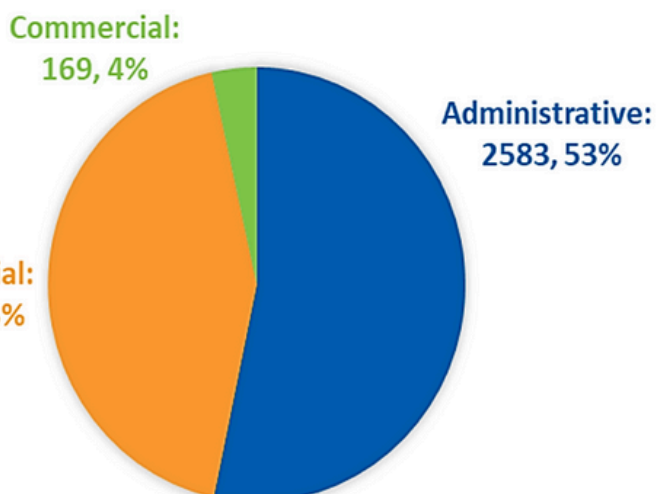
Admin= **15 seconds**

Residential= **17 seconds**

Commercial= **22 seconds**

Overall Average= **16 seconds**

Call Distribution By Topic



Call abandoned rate

Goal: Less than 3%

Result: **2.58%**

Email & website inquiry assignment

Goal: 100% assigned for a response within two business days after receipt.

Result: **100%**

Highlights Continued

Appeal Reports

With the 31-day appeal period over, we now turn our attention to reviewing and processing the appeal inventory. In accordance with our Municipal Service Commitments, we seek to process appeals in a timely manner, with consideration for municipalities with early single billings.

On March 1, appeal reports for each municipality were provided via the secure FTP site. These reports are provided monthly:

- Appeal Summary
- Appeal Inventory Report
- Outstanding Prior Year’s Appeal Report

A reminder that appeal adjustments should be considered in your municipal budgets for the fiscal year, along with any outstanding prior year appeals that may be with NSAAT or the UARB.

Inactive iasWorld User Accounts

In keeping with cyber security best practices, PVSC will be reviewing municipal iasWorld accounts annually and deactivating users who have been inactive for 18 months or longer.

To help keep our user information current, please let us know when you have staff changes within your municipality.

Meet the Municipal Relations Team

Our Municipal Relations team is a dedicated resource for municipal staff to connect with when they need access to experts, support for assessment-related questions and matters, training and education, and IT and shared services assistance.



Ashley Lemmon
Service Representative



Jessica Landry
Service Representative



Paul Beazley
Municipal Account
Manager



Merilyn Layne
Senior Advisor, Municipal
Relations

Conference & Presentation Highlights

Municipal Presentations

Formal and informal municipal council and staff sessions are excellent opportunities to learn about PVSC and assessment in Nova Scotia. Following the delivery of the 2025 assessment roll in December, PVSC has:

Reached out to all **49** municipalities offering tailored presentations on assessment roll insights.



Provided **19** presentations to interested municipalities.



Met with both the **AMANS** and **NSFM** Boards to discuss key assessment topics.



We are also continuing our new councillor education efforts through sessions hosted by the Department of Municipal Affairs on **March 10 and 19**.

If you would like to schedule a presentation customized to cover topics of interest to your municipality, please contact PVSC’s service desk at servicedesk@pvsc.ca.

REGISTRATION OPEN: Property Tax Conference – Policy and Practice, Halifax

Property tax is an important source of revenue for local governments around the world.

The International Property Tax Institute and Property Valuation Services Corporation are hosting an international property tax policy conference in **Halifax on September 16-17, 2025**. This event will feature global insights from tax policy experts on legislation, property valuation and tax administration, offering municipal staff and elected officials a unique opportunity to learn from international experiences.

We hope to see you there!

Conference brochure: [HERE](#)
Registration: [HERE](#)






2025 Property Tax Conference

**HALIFAX,
NOVA SCOTIA**

16 Sept - 17 Sept 2025
Halifax Convention Centre

REGISTER AND
LEARN MORE:



Training Calendar

PVSC hosts training/refresher sessions for municipal staff that cover several helpful topics related to our business. See below for the upcoming training sessions and keep an eye on your inbox for invitations a week before each session. Be sure to hit ‘accept invite’ if you wish to attend.

April 3	SAI Portal & Reports
April 15	Permit Data eXchange (PDX) Portal
May 1	Daily & Weekly Reports
May 13	Assessment 101
May 29	NSAAT
June 10	Introduction to datazONE
June 26	Monthly & Quarterly Reports
July 8	PVSC Website
July 24	iasWorld & Pictometry



Did you know?

In Nova Scotia, income-generating properties, such as shopping malls, office buildings, motels, etc., are valued using the Income Approach. To ensure accurate assessments, PVSC sends out **Income and Expense Request for Information (RFI) forms** to owners of income-generating properties every February. These forms must be completed within 30 days.

If you would like more information about the income approach to value, or other industry valuation methodologies, you can set up a staff learning session by emailing us at servicedesk@pvsc.ca.