

Property Owner Engagement and Communications

Table 1. Communication and Engagement Completed and Underway

Date	Tactic	Purpose – Main Audience
5 July 2022	Confidential Update to Council: 2023 Forecasted Assessment Roll	Communication - Council
13 September 2022	Confidential Update at Combined Meeting of Council	Communication - Council
3 October 2022	News Release: 2023 Pre-Roll Consultation Period	Communication - Public
3 October – 4 November 2022	Pre-Roll Consultation Period	Engagement – Property Owners and Tax Agents
4 October 2022	Pre-Roll Symposium: Online live update sessions by property type (five) to non-residential property owners and agents.	Engagement – Property Owners and Tax Agents
Ongoing	Collection of information and property owner and agent engagement through Assessment Request for Information process (ARFI)	Engagement – Property Owners and Tax Agents
Ongoing	Informal Correspondence	Engagement - Property Owners and Tax Agents
Ongoing	Third party outreach to groups including Building Owners and Managers Association (BOMA), NAIOP, the Calgary Chamber, Calgary Residential Rental Association (CRRA), Calgary Hotel Association, tax agencies, etc.	Engagement - Property Owners and Tax Agents
Ongoing	Customer Service & Communications (CSC) Assessment Plan Advancement (See Tables 2, 3 and 4 below)	Communication - Public

Table 2. General Communications

Date	Tactic	Purpose – Main Audience
January – December 2023	Promotion of the Financial Toolkit for Councillors and information updates on Our Finances for Calgarians to learn about City finances including assessment and the property tax and cycle, how property tax is determined , and how tax dollars are invested to provide services that Calgarians value .	Communication – Council
March – April 2023	Service Value Campaign Educate Calgarians about how: property tax is calculated, divided between The City and province, and invested in City services that make life better. Social media posts drive citizens to Our Finances and property tax calculator to learn about service value, see where their tax dollars are invested and to obtain an estimate of their property tax bill prior to the tax bill mailout.	Communication – Public
January – December 2022	Social Media Organic Posts Updates on Assessment and Tax activities. For example, eNotice, Pre-Roll Consultation Period	Communication – Public
January – ongoing	Determining your share of property tax video	Communication – Public

Table 3. Pre-Roll Consultation Period Communications Plan

Date	Tactic	Purpose – Main Audience
3 October 2022	Pre-Roll Consultation Period News Release; web update to calgary.ca/assessment ; and Pre-Roll Tax Calculator Launch	Communication – Public
3 October – 4 November 2021	Online Banner Ads and Social Media Paid Post Promoting Pre-Roll	Communication – Commercial Property Owners

December 2022	Council Memo – Summarizing Pre-Roll	Communication – Council
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Table 4. Customer Review Period Communications Plan

Date	Tactic	Purpose – Main Audience
3 January 2023	Assessment briefing memo and presentation to Council and Executive Advisors	Communication – Council
4 January 2023	Briefing note to Council, 311, and City staff	Communication – Internal
4 January 2023	Market Trends released (may include video presentations)	Communication – Public
4 January 2023	Media Launch, Media Information Session, and Social Media posts to kick off Assessment Notice Mail Date, includes a new release	Communication – Public
4 January 2023	Brochure included with the assessment notices used throughout the year	Communication – Property Owners
4 January 2023	Video on how your assessment and taxes relate release with supporting marketing promotions	Communication – Public
4 January 2023	Calgary Herald Ad to discharge obligation in s. 311 of the <i>Municipal Government Act</i>	Communication – Public
17 January 2023	Ask The City Assessor – Live Q&A public MS Teams event.	Communication – Public
4 January – 13 March 2023	Social media and media monitoring and response support	Communication – Public
15 April 2023	Council Memo – Summarizing Customer Review Period	Communication – Council

Table 5. 2023 Property Tax Finalization and Tax Bill Mailing

Date	Tactic	Purpose – Main Audience
April	Tax Rate Finalization News release including information on how property tax is determined and promotion of the property tax calculator	Communication – Public
May 2023	Web changes to calgary.ca/tax specific for Tax Communications	Communication – Property Owners
May 2023	Updates to Calgary.ca/OurFinances, Financial Facts and related videos	Communications - Public
May 2023	Property Tax briefing memo and presentation to Council and Executive Advisors	Communication – Council
May 2023	Promotion of Financial Narrative Toolbox and Property Tax Toolkit for Councillors including key messages re deadline to pay, TIPP, assistance available, campaign details, channels, and resources	Communication – Council
May 2023	Briefing note to Council, 311, and City staff	Communication – Internal
May 2023	Property Tax Campaign Launch including News Release and Social Media to create awareness of the Tax Bill Mailout, payment deadlines, promotion of TIPP and ways to pay, along with resources available for property tax assistance.	Communication – Property Owners
May 2023	Brochure included with the tax bills used throughout the year	Communication – Property Owners
1 – 30 June 2023	Online Banner Ads and Other Marketing Ads promoting the property tax payment deadline, ways to pay, and TIPP	Communication – Property Owners

May 2023	Social media and media monitoring and response support	Communication – Property Owners
July 2023	Council Memo – Summarizing Tax Bill	Communication – Council