

2020 Teleconference Hearings

Due to the COVID-19 pandemic, the Assessment Review Board (ARB) is currently holding teleconference hearings. The ARB is not holding any in-person hearings at this time.

To access your Hearing:

Phone 587-318-3194 and when prompted, enter your unique access code. Your access code will be sent to you 7-10 days prior to your hearing. You are not permitted to join the hearing using Microsoft Teams. You may only join by telephone.

It may take a few minutes for you to be admitted to the meeting. For any issues or assistance please call our office at 403-268-5858 and select option 9.

Please be aware that multiple hearings could be listed on your scheduled date. When possible, after your attendance is confirmed, we will make you aware of waiting times and the volume of complaints for consideration. Please remain patient until the Board addresses your specific complaint.

What to Expect

When you call into your hearing, the Clerk will ask you to identify yourself (name, file#/address). Once all parties are accounted for, the Clerk will announce the participants and The Presiding Officer will commence the hearing. The Presiding Officer will inform participants of the process, the order of proceedings and confirm that you have all relevant documentation.

Tips for attending a successful teleconference hearing:

- Call into the hearing 10 minutes before your scheduled start time.
- Find a quiet space.
- Have all your materials with you for reference.
- Ensure your phone is fully charged and that you have quick access to a charger.
- Stay on track and try to be as concise as possible.
- Don't be afraid of silence (participants are, 99 percent of the time, either thinking or writing notes).
- Be heard (be clear but don't be loud).
- Be an active listener.

Audio-Recordings of Hearings

Calgary Assessment Review Board hearings are by default public hearings pursuant to section 464.1 of the Alberta Municipal Government Act. A recording of this hearing is being made pursuant to section 16 of the Matters Relating to Assessment Complaint Regulation. Copies of the recording are available to parties upon payment of a fee. Please contact Assessment Review Board clerks at (403) 268-5858, or by email to info@calgaryarb.ca, if you have any questions or concerns relating to the public nature of this proceeding or the recording that is being made.