

# 2018

## ASSESSMENT METHODOLOGY

### MULTI-RESIDENTIAL LOW RISE APARTMENTS

A summary of the methods used by the City of Edmonton in determining the value of multi-residential low-rise apartments properties in Edmonton for assessment purposes.

[edmonton.ca/assessment](http://edmonton.ca/assessment)

*Revised: January 22, 2018*

Edmonton



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## Scope

This guide is an aid in explaining how properties are valued for assessment purposes. It sets out the valuation method and procedure to derive market values. The information presented in this guide is aimed at deriving values for a group of properties with similar property characteristics. In some circumstances, not every property's valuation parameters will be covered.

The guide is intended as a tool; it is not intended to replace the assessor's judgment in the valuation process.



This icon signifies when legislation is quoted.

## Introduction

Property assessments in the City of Edmonton are prepared in accordance with the requirements of the *Matters Relating to Assessment and Taxation Regulation*, Alta Reg 203/2017, (hereinafter “MRAT”). This regulation establishes the valuation standard to be used, defines the procedures to be applied, and proposes objectives for the quality to be achieved in the preparation of assessments. The legislation requires the municipality to prepare assessments that represent *market value* by application of the *mass appraisal process*. All assessments are expected to meet quality standards prescribed by the province in the regulation. Properties are valued based on a valuation date of July 1, 2017 and the property's condition as of December 31, 2017. Many of these terms are defined in the legislation.

In summary, a property assessment is:

- an estimate of the property's market value on July 1, 2017
- prepared using mass appraisal
- an estimate of the value of the fee simple estate in the property
- a reflection of the property's condition on December 31, 2017
- prepared assuming typical market conditions on the open market by a willing seller to a willing buyer

The assessment is a prediction of the value that would result when those specific, defined conditions are met.

While there are many forms of ownership, legislation requires the City of Edmonton to assess the fee simple estate. The fee simple estate is unencumbered by any other interest or estate, and subject only to the limitations of government.

*“Fee simple interest [is] absolute ownership unencumbered by any other interest or estate...leased fee interest [is] the ownership interest held by the lessor, which includes the right to the contract rent specified in the lease plus the reversionary right when the lease expires....leasehold interest [is] the interest held by the lessee (the tenant or renter) through a lease conveying the rights of use and occupancy for a stated term under certain conditions.”*

Appraisal Institute of Canada, *The Appraisal of Real Estate Third Canadian Edition*, Vancouver, Canada, 2010, page 6.4.

Both *market value* and *property along with additional terms* are defined in the *Municipal Government Act*, RSA 2000, c M-26 (hereinafter the “MGA”) and MRAT :



s.284(1)(r) “**property**” means

- (i) a parcel of land
- (ii) an improvement, or
- (iii) a parcel of land and the improvements to it

MGA .s.284(1)(r)

s.1(k) “**regulated property**” means

- (i) land in respect of which the valuation standard is agricultural use value,
- (ii) designated industrial property, or
- (iii) machinery and equipment

MRAT s.1(k)

s.9(1) the **valuation standard** for the land and improvements is market value unless subsection (2)... applies

MRAT s.9(1)

s.1(1)(n) “**market value**” means the amount that a property, as defined in section 284(1)(r), might be expected to realize if it is sold on the open market by a willing seller to a willing buyer

MGA s.1(1)(n)

s.5 An assessment of property based on **market value**

- (a) must be prepared using mass appraisal,
- (b) must be an estimate of the value of the fee simple estate in the property, and
- (c) must reflect typical market conditions for properties similar to that property

MRAT s.5

s.289(2) Each assessment must reflect

- (a) the characteristics and physical condition of the property on **December 31** of the year prior to the year in which a tax is imposed

MGA s.289(2)(a)

s.6 Any assessment prepared in accordance with the Act must be an estimate of the value of a property on **July 1** of the assessment year

MRAT s.6

s.1(g) “**mass appraisal**” means the process of preparing assessments for a group of properties using standard methods and common data and allowing for statistical testing

MRAT s.1(g)

## Mass Appraisal

Mass appraisal is the legislated methodology used by the City of Edmonton for valuing individual properties, and involves the following process:

- properties are stratified into groups of comparable properties
- common property characteristics are identified for the properties in each group
- a uniform valuation model is created for each property group

**property characteristic:** A feature that helps to identify, tell apart, or describe recognizably, a distinguishing mark or trait

[www.thefreedictionary.com](http://www.thefreedictionary.com)



31(c) **“valuation model”** means the representation of the relationship between property characteristics and their value in the real estate marketplace using a mass appraisal process

MRAT s.31(c)

The following two quotations indicate how the International Association of Assessing Officers distinguishes between mass appraisal and single-property appraisal:

... “single-property appraisal is the valuation of a particular property as of a given date: mass appraisal is the valuation of many properties as of a given date, using standard procedures and statistical testing.”

... “Also, mass appraisal requires standardized procedures across many properties. Thus, valuation models developed for mass appraisal purposes must represent supply and demand patterns for groups of properties rather than a single property.”

*Property Appraisal and Assessment Administration, pg.88-89.*

For both mass appraisal and single-property appraisal, the process consists of the following stages:

	Mass Appraisal	Single Appraisal
<b>Definition and Purpose</b>	Mass appraisal is used to determine the assessment base for property taxation in accordance with legislative requirements	The client specifies the nature of the value to be estimated, including rights to be valued, effective date of valuation, and any limiting conditions
<b>Data Collection</b>	Mass appraisal requires a continuing program to maintain a current database of property characteristics and market information	The extent of data collection is specific to each assignment and depends on the nature of the client's requirements
<b>Market Analysis</b>	Mass appraisal is predicated on highest and best use	Market analysis includes the analysis of highest and best use
<b>Valuation Model</b>	Valuation procedures are predicated on groups of comparable properties	Subject property is the focus of the valuation. The analysis of comparable properties is generally six or less
<b>Validation</b>	The testing of acceptable analysis and objective criteria	The reliability of the value estimate is more subjective. Acceptability can be judged by the depth of research and analysis of comparable sales

## Valuation Models

A valuation model creates an equation of variables, factors, and coefficients that explain the relationship between estimated market value and property characteristics.



*s.31(a) “**coefficient**” means a number that represents the quantified relationship of each variable to the assessed value of a property when derived through a mass appraisal process*

*(b) “**factor**” means a property characteristic that contributes to a value of a property;*

*(d) “**variable**” means a quantitative or qualitative representation of a property characteristic used in a valuation model*

*MRAT, s.31 (a), (b) and (d)*

*s.33(3) Information prescribed...does not include coefficients*

*MRAT, s.33(3)*

### Valuation Model

- variables are created from property characteristics
- analysis of how variables affect market value
- factors and coefficients are determined
- the resulting valuation models are applied to property characteristics

Depending on the property type, multiple regression analysis or other mass appraisal techniques are used to determine variables, factors, and coefficients.

*“**Multiple Regression Analysis (MRA)**: a statistical technique used to analyze data to predict market value (dependent variable) from known values of property characteristics (independent variables)”*

*Property Appraisal and Assessment Administration, p. 653*

An assessed value is calculated by applying the appropriate valuation model to individual properties within a group.

## Property Groups

The use of a property determines the property groupings and the valuation model applied.



*use: means the purpose or activities for which a piece of land or its buildings are designed, arranged, developed or intended, or for which it is occupied or maintained.*  
*Zoning Bylaw No. 12800, 207, s.6.117*

### Multi-Residential

The Multi-Residential group consists of investment properties with four or more dwelling units, each having one or more rooms accommodating sitting, sleeping, and sanitary facilities. In addition, each dwelling most often has a kitchen. Excluded from this group are those still under construction and dormitories.

### Sub-Group

Some property groups have sub-groups based on property characteristics. This guide is for the low-rise apartment sub-group.

A **low-rise apartment** is defined as a building that has one to four stories above grade and five or more dwelling units.

## Approaches to Value

The most common approaches to determine market value are the direct sales, income, and cost. Each emphasizes a particular kind of market evidence.

<b>Direct Sales Approach</b>	Typical market value (or some other characteristic) is determined by referencing comparable sales and other market data. It is often used when sufficient sales or market data is available. It may also be referred to as the Sales Comparison Approach.
<b>Income Approach</b>	This approach considers the typical actions of renters, buyers and sellers when purchasing income-producing properties. This approach estimates the typical market value of a property by determining the present value of the projected income stream. Often used to value rental or leased property.
<b>Cost Approach</b>	Typical market value is calculated by adding the depreciated replacement cost of the improvements to the estimated value of land. It is often used for properties under construction or when there is limited market data available.

### Income Approach (Multi-Residential)

For this property type, the assessment is determined using the income approach as it best reflects the typical actions of buyers and sellers when purchasing income-producing properties. The financial information provided by owners during the annual Request for Information (RFI) process also supports the use of the income approach.



Annually, property owners are requested to provide the following via the RFI process:

- A completed Multi-Residential Tenant Roll form including information about the property's profile. This includes occupancy type (owner, tenant, vacant), suite type, suite location, suite size, actual rent, market rent, inclusion of furnishing, and whether rents are subsidized.
- Year-end financial statements should including the Income Statement, a Schedule of Income and Expenses, and Notes.
- A completed parking roll form including parking type, the number of stalls, and rate per stall.

Two models are created to work in tandem. One calculates a Potential Gross Income (PGI) using rental information and the second calculates a Gross Income Multiplier (GIM) using sale information and the PGI model.

### Income Approach Definitions

To provide a clear understanding of the terms used in the income approach, the following definitions are supplied:

**Typical Market Rent** is the rent currently prevailing in the market for properties comparable to the subject property. Actual market rents are used to determine typical market rent. In determining potential gross income, the assessor is not bound by the contractual rent between the landlord and tenant, but must determine rental income on the basis of what is typically paid in the market at the time of valuation.

**Potential Gross Income (PGI)** is the typical market rent that would be collected if the property was fully occupied at the date of valuation. Rent roll and income data from property owners is analyzed to determine the typical PGI valuation model.



**Vacancy Allowance** is a deduction from the potential gross income for typical vacancy, assuming current market conditions and typical management. Vacancy losses are best described as an allowance for vacant space. These allowances are usually expressed as a percentage of potential gross income. It is determined for each market area by analyzing reported vacancies from the owner's annual financial statements. Note that the vacancy allowance includes 1% to account for Tenant Inducements.

Area	Vacancy	Area	Vacancy
1A	10.0%	8	5.5%
1B	10.0%	8A	5.5%
1C	5.0%	9	5.5%
2	9.5%	10	11.0%
3	6.0%	10A	10.0%
4	9.0%	11A	7.0%
5	9.0%	11B	7.0%
5A	9.0%	11C	7.0%
6	5.5%	12	7.0%
7	6.5%	12A	7.0%
7A	6.5%		

**Effective Gross Income (EGI)** is the anticipated income from all operations of real property adjusted for vacancy allowance.



**Gross Income Multiplier (GIM)** expresses the relationship between property value and PGI. It is derived from the market analysis of sales.



Theoretically, a GIM is a product of the factors that determine how much an investor will pay now for future income. An investor will consider the degree of risk involved; the estimated/potential income stream; the expected time the investment will be profitable; and the percentage attributable to operating expenses. These factors are directly related to the type, location, condition, and other attributes of the property.

### Income Approach

The results of the two valuation models [PGI and GIM] are combined to determine value.



The two models are applied in tandem to the entire low-rise property group to calculate an assessed value for each property.

### Sales

Sales information is received from Land Titles. Sales are verified and validated by conducting site inspections and interviews, and by reviewing title transfers (change of ownership), sales validation questionnaires, and secondary data collection sources. The resulting verified and validated sales are used to develop gross income multipliers to determine market value in the income approach. ***Sales reflect the condition of a property as of the sale date and thus may not always be equivalent to their assessed value.***

The City of Edmonton reviews sales occurring from July 1, 2014 to June 30, 2017 for the valuation of low-rise apartment property. Time adjustments are applied to sale prices to account for any market fluctuations occurring between the sale date and the legislated valuation date.

## Sample Assessment Detail Report



### Assessment Detail Report ANNUAL REALTY ASSESSMENT DETAILS 2018

Tax Roll Account 9999999 Taxation year 2018 Date of mailing 02-JAN-2018 Date of request 18-JAN-2018 14:07  
Property Address 1001 SAMPLE AVENUE Property Assessment \$4,334,000

#### Property Details

Unit Of Measure METRIC

Legal Plan: 00000 Block: 00 Lot: 01  
Neighborhood  
Effective Zoning RA7 - Low Rise Apartment District  
Actual Zoning RA7 - Low Rise Apartment District  
Lot Size 2,831 M2 .283 Ha Site Coverage Percent 26 %

#### Tax Class / Land Use / Taxable Status

OTHER RESIDENTIAL  
100 % 131 - WALK-UP APARTMENT  
01-JAN-2018 To 31-DEC-2018 100 % FULLY TAXABLE

Site Attributes			
Traffic Influence	MODERATE	Other Parking	SURFACE
Total Parking Stalls	40		

Building Details:							
No.	Market Building Class	%Comp	Condition	Yr Built	Eff Yr Built	Gross Area	Net Area
1	MULTIPLE RES (LOW RISE)	100	AVERAGE	1992	1992	2,444	2,444
	Building Type	LOW RISE	Res Gross Bldg Area		2444		
	Gross Area for Multi	2444	Encl. Parking Area		111		
	Bachelor Suite	3	1 Bedroom Suite		20		
	2 Bedroom Suite	8	Total Res Units		31		
	Balcony Count	24	Balcony Type		OPEN		
	Total Basement Area	610.93	Covered Prk Stalls		5		
	Uncovrd Prk Stalls	35	Floors Above-STORIES		3.5		
	Dishwasher	Y					

#### Income Approach Summary

		Factors	
1	Building Type	LOW RISE	
2	Market Area	X	
3	Effective Year Built	1992	
4	# of Stories	3.5	
6	Condition	AVERAGE	

If you have any questions concerning this information, please return to the website (<https://assessmentinfo.edmonton.ca>) and click on FAQ (Frequently Asked Questions) located at the top right hand corner of the webpage.

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7	Balcony	YES
8	Elevator	NO
9	Commercial	NO
10	Bachelor	3
11	1 Bedroom	20
13	2 Bedroom	8
18	Suite Total	31
19	Residential Gross Bldg Area	2,443
20	Average Suite Size	78
22	High/Low Rise Covered Parking	5
24	PGI (Potential Gross Income)	377,487
25	Vacancy	0.055
26	EPGI (Effective PGI)	356,725
27	GIM (Gross Income Multiplier)	12.15
28	2018 Multi Assessment	4,334,000
29	Multi Assessment/Suite	139806

**Property Assessment 4,334,000**

## Variables

Below is the list of variables that affect the assessment value for 2018.

Potential Gross Income		Gross Income Multiplier
Average Suite Size	Elevator	Building Type
Balcony	Laundry	Effective Year Built
Building Type	Market Area (Location)	Market Area (Location)
Condition	Parking	
Effective Year Built	Suite Mix	

**Average Suite Size:** The total gross building area (square metres) divided by the number of suites in the building. Gross building area is the total floor area of a building, including below-grade space but excluding unenclosed areas, measured from the exterior of the walls. All enclosed floors of the building including basements, mechanical equipment floors, penthouses, and the like are included in the measurement. Parking spaces and parking garages are excluded.

**Balcony:** The presence of a private exterior space allocated to an individual suite.

**Building Type:** Multi-Residential properties are classified into the following building types: low-rise, high-rise, row-house, and four-plex.

- A low-rise apartment is defined as a building that has one to four stories above grade with five or more self-contained suites.

- A high-rise apartment is defined as a building that has five or more stories above grade with five or more self-contained suites.
- A row-house is defined as one of a series of dwellings, often of similar or identical design, situated side by side, possessing its own outside entrance, and joined by common walls. The complex must have at least five units.
- A four-plex is comprised of four self-contained suites each of which are located at or near ground level.
- A stacked four-plex is comprised of four self-contained suites in which at least one unit is located underneath another.

**Condition:** Property condition for multi-residential has been rated using the following categories:

**Fair**

- below average maintenance;
- discernible deterioration of building components more rapidly than expected for building era;
- deferred maintenance requiring rehabilitation, replacement, or major repairs;
- reduced utility with signs of structural decay.

**Average**

- normal deterioration for property era;
- moderate maintenance;
- minor repairs or rehabilitation of some components required;
- within established norm for the era;
- somewhat less attractive.

**Good**

- above average maintenance;
- well maintained with high desirability;
- may have slight deterioration in minor components;
- often components are new or as good as new;
- attractive, high utility, and superior condition.

**Effective Year Built** is the adjusted chronological year built taking into account any subsequent new construction, modernization, renovation, or replacement. The effective year built may or may not differ from the actual year built depending on its current utility, condition, and marketability. The following items are considered when adjusting the effective year built of a property assessed under the Multi-Residential group:

- Roof
- Windows & doors
- Exterior siding & balconies
- Walls (insulation, vapor barrier, etc.)
- Structural (studs or concrete)
- Foundation
- Electrical
- Plumbing
- HVAC/Mechanical (boilers, hot water tanks, AC, etc.)
- Kitchen cabinets
- Other kitchen components (backsplash, countertops, sink & faucet)
- Bathroom cabinet, counter, sink

- Sink/bath faucets
- Other bathroom components (toilet, backsplash, shower tiles)
- In-suite flooring, walls, doors, ceiling
- Common area flooring, walls, doors, ceilings

**Elevator:** The presence of a platform or compartment housed in a vertical shaft to transport people or freight.

**Market Area (Location):** A geographic area, typically encompassing a group of neighbourhoods, within which the properties are more or less equally subject to a set of one or more economic forces that largely determine the value of the properties in question. The purpose of a market area is for market analysis. These borders are similar to those defined by the CMHC (Canada Mortgage and Housing Corporation) zones. Market area will impact both PGI and GIM, but the effect of market area may differ in its influence on GIM versus PGI. Please refer to the 2018 Multi-Residential Market Areas map within this methodology guide.

**Parking and Laundry Income** are added to the model-predicted PGI. The typical parking and laundry rates were established through an analysis of market survey rent returns and financial statements from property owners. Laundry income is assessed at the typical value of \$12 per suite per month. Below is a breakdown of the rates per parking stall per month. The rates were applied to the actual number of covered and heated/underground parking stalls. Surface parking stalls are not factored into this added income.

**Parking:**

- **Low-Rise Uncovered Parking:** Parking located on ground level or higher that is not covered or has no protection from outside elements.
- **Low-Rise Covered:** Parking located on ground level or higher that is covered and provides some protection from outside elements, but is not fully enclosed and not heated.
- **Low-Rise Heated / Underground Parking:** Fully enclosed parking in an above ground or underground structure that provides much more protection than covered parking. Though typically heated, these parkades protect against the elements to such a degree that even when unheated they provide more warmth than parking outside.

Parking Type	Market area	Rent (\$)
uncovered	All	
covered	1A,1B,1C	\$45
covered	Other	\$35
heated / underground	All	\$55

**Suite Mix:** The combination and number of bachelor/studio units, 1 bedroom, 1 bedroom + den, 2 bedroom, 2 bedroom + den, 3 bedroom, 4 bedroom, and penthouse. Bachelor/studio units are those that lack the separating walls found in 1 bedroom units and up, and a den is similar to another bedroom

yet lacks a closet or window or solid door. A penthouse is typically located on the top floor, more luxurious, and larger than other units within the building.

## Definitions

**Commercial Component:** Any commercial space type within a multi-residential property that is assessed using a commercial model. For more information on commercial valuation details, please reference the Retail and Retail Plaza Methodology Guide.

**Foreclosure:** Foreclosure is a legal process by which a lien on a property is enforced. Foreclosure results in the mortgagee becoming titleholder to, or forcing the sale of, the mortgaged property when the mortgagor defaults on the mortgage and does not redeem it.

**Judicial Sale:** (1) A sale made at the direction of a court, by an officer duly appointed and commissioned to sell, as distinguished from a sale by an owner in virtue of his right of property. (2) A court action that enforces a judgment lien by selling property to pay a debt.

**Tenant Inducements:** Incentives, such as free or discounted rent, cable, internet, or utilities, that are provided by landlords either to attract new tenants or retain existing tenants. A review of multi-residential income statements submitted for the 2018 assessment year indicates that Tenant Inducements are typical in the current Edmonton multi-residential market, for all market areas. The Vacancy Allowance has been adjusted upwards by 1% in all market areas to account for Tenant Inducements.

**Unit of Comparison:** A property as a whole, or some measure of the size of the property (for example, number of suites, number of rooms, or gross building area) used to determine a price per unit.

## Provincial Quality Standards

The assessment models, the process utilized, and the results are submitted annually to the Assessment Services Branch of the Department of Municipal Affairs for audit purposes. This audit is used to determine the accuracy of our predictions relative to the market, and is a direct reflection on the accuracy of our models. The results indicate that our assessments meet Provincial Quality Standards as set out in *MRAT*.



## References

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## Revision History

Jan 22, 2018 - Revised:

- Property Groups - pg 7
- Sample Assessment Detail Report - pg 11
- Variables - pg 12
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- Provincial Quality Standards - pg 15
- References - pg 16

## Appendix

### Zoning References

The rules and regulations for land development within Edmonton are contained in the Zoning Bylaw, No. 12800.



**s.6.123 zone:** means a specific group of listed Uses and Development Regulations which regulate the Use and Development of land within specific geographic areas of the City...

*Zoning Bylaw No. 12800, 2017, s. 6.123*

Residential land use zones vary in part due to density.



**s.6.24 density:** means, when used in reference to Residential and Residential-Related development, the number of Dwellings on a Site expressed as Dwelling per hectare.

*Zoning Bylaw No. 12800, 2017 s.6.24*

Not all property conforms to the zoning use set out in the Zoning Bylaw. In these cases, an effective zoning is applied to reflect the current use of the property. The effective zoning may differ from the actual zoning when the current use differs from the Zoning Bylaw (e.g., a legal non-conforming use).



**643(1)** If a development permit has been issued on or before the day on which a land use bylaw or a land use amendment bylaw comes into force in a municipality and the bylaw would make the development in respect of which the permit was issued a nonconforming use or nonconforming building, the development permit continues in effect in spite of the coming into force of the bylaw

*MGA, s. 643(1)*

### Zone Chart: Multi-Residential

Residential	
RMD	<b>Residential Mixed Dwelling Zone (s.155)</b> is to provide for a range of dwelling types and densities including single detached, semi-detached and row housing
RF5	<b>Row Housing Zone (s.160)</b> s to provide for relatively low to medium density housing, generally referred to as Row Housing

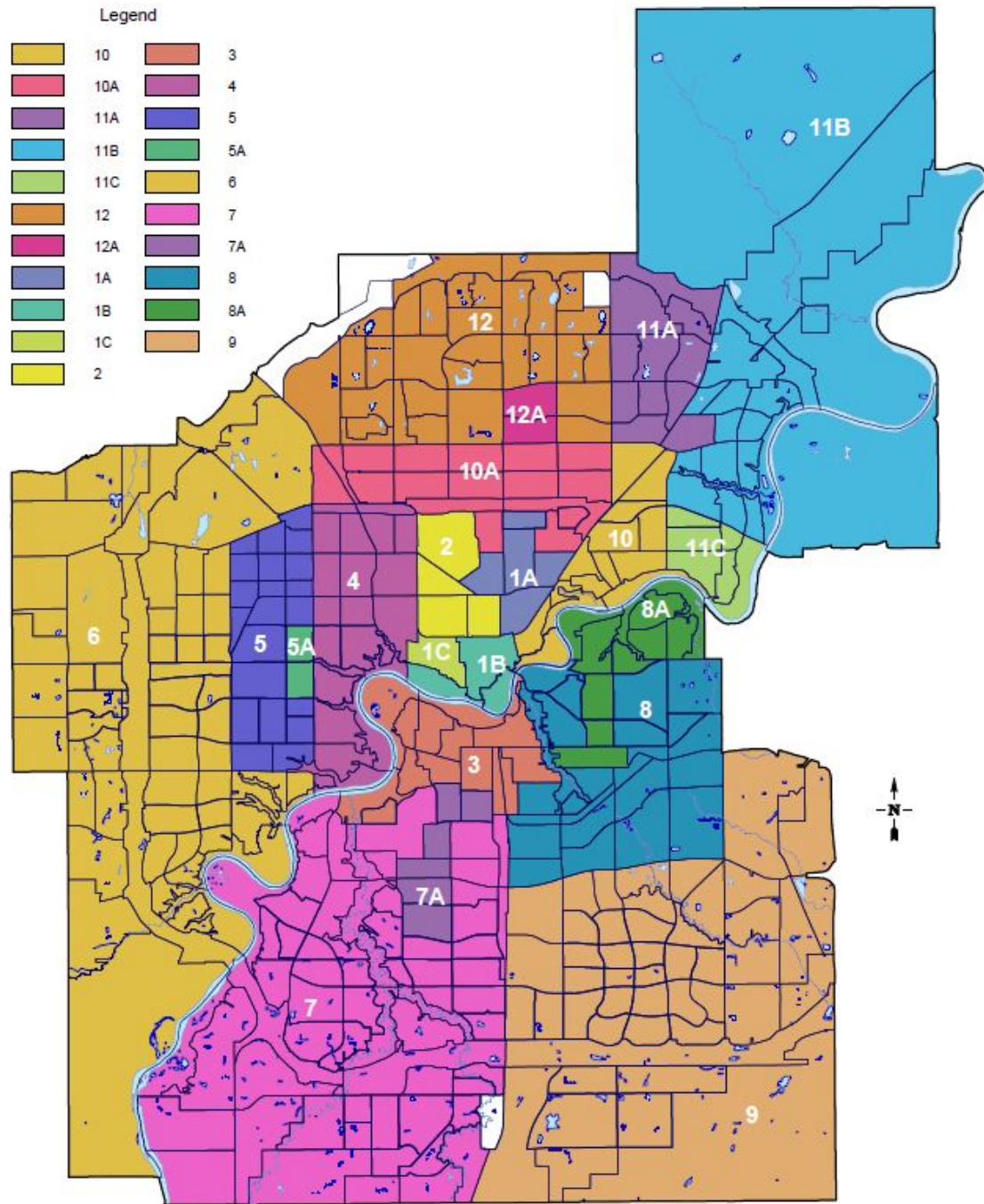
<b>UCRH</b>	<b>Urban Character Row Housing Zone (s.165)</b> is to provide for medium density Row Housing in a manner that is characteristic of urban settings and can include more intensive development
<b>RF6</b>	<b>Medium Density Multiple Family Zone (s.170)</b> is to provide for medium density housing, where some units may not be at Grade
<b>RA7</b>	<b>Low-Rise Apartment Zone (s.210)</b> provides for low-rise apartment buildings
<b>RA8</b>	<b>Medium Rise Apartment Zone (s.220)</b> provides for medium rise apartment buildings
<b>RA9</b>	<b>High-Rise Apartment Zone (s.230)</b> provides for high-rise apartment buildings
<b>RR</b>	<b>Rural Residential Zone (s.240)</b> is to provide for single detached residential development of a permanent nature in a rural setting, generally without the provision of the full range of urban utility services
<b>RMU</b>	<b>Residential Mixed Use Zone (s.910.10)</b> is to provide for primarily medium to high density residential mixed-use developments, with limited commercial, institutional, office and service Uses distributed on-site
<b>RMH</b>	<b>Mobile Home Zone (s.250)</b> is to provide for Mobile Homes developed within a Mobile Home Park or Mobile Home Subdivision.

For additional zone details, refer to the Zoning Bylaw.

## Map



### 2018 Multi Residential Market Areas



## Time Adjustment Factors

Multi Residential 2018 Time Adjustment Factors					
Year	Month	TAF	Year	Month	TAF
2014	Jul	0.9748	2016	Jan	0.9520
	Aug	0.9695		Feb	0.9587
	Sep	0.9642		Mar	0.9655
	Oct	0.9589		Apr	0.9723
	Nov	0.9537		May	0.9792
	Dec	0.9485		Jun	0.9861
2015	Jan	0.9433	2017	Jul	0.9930
	Feb	0.9381		Aug	1.0000
	Mar	0.9330		Sep	1.0000
	Apr	0.9279		Oct	1.0000
	May	0.9228		Nov	1.0000
	Jun	0.9178		Dec	1.0000
2015	Jul	0.9127	2017	Jan	1.0000
	Aug	0.9192		Feb	1.0000
	Sep	0.9257		Mar	1.0000
	Oct	0.9322		Apr	1.0000
	Nov	0.9388		May	1.0000
	Dec	0.9454		Jun	1.0000