

Grievance Day – Tuesday May 27, 2025, 4:00 PM – 8:00 PM – Information and Instructions

The Tentative Roll will be filed on or about May 1, 2025. The Roll will be published online on the Town of Canandaigua website for your review at townofcanandaigua.org. If you disagree with your 2025 tentative assessment:

1. You are strongly encouraged to contact the Assessor before grievance day by calling 585-394-1120 x 2237 or by emailing mrowlinson@townofcanandaigua.org. Often, an informal discussion can result in a sharing of information that is beneficial to both parties.
2. If after talking with the Assessor, you are still not satisfied, you have the right to file a formal complaint. You are required to present the form [RP-524](#). All four pages must be filled in and the form must be signed. Part One, General Information is very important. Please make sure your email and phone numbers are clearly written so that we can contact you. Deadline for filing is May 27, 2025, by 8:00 PM. No late forms will be considered. You can return your forms by mail to 5440 Route 5 & 20 West, Cdga, NY 14424 Attn: Assessor; by email to mrowlinson@townofcanandaigua.org; or you can place them in the secure drop box by the front door of the Town Hall. Appointments will be scheduled only after the form and any supporting documentation has been submitted to the Assessment Office. Appointments will be made in the order in which they are received, and you will be notified of your appointment time.
3. The Board strives to give full and fair consideration to every grievance. Information that supports your claim is helpful in determining your property's market value. Along with your grievance form, consider including the following types of information if applicable:
 - A recent sale of the property or listing showing asking price, time on market and offers received.
 - Recent sales of similar properties in your neighborhood
 - Photographs showing significant problems with your property.
 - A recent appraisal of the property. Please remember that the assessment is based upon the market value as of July 1, 2024. If you are submitting an appraisal and the scope of work is specific to challenging the assessment, the valuation date per NYS RPTL must be noted as prior to July 1, 2024. Market conditions as of July 1, 2024, will be the basis for the 2025 Preliminary Assessment Roll.
4. Your appearance at the BAR hearings is not required. If you are unable to attend the hearing, you must still submit your application and supporting documentation to the BAR by Tuesday, May 27, 2024 by 8:00 PM and they will review your application.
5. Determination Notices will be mailed within 4 weeks from the hearing date.