

**Charlotte Coates, AACI****SENIOR CONSULTANT**[charlotte.coates@suncorpvaluations.com](mailto:charlotte.coates@suncorpvaluations.com)**PROFESSIONAL PROFILE**

Charlotte Coates joined Suncorp as a Senior Consultant in November 2025 based in British Columbia, Canada.

Charlotte holds her AACI designation and brings over 40 years of appraisal experience, focusing on commercial, multi-family, residential properties, and development land and farm classification.

**Qualifications and Professional Memberships****Appraisal Institute of Canada (AIC)**

- 2008, Accredited Appraiser Canadian Institute P. App (AACI), Vancouver, BC
- 1992, Canadian Residential Appraiser P. App (CRA), Toronto, Ont.

**BC Assessment in-house training & AIC credit courses**

- 2025, BC's New Zoning Changes
- 2024, De-escalating Hostility
- 2024, Expropriation
- 2023, Appraisal Fraud and Manipulation
- 2021, Land Owner Transparency Act
- 2021, Money Laundering and Fraud in Real Estate
- 2020, Developing PAAB Skills
- 2019, Principles of Negotiation
- 2018, Navigating Assessment Legislation
- 2017, Case Law
- 2015, Marshall & Swift
- 2013, Highest and Best Use

**Dale Carnegie Training, Burnaby, British Columbia**

- 2012, Effective Communications and Human Relations, Burnaby, British Columbia

**Royal Roads University, Victoria, British Columbia**

- 2012, Negotiating Good Agreements

**British Columbia Institute of Technology (BCIT), Burnaby, British Columbia**

- 2012, Essentials of Marketing

**International Right of Way Association, Surrey, British Columbia**

- 2012, Real Property / Asset Management: Leasing

**Justice Institute of British Columbia (JIBC), New Westminster, British Columbia**

- 2011, Dealing with Anger
- 2010, Defining the Issues & Setting the Agenda
- 2010, Negotiation Skills Level 1
- 2008, Conflict Resolution

**Langara College, Vancouver, British Columbia**

- 1996 – 1997, Realty Appraisal Certificate Program

**Employment History****Senior Consultant**

Suncorp Valuations, British Columbia, Canada | 2025 – Present

**APPRAISER 11**

BC Assessment, British Columbia, Canada | 1997 – 2025

- Produced and reviewed the Annual Assessment Roll of properties within British Columbia for property taxation purposes.
- Acted as an expert witness before tribunals, including the Property Assessment Review Panel (PARP) and the Property Assessment Appeal Board (PAAB).
- Evaluated Industrial, Commercial, Multi-Family and Residential properties, Development Land, and Farm Classification.
- Interpreted statutory and regulatory provisions and governing Acts (Assessment Act, Local Government Act).
- Reviewed and analysed building information (construction blueprints, income streams) and land considerations (zoning, SRW, easements).
- Analysed sale and listing transactions, as well as information received from property owners, tenants, agents, and others.
- Provided information to property owners, the general public, and local governments.
- Conducted cost-benefit analysis for projects.

**Fee Appraiser/Sole Proprietor**

Charmay Appraisals, Ontario, Canada | 1994 – 1995

- Managed business development activities, delivering presentations to multiple clients.
- Provided mortgage appraisals for lending institutions for purchases, sales, and foreclosures.

**Vice-President, Residential Appraisal Division**

B. Finnigan and Associates Ltd., Ontario, Canada | 1993 – 1994

- Managed business development activities, delivering presentations to multiple clients.
- Provided mortgage appraisals for lending institutions for purchases, sales, and refinancing.