

June 18, 2013

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### City plans for property tax payment peak – reducing wait time at City Hall

City Hall is making room for an anticipated rush of peak period property tax payments again this year.

As in past years, as of Wednesday, June 19, parking stalls on either side of City Hall will be available to the public so people will have close access to the building. And again this year, in the event of a line-up, a Finance Department employee will review paperwork to make sure all forms are completed with correct details before people get to the counter.

*“Campbell River property tax payments done in person at City Hall tend to peak during the final week leading up to deadline,”* says Laura Ciarniello, the City’s general manager of corporate services. *“People can expect to wait in line a bit during this time, and between closer parking and a review of the paperwork ahead of time, we’re aiming to reduce the payment processing time during the final rush.”*

In-person payments can be made at City Hall by cash, cheque or debit card. (Please ensure debit card transaction limits will cover the amount of taxes due.) The City cannot accept payment by credit card.

Property tax payments can also be mailed, and post-dated cheques are accepted. A secure and convenient drop-box for post-dated cheques is available at the main door to City Hall.

*“Tax notices sent at the end of May included an insert that listed all the various methods available to property owners for property tax payment,”* Ciarniello says. *“The easiest way for people to reduce the wait time is to pay property taxes and apply for the Homeowner Grant via the Internet.”*

Homeowner grants claimed online for Campbell River properties continue to increase, from 16.91 per cent of grants in 2010 to 22.31 per cent claimed online in 2012.

How-to information for online payments has been posted on City’s website ([www.campbellriver.ca](http://www.campbellriver.ca)) under *What’s New*.

Property owners are reminded that in order to avoid a 10 per cent penalty, payment and completed Home Owner Grant Applications must be received by July 2, 2013.

Things to remember about the Home Owner Grant:

- Residential property owners can claim the Home Owner Grant without paying property taxes.
- Banks and financial institutions cannot claim the home owner grant for you.
- How to apply for the Home Owner Grant
  - Go online to [www.campbellriver.ca](http://www.campbellriver.ca) and click on “Home Owner Grant” then launch the Home Owner Grant application from the link at the bottom of the screen. Use your access code (called “Access” on your tax notice, beside the folio number).
  - Apply in person at City Hall 8:30 a.m. to 4:30 p.m. Monday to Friday, except statutory holidays

Property owners are reminded to check tax notices and water and sewer charges to ensure active or de-activated secondary suites are correctly noted in the property tax calculation. People who have not received a tax notice are asked to contact the City’s Finance Department at 250-286-5715.

The City has posted information on its website that details how to pay property taxes and outlines how these funds are used to provide City services. A summary of this information has also been published in local newspapers, and a paper copy is available by contacting City Hall.

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