

## Tax Account FAQ

**Is the amount showing on this bill my current account balance?** Only if your account is not in arrears and you have not made any payments since the printing date of the bills. The arrears balance shown on the statement is as at May 15, 2020, the balance available when the bills were sent to the Province for printing. Please call 204-388-4600 or email [taxes@whereyoubelong.ca](mailto:taxes@whereyoubelong.ca) to get a current balance.

**How much is the penalty and when is it applied?** The penalty is 1.25% per month (compounded annually) and is applied the day after the due date and on the first day of each month thereafter. (EFFECTIVE ANNUAL RATE = 15%)

**If I pay my bill 1 day late does the penalty get pro-rated to 1/30<sup>th</sup> of the penalty?** No, the full penalty applies. Penalties are applied on the first day of each month.

**I paid my tax bill in full, why does my account show a balance owing?** Your payment may have been late leaving a penalty on the account or if you have an unpaid utility bill or fine that may have been transferred to the tax account.

**Will you let me know if I have a balance owing?** Reminder notices are mailed out twice per year; they are mailed during the first week of October and again in the first week of January. You are welcome to call or email the Town office any time for an updated balance. You can also view your account balance on the Customer Portal. Please refer to the back of your utility bill for your registration key for the portal.

**If I miss paying my taxes, how long before my property goes to Tax Sale?**

Land in arrears for more than one year may be sold for taxes. Council decides early in the year which years' arrears will go to tax sale. Council generally designates year 3 arrears for tax sale.

**I just bought my property and this tax bill is for the whole year. Can I get the bill split and pay only for the portion of the year that I owned the property?**

No. The current titleholder is responsible for the full bill. Property tax (and utility) accounts follow the property not the owner. The split is calculated and processed through purchase/sale documents with the lawyers at the time of the sale transaction.

**What if I didn't get a tax bill?**

It should be noted that failure to receive a tax statement in your name does not excuse an owner from the responsibility for the payment of taxes, nor relieve the owner of liability of any late payment penalty. There are a variety reasons for mail not being received. Property owners are responsible to call the Town Office to request a copy of a missing bill.

**Can I apply to have penalties waved due to extenuating circumstances?**

No. For the purpose of fairness, ensuring that all taxpayers receive the same benefits, the Municipal Act does not provide council or staff the authority to cancel penalties. Penalties may only be cancelled if applied in error by the Town Office.