



# YOUR GUIDE TO 2020 PROPERTY TAXES AND THE HOME OWNER GRANT

## WE ARE PROVIDING FINANCIAL RELIEF DURING COVID-19

We will get through these challenging times together. Council understands that this crisis is unprecedented, and some of you may need flexibility with payment options. The City has delayed penalties on all property tax classes until October 1. With 2020 property taxes due July 2, the City would normally charge a 10 per cent penalty on July 3. However, this year the City will charge the tax penalty on payments not received by September 30, 2020. Please pay on time if you can so we can continue to provide essential services. If you cannot pay the whole amount, please pay what you can by July 2 and the remainder by September 30, 2020. Thank you.

## TO AVOID PAYING IN PERSON - WE OFFER EASY WAYS TO PAY DIGITALLY



### PAY USING ONLINE BANKING

Make your 2020 payment through your financial institution's website or online app. Search for West Kelowna under the Payee options. Select West Kelowna—Taxes as the Bill Payee. Your account number is your eleven digit Roll Number without the decimals or spaces. Allow a few business days for the City to receive the payment as outstanding taxes are subject to a 10 per cent penalty as of October 1 (for 2020). Next, remember to claim your Home Owner Grant through the City of West Kelowna's website. Go to [online.westkelownacity.ca](http://online.westkelownacity.ca), and we suggest using Google Chrome or Firefox as your web browser.

### PAY BY MAIL OR USE OUR DROPBOX

Tear off the lower portion of your Tax Notice, complete the Home Owner Grant section, if eligible, and forward it with your cheque or money order, payable to the City of West Kelowna, for the Net Amount Due. Mail your payment early to avoid penalties. We will accept postdated cheques. Postmarks are not proof of payment. We must receive your payment by 4:30 p.m. on September 30, 2020 or penalties will apply. Mail your complete payment package to West Kelowna City Hall, 2760 Cameron Road, West Kelowna, BC V1Z 2T6; or place it in the after hours drop box next to the City Hall main entrance. Do not place cash payments in the drop box.

## OUR TOP 10 TAX TIPS - THESE SIMPLE STEPS CAN SAVE YOU PRECIOUS TIME

1. Consider the provincial property tax deferral program if needed. Learn more at [gov.bc.ca/propertytaxdeferral](http://gov.bc.ca/propertytaxdeferral).
2. Claim the Home Owner Grant by the due date or you will be charged a penalty on the amount of the grant.
3. Claim the Home Owner Grant online using a Google Chrome or Firefox browser. Visit [online.westkelownacity.ca](http://online.westkelownacity.ca).
4. If you would rather not claim the grant online, scan & email the completed & signed application to [taxes@westkelownacity.ca](mailto:taxes@westkelownacity.ca).
5. If you pay by a pre-authorized payment plan or your mortgage lender pays your taxes, you must still claim the grant.
6. The City of West Kelowna does not accept credit card payments. We recommend online banking or mailing a cheque.
7. Enroll in e-billing. Check your property tax notice for an access code then register at [online.westkelownacity.ca](http://online.westkelownacity.ca).
8. If you paid by cheque, you do not need a receipt. Your cleared cheque is proof of payment. Allow three days for processing.
9. If you have an online account with us, you can check your property tax balance anytime at [online.westkelownacity.ca](http://online.westkelownacity.ca).
10. If the total tax amount owing is a negative number, you owe nothing more this year. There will be a credit on 2021 taxes.

### CONNECT WITH US

2760 Cameron Road, West Kelowna, BC V1Z 2T6  
T: 778.797.1000 | F: 778.797.1001 | E: [info@westkelownacity.ca](mailto:info@westkelownacity.ca)

# YOUR GUIDE TO 2020 PROPERTY TAXES AND THE HOME OWNER GRANT

## How tax dollars keep our community running each day.

The municipal portion of your property taxes covers arenas and the pool, fire and rescue, parks and trails, recreation, policing and more.

If **your home** is valued around the average of \$637,800 your municipal taxes will be \$2054 in 2020.  
The tax dollars you provide help cover costs of providing...



## HELP WITH THE HOME OWNER GRANT - FOLLOW THESE SIMPLE STEPS

If you are eligible for the Home Owner Grant, we encourage you to apply online. Here's how:

1. Go to [westkelownacity.ca](http://westkelownacity.ca) and select Online Services and then choose Claim Home Owner Grant.
2. Enter your digit roll numbers from your property tax notice, including the decimal. Do not enter the first three digits (364).
3. Enter your five digit access code from your property tax notice.
4. Complete the application form as prompted on the screen.
5. If claiming an additional grant, enter your birth date and specify the applicable category.
6. Once completed, you will receive confirmation, which we suggest you print for your records as proof of claim.

Learn more about the BC Home Owner Grant through the provincial government's website.  
Please visit [gov.bc.ca/homeownergrant](http://gov.bc.ca/homeownergrant).

## LEARN ABOUT OUR PRE-AUTHORIZED PAYMENT PLAN

If you wish to make monthly payments on your next year's property taxes, contact the City's Tax Department at 778.797.8860 or [taxes@westkelownacity.ca](mailto:taxes@westkelownacity.ca) to register for the Pre-authorized Payment Plan (PAPP). Interest is paid on accumulated PAPP payments.

### New registrations

The payment plan begins in August with your first installment on August 10. New registrations must be received by August 5. The installments will be collected monthly from August to May. When your property tax notice is issued in May, it will reflect the balance owed for the year. Please note that new payment plans cannot be applied to current year taxes owing.

### Existing registrations

If you are already registered, you will automatically be enrolled for the upcoming year. You can find the new installment amounts in the center of your property tax notice. Your monthly installment for the 2021 tax year is recalculated based on your 2020 Home Owner Grant claim. Please report changes in Home Owner Grant eligibility, for example if you turn 65 in 2021, to the Tax Department at 778.797.8860 or [taxes@westkelownacity.ca](mailto:taxes@westkelownacity.ca) before August 5. Your Home Owner Grant must be claimed and any outstanding balance paid by the 2020 property tax deadline of September 30, 2020 to avoid the 10 per cent late penalty.

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