



Pay with your bank's online banking:

- Search for "Nanaimo" as the payee
- Your folio number=account number
- You may need to remove the decimal point in your folio number, but make sure to include all digits.

HAVE QUESTIONS?

Give us a call 250-755-4415.

AS A ONE-TIME MEASURE, WE HAVE INCLUDED A RETURN POSTAGE-PAID ENVELOPE FOR YOU TO MAIL IN YOUR 2020 PROPERTY TAX PAYMENT

Financial Relief: Options to defer your taxes

Did you know? If you are eligible, you can defer your property taxes. This provincial program provides low-interest loans to qualified homeowners to pay their property taxes.

Do I qualify for tax deferment?

Two options are available:

- Regular program: you are 55 or older, widowed or a person with disabilities.
- Families with Children program: you are a parent, stepparent or financially supporting a child.

In order to defer, any overdue property taxes from previous years, outstanding penalties and interest charges must be paid and you must have enough equity in your home - 25% for the Regular program and 15% for the Families with Children program.

How does it work?

If your application is approved, the Province of BC will pay your 2020 property taxes on your behalf. Interest is charged on tax deferment loans - 1.95% for the Regular program and 3.95% for the Families with Children program.

Deferred taxes and interest are paid when your home is sold or transferred. Deferment is only available on primary residences; cottages and rental properties do not qualify.

How do I apply?

To apply you will need your annual property tax notice, Social Insurance Number, date of birth and any supporting documentation if necessary.

NEW FOR 2020: The Province has created an online system for processing new deferment applications and renewals. This means the City no longer accepts deferment applications.

Find more information and links to the Province's Tax Deferment program and online application system at: www.nanaimo.ca/goto/TaxDeferment.

In This Together: A year of change

So far, 2020 has been a year of uncertainty. Even as we prepare this newsletter, we don't know what the landscape will look like once it arrives in your mailbox. This year's City Updates is brief, but packed with important information. Please visit the City website at www.nanaimo.ca/goto/taxes for the latest information.

As a community, we must come together to work our way through this to keep Nanaimo a great place to live, work and play. We understand many of you are facing financial uncertainty due to the COVID-19 pandemic and, as of print date, Council is working on ways to ease some financial pressures such as extending the deadline for property tax late payment penalties to October 1, 2020 for all property classes.

We want to thank those who pay their property taxes by July 2, 2020. These payments make sure the City has cash flow to pay the businesses we rely on for supplies and important infrastructure projects, to make payroll and to pay the taxes we collect for other governments such as the Regional District of Nanaimo (RDN).

You have the option to pay as much as you can before the 2020 penalty date. The late charge is only calculated on the amount you owe, not the whole bill. Before July 2, 2020, make sure to claim your Home Owner Grant to reduce your overall tax bill.

You also have longer to pay any City of Nanaimo user rate bills. The due date for water, sewer and garbage bills issued after March 17, 2020 has been extended from 30 days to 90 days. The 5% early payment discount has been extended to 90 days.

Our Property Tax department is here to help with any property tax-related questions you may have; call 250-755-4415. Please read on to learn more about Home Owner Grants, online services and other tax-related information.

Save on Taxes: Claim your Home Owner Grant

The Home Owner Grant is a great way to reduce the amount of your property tax bill. Eligible homeowners under the age of 65 can reduce their taxes by up to \$770 and up to \$1,045 for seniors or persons of disabilities. You must claim your grant every year.

You can claim an extension for the prior year from the provincial government if you meet certain qualifications. However, until you claim your grant, your tax bill will remain outstanding. Retroactive grant application forms are valid for the preceding year only and are available from the Property Tax department. Evidence for proof of residency is required. Claim your grant at www.nanaimo.ca/goto/HOG.

A VIRTUAL ONE-STOP SHOP TO YOUR CITY ACCOUNTS

Manage all your City of Nanaimo bills in one convenient place. With MyCity, your user rate and property tax bills can all be viewed and managed online.

Visit mycity.nanaimo.ca to log in.

Don't have an account yet? Learn how you can set up your MyCity account at: www.nanaimo.ca/goto/MyCity

DID YOU KNOW?

The City of Nanaimo owns over \$3 billion in assets. Among these are parks, buildings such as City Hall and recreation centres and City roads, bridges and the network of pipes that bring you fresh water and take away your wastewater.

Your Tax Bill: How your taxes are assessed

The City of Nanaimo determines the tax rate based on what we need to balance the budget for the year. Your tax bill is calculated based on your property's assessed value, which is determined by BC Assessment each year, and then by the tax rate plus the parcel tax for the Regional District of Nanaimo (RDN).

Your Property Assessment
\$1,000 x **Tax Rate** = **Your Portion of Property Taxes**

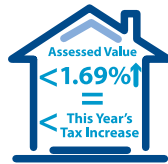
Just because you received an increase in your assessment does not necessarily mean there will be a significant increase in your property taxes. The important factor is how your assessed value changed relative to the average change for your property class. For example, the assessment for a typical single family residential home in Nanaimo increased by 1.69% this year:



If your assessment is in line with the average (1.69%), your City of Nanaimo property tax notice will equal any tax increase for this year.



If your assessment is higher than average, your property tax increase will be higher than the tax increase for this year.



If your assessment is lower than average, your property tax increase will be lower or you may not have one.

The City also collects taxes for the agencies listed below that offer services in the city. They determine a tax rate needed for their operations in a similar fashion:

- Nanaimo-Ladysmith School District
- Regional District of Nanaimo (RDN)
- BC Assessment
- Vancouver Island Regional Library
- Municipal Finance Authority
- Parcel tax for RDN

City Budget: How your tax dollars are used

The taxes you pay to the City of Nanaimo go toward municipal services, projects and programs such as clean drinking water, paved roads, recreation centres, parks, police and fire services. Also, one per cent goes towards an increase in funding for the general asset management reserve.

Each property tax bill helps pay for the important City services and initiatives that make Nanaimo a community that is livable, environmentally sustainable and full of opportunity for all generations and walks of life. Together, your property taxes fund:

A GREEN, LIVABLE COMMUNITY

Supporting an inclusive, healthy, safe and desirable place to live by planning for Nanaimo's growth and focusing on community infrastructure. Protecting and enhancing Nanaimo's natural environment by looking after the community's biological diversity and adapting the way we live, work, recreate and move.

- Public Safety (Police, Fire, Emergency Management), Development Services, Engineering and Public Works (water, roadworks, drainage, sewers, transportation) and Parks, Recreation and Culture.

AN ECONOMICALLY VIBRANT CITY

Creating a vibrant culture of innovation, stewardship and partnership to encourage a diverse and healthy economy now and into the future.

- Economic Development, Tourism

A TRANSPARENT AND EFFICIENT LOCAL GOVERNMENT

Developing a culture of excellence around governance, management and cost-effective service delivery.

- Legislative Services, City and Corporate Administration (CAO's Office, Human Resources, Finance, IT, Communications)

Learn more about the City's budget process and view the 2020-2024 Financial Plan Quick Facts at www.nanaimo.ca/goto/budget.

ONLINE SERVICES OPEN FOR BUSINESS 24/7

The City of Nanaimo has many mobile-friendly and easy-to-use online tools. Here's just a few to check out:

- » **Nanaimo Recycles:** get garbage/recycling pick up reminders, use the "What Goes Where" tool and report a public works or parks-related problem. Download it for free from the App Store and Google Play, check it out on the City website at www.nanaimo.ca/goto/GarbageCalendar or register for notifications with us at 250-758-5222.
- » **Voyent Alert!:** sign up to receive notifications and instructions in the event of an emergency. Download this free app from the App Store and Google Play by searching for "Voyent Alert". Find more info, view videos on how to register and see options to register online at www.nanaimo.ca/goto/alerts.
- » **Get Involved Nanaimo:** connect with us through our new engagement site! Visit www.getinvolvednanaimo.ca to provide your feedback on City projects, share your ideas on how to make our community an even better place to live, work and play and watch videos to learn more about the site.

Visit www.nanaimo.ca/goto/OnlineServices to see what other online services we provide.