

**From:** "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>  
**To:** "Direct to Mayor and Council - DL"  
**CC:** "City Manager's Correspondence Group - DL"  
**Date:** 6/9/2020 5:57:55 PM  
**Subject:** Tax Bills

Good Evening Mayor and Council

Some of you may be getting questions about the property tax bill schedule, so I thought I'd send you a note of what people can expect and where you can direct people that ask you. The 2020 Main Property Tax Notices will start arriving in taxpayers' mailboxes on Wednesday June 10 in a 2-week staggered schedule and is due **September 30, 2020**. There are total of 230,000 Tax notices (including approximately 45,000 eBills sent out via email). The tax notice directs the public to 3-1-1 for inquiries. Taxpayers are encouraged to use online payment options through their financial institution, or mailing a cheque. Appointments with Revenue Services staff for payment processing are available only if the taxpayer cannot use alternate payment options. To request an appointment, customers are directed to phone **604-673-8216**.

Callers who wish to speak to a Customer Service Representative should be directed to 3-1-1 for information or assistance to claim their home owner grant.

**New for 2020:**

- Tax Instalment Prepayment Plan (TIPP)** - Due to the new September 30, 2020 property tax payment deadline, there will be no 2020 withdrawal on July 3. The final 2020 property tax payment will be withdrawn on September 30, 2020.
- Property Tax Deferment** Due to a change implemented by the Province of British Columbia, residential property owners in Vancouver must now submit their property tax deferment applications and renewals directly to the Province via their website. The City can no longer accept deferment applications and paper applications will no longer be accepted at City Hall.

Questions about the Property Tax Deferment program or the new online application should be directed to the Province at **1-888-355-2700** toll free (in BC) or **250-387-0555** (outside BC), or email [taxdeferment@gov.bc.ca](mailto:taxdeferment@gov.bc.ca)

Please encourage those seeking specific information about their property tax account to visit City of Vancouver's website: [vancouver.ca/property-tax](http://vancouver.ca/property-tax)

- It provides general information on a number of tax-related topics including Home Owner Grant and tax payment programs (Mortgage, Tax Instalment Prepayment Plan, and Tax Deferment Program)
- With their **folio number** and **access code** customers can sign up an online account to check their account balance and details, print copies of current and past bills, and to receive future notice electronically

**Contact Centre Information:**

Phone: 3-1-1 (7 am – 10 pm, 7 days a week)  
Outside Vancouver: 604-873-7000

Best

Sadhu

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Pronouns: he, him, his



*The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.*