

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <Sadhu.Johnston@vancouver.ca>

To: "[Direct to Mayor and Council - DL](#)"

CC: "[City Manager's Correspondence Group - DL](#)"
"[Kerr, Melanie](mailto:Melanie.Kerr@vancouver.ca)" <Melanie.Kerr@vancouver.ca>
"[Lee, Esther](mailto:esther.lee@vancouver.ca)" <esther.lee@vancouver.ca>
"[Impey, Patrice](mailto:Patrice.Impey@vancouver.ca)" <Patrice.Impey@vancouver.ca>

Date: 7/3/2018 4:24:59 PM

Subject: Electronic Home Owner Grant

Attachments: Memo Mayor Council Electronic Home Owner Grant July 3 2018.pdf

Greetings Mayor and Council,

The purpose of this memo is to provide Mayor and Council with an update on the use of the Online Home Owner Grant.

Summary:

- For the 2018 main property tax bill, the City moved the Home Owner Grant online with no mail-in option for the first time, leveraging the successful implementation of the Empty Homes Tax (EHT) where more than 90% of EHT declarations were made online.
- This approach was reviewed with the Province and they gave us their permission to make the change.
- While the mail-in option is no longer available, in order to ensure success with the elimination of the mail-in Home Owner Grant, the staff continued to provide options and assistance:
 - The information mailed to residents indicated that anyone with your permission can act as your agent and apply for the grant on your behalf
 - 3-1-1 line – grant applications can be made over the phone
 - Vancouver Public Library provided assistance to anyone who does not have computer access
 - The option to claim their Home Owner Grant in person at City Hall, however that is not recommended due to the potential for long lineups from property tax payments.
 - There were a small number (80) of claim forms by mail, downloaded from the provincial web site, and those are being processed.

Should you have any further questions, please contact Patrice Impey at 604-873-7610.

Sadhu Aufochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: [sadhuajohnston](#)



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MEMORANDUM

July 3, 2018

TO: Mayor and Council

CC: Sadhu Johnston, City Manager
Paul Mochrie, Deputy City Manager
Katrina Leckovic, City Clerk
Lynda Graves, Administration Services Manager, City Manager's Office
Rena Kendall-Craden, Communications Director
Kevin Quinlan, Chief of Staff, Mayor's Office
Naveen Girn, Community Relations Director, Mayor's Office
Melanie Kerr, Director of Financial Services
Esther Lee, Director of Financial Initiatives

FROM: Patrice Impey
General Manager, Finance, Risk & Supply Chain Management

SUBJECT: Electronic Home Owner Grant

Dear Mayor and Council,

The purpose of this memo is to provide Mayor and Council with an update on the Home Owner Grant for the 2018 taxation year.

For the 2018 main property tax bill, the City moved the Home Owner Grant online with no mail-in option for the first time. The decision to move to online was made after the successful implementation of the Empty Homes Tax (EHT) where more than 90% of EHT declarations were made online. In addition, this delivery approach is most consistent with our Greenest City Initiatives. This approach was reviewed with the Province and they gave us their permission to make the change.

As of July 2, two days before due date, the City has received more than 66,723 Home Owner Grant online claims. Last year, 20,000 of a total of 70,000 used paper forms.

While the mail-in option is no longer available, in order to ensure success with the elimination of the mail-in Home Owner Grant, the staff continued to provide options and assistance:

- the information mailed to residents indicated that anyone with your permission can act as your agent and apply for the grant on your behalf
- 3-1-1 line – grant applications can be made over the phone
- Vancouver Public Library provided assistance to anyone who does not have computer access

- The option to claim their Home Owner Grant in person at City Hall, however that is not recommended due to the potential for long lineups from property tax payments.
- There were a small number (80) of claim forms by mail, downloaded from the provincial web site, and those are being processed.

Based on this successful first year of online Home Owner Grant, staff plan to continue with this greener, more efficient delivery method in future years.

Should you have any further questions, please contact me or Melanie Kerr, Director of Financial Services, at 604-871-6281 or melanie.kerr@vancouver.ca.

Best regards,



Patrice Impey
General Manager, Finance, Risk & Supply Chain Management

604.873.7610 | patrice.impey@vancouver.ca