



July 29, 2020

Update on property tax payments during COVID-19

Most property owners in Campbell River paid their property taxes by the July 2 due date. Nearly one quarter of those who've already paid did so in person at City Hall – with two per cent using the City's new drive-through service.

"The finance department at City Hall was very busy collecting property taxes over the last few weeks of June," says Dennis Brodie, the City's financial planning officer. *"While nearly 40 per cent of people paid online, 24 per cent of people came to City Hall to pay in person."* (See complete breakdown of payment methods on chart.)

Brodie says COVID-19 made property tax collection challenging, and thanks people for their patience and for following the new safety directions.

"We have new hand and surface cleaning requirements, and, with physical distancing requirements, the process was slower because we could only have two people, rather than four, working at the front counter," he explains.

"People were very understanding. To avoid standing in line, almost 300 people took advantage of the six days of drive-through service, including a few people on bicycles," Brodie says, adding. *"The new drive-through service got good reviews. Most people who used it suggested we should offer it every year at tax time."*

By July 2:

- One per cent of property tax payments were by credit card, another new option this year.
- 900 property owners paid using pre-authorized withdrawals – a four per cent increase over 2019.
- Approximately five per cent of property tax payments were deferred this year – similar to past years.
- 77.5 per cent paid in full
- 81 per cent of overall tax dollars collected

Based on a provincial survey of municipalities, Campbell River collected a higher percentage of taxes due by July 2. (Only Williams Lake, Abbotsford, Gibsons and Cranbrook collected a larger portion of property taxes.)

Although property tax payments were due July 2, as a community relief measure, Council directed that there will be no penalties applied to late payments until Oct. 1.

"For everyone's safety, we continue to ask people to pay online if possible," Brodie adds.

People who register for a MyCity account can review current and past property tax information through this secure service on the City's website.

Property owners who have not yet received a tax notice in the mail should contact the City's finance department by email to taxes@campbellriver.ca or by calling 250-286-5715.

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Please note: We are gradually – carefully – resuming in-person services and limited public access to City facilities. For the most recent information on City services, please see our website (campbellriver.ca). Reach us with general inquiries by email (info@campbellriver.ca) or telephone 250-286-5700.

