



**TSLEIL-WAUTUTH NATION**

3178 Alder Court  
North Vancouver, BC  
V7H 2V6

This is an important municipal notice. Please have someone translate.  
Ceci est un avis important de votre municipalité. Veuillez vous le faire traduire.  
這份市政通告很重要，請找人翻譯。  
이것은 시청에서 보내는 중요한 통지입니다. 다른 사람에게 번역을 부탁하여 읽으십시오.  
این یک اطلاعیه مهم شهرداری است. لطفاً از کسی بخوانید که آنرا ترجمه کند.

# 2020 Property Tax- Due July 2

## COVID-19 & Your Taxes

Please note the Tsleil-Waututh Nation Administration Office remains closed to the public due to COVID-19 pandemic. As a result, we are unable to help you in person.

For important announcements and frequently asked questions, please visit our website at:  
<https://twnation.ca/for-leaseholders/property-tax/>

You can also email us at: [propertytax@twnation.ca](mailto:propertytax@twnation.ca)

It is recommended that you utilize Interac e-Transfer to pay your 2020 taxes. It is fast, easy and safe. Please review the details on the back of this page. **However, due to daily limits imposed by your financial institution, you may need to send multiple e-Transfers on different days before the due date.**

You can also drop off your payment (cheque or money order only) and your Home Owner Grant application in the 24-hour letter box located at the main entrance of our building. **No cash payments will be accepted through the letter box.**

**Please apply for your Home Owner Grant online if you meet the eligibility requirements as explained in the box to the right.**

Right now, it's as important as ever to pay your property taxes on time. We rely on this revenue to ensure we can continue to deliver essential municipal services.

The provincial and federal governments have made financial assistance available during the pandemic to help people pay their bills, including property taxes. You may also consider delaying your payment at reduced penalties. See the back of this page for more information.

## Home Owner Grant Application

**Your Home Owner Grant Application is also due on July 2, 2020.** To claim the grant, you must meet the eligibility requirements, and complete an application form each year by the tax due date. Please carefully review the information and eligibility requirements on reverse side of your 2020 Property Taxation Notice. **An unclaimed or incomplete grant application is deemed unpaid taxes and is subject to penalty and interest.** Do not send your grant application to your bank or mortgage company.

**Eligible homeowners now have the option of claiming the Home Owner Grant online.** You are eligible to submit your grant online only if you have applied and been approved for a Basic or Additional Grant in the previous year and you can only apply for the same type of grant (Basic or Additional) that you applied for in 2019.

**You need to use a paper grant application and either mail or drop off your application in our letter box if:**

- You are a new homeowner or this is your first year applying for a Home Owner Grant
- You turned 65 this year and want to apply for the Senior/Additional Grant
- Your mailing address is different from your property/unit address
- You are a homeowner at the Seymour Village developments

To apply for the grant online, simply go to the Homeowner Website: <https://homeowner.smartgroupsoftware.com>

You need to have your Assessment ID and your Access Key, found on your 2020 Property Taxation Notice, below your taxes payable amount.

**For a complete set of instructions to use the Homeowner Portal and submit your Homeowner Grant Application online, please visit: <https://homeowner.smartgroupsoftware.com/Instructions>**

Please note that we cannot provide you with any technical support for using the Homeowner Website and submitting your grant online. If, for whatever reason, you are unable to submit your grant online, please complete a paper grant form and mail or drop off your application in our letter box.

## Late Payments and Penalties

The 2020 penalty rate has been adjusted to 2% after July 2 and 8% after Sept. 1 (10% penalty is normally applied to unpaid tax balances after July 2). **To avoid penalties, pay your taxes in full and claim your Home Owner Grant (if eligible) by July 2.** Unpaid taxes and arrears are subject to daily interest at a rate of 15% annually until the property taxes are paid in full. Tseil-Waututh Nation does not have discretion to waive any penalties or interest.

Cheques rejected by your financial institution for any reason are considered non-payment of taxes and are subject to applicable penalties and interest charges. In addition, you will be charged an administrative fee for each rejected payment.

## Frequently Asked Questions

### *Do I qualify for a Tax Deferral?*

Unfortunately no. The Tax Deferral Program is a Provincial program that does not apply on Federal Reserve lands. At this time there is no equivalent program offered by Tseil-Waututh Nation.

### *My mortgage company pays my taxes. Can I still get the grant?*

If your mortgage company pays your property taxes on your behalf you may still qualify for the grant. However, it is still your responsibility to:

- Complete, sign and return the home owner grant application to the Tseil-Waututh Nation Administration office by the due date. Do not send your grant application to your mortgage company.
- Make sure your mortgage company is paying the correct amount, i.e. property taxes minus your eligible home owner grant.

In order to avoid a duplicate payment or late payment penalty, confirm who, you or your mortgage company, is responsible for paying your taxes.

### *Why must we complete a Home Owner Grant application every year?*

Legislation requires an annual assessment of your eligibility and to determine whether you still qualify under the current requirements. For the 2020 tax year, the grant is reduced by \$5 for each \$1,000 of assessed value over \$1,525,000.

## Payment Options

Information on a variety of payment options is provided below. To avoid penalty and interest, payment in full must be received by July 2, 2020.



### **Interac e-Transfer** RECOMENDED

You can send your email transfer to:

[propertytax@twnation.ca](mailto:propertytax@twnation.ca)

**Please make sure to include your Folio Number in the Message section in the e-Transfer so we can track your payment. There may be daily limits on the amount you can send in an Interac e-Transfer. You may need to break down your payment into smaller amounts and send multiple e-Transfers on different days.**

Please contact your financial institution for more information.



### **Mail**

Please mail early to allow adequate mailing time. Mail lost or delayed by the post office will be subject to late penalty and interest. Canada Post postmarks are NOT proof of on-time payment. Cheques post-dated to July 2, 2020 are accepted.



### **Online or Telephone Banking** (RBC customers only)

RBC customers may pay their taxes through Online or Telephone Banking. Your Folio Number is used for your account number. **Please contact RBC for more information about this service.**



### **24-hour Letter Box** (cheque or money order only)

Drop your payment in the 24-hour letter box located at the main entrance of Tseil-Waututh Administration Office. **Your cheque and/or home owner grant application must be in an envelope, with your name written on it.**

**No cash payments will be accepted through the letter box.**



### **Credit Card** (Visa and MasterCard only)

**Credit card payments are subject to a 3% surcharge** (the surcharge is temporarily reduced from 5% for 2020).

Please email us at [propertytax@twnation.ca](mailto:propertytax@twnation.ca) to receive instructions for credit card payments.

**Consider joining our Prepayment Plan for property taxes and utilities. For more information please email us at:**

[propertytax@twnation.ca](mailto:propertytax@twnation.ca)