



Town of Gillams

Box 3968, RR#2
Corner Brook, NL
A2H 6B9

Tel. 709-783-2800
Fax: 709-783-2671
<http://gillams.net>

TOWN OF GILLAMS

TAX COLLECTION POLICY AND PROCEDURE

STATUS

The Town's object was to recover 90% of the outstanding tax receivable for December 31st each year.

Reason for not meeting this objective was the Payment Plan Option.

PURPOSE

Tax revenues constitute approximately 80% of the Township's total revenues. The use of this policy and the procedures contained in this document will ensure the prompt, effective and efficient collection of all taxes due to the Corporation of the Township of Gillams.

This policy outlines the timetable necessary to affect action and give credence to the wishes of the Council and the Township of Gillams and to ensure that all taxpayers are being treated in a fair and equitable fashion with respect to tax arrears.

OBJECTIVES

Council has endorsed this policy to be adhered to with respect to tax collection for the Corporation of the Township of Gillams.

The objectives of this tax collection policy are as follows:

- To ensure taxes are collected in a timely fashion;
- To provide mechanisms to be initiated to collect taxes in arrears;
- To establish guidelines for providing timely and appropriate information to Council as to the status of tax collections in order that Council can be informed as to the effectiveness of the collection policies and practices.



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- By December 31st, 2017, The Town of Gillams plans to recover 80% of outstanding tax receivables.

GOVERNING PRINCIPLES

The following principles shall govern the implementation of the practices and procedures set out in this policy:

- The Clerk/Manager may use any means provided by the Municipal Act, in order to maximize collections while keeping administration and legal costs to a minimum.
- At all times and in all proceedings as set out in this policy, all reasonable care shall be taken to respect and to protect the interest of the taxpayer as well as those of the municipality including respect for the taxpayers rights to privacy and confidentiality.

DEFINITION OF TERMS

In this policy the following shall have the meanings as indicated.

Property tax shall mean taxes which are levied upon the whole of the assessment for real property.

Arrears shall mean any portion of property taxes which remain unpaid after the date on which they are due.

BILLING AND COLLECTION PROCEDURES

1) Issuing of Tax Bills

- Except as otherwise directed by Council, tax bills are to be issued no later than the dates as follows:
 - i. Tax bills are to be issued no later than January 31 for the current year.
- Except as otherwise directed by Council, taxes are due and payable no later than the date as follows:
 - i. Taxes will be due and payable no later than May 31 of the current tax year.



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2) In accordance with the Municipal Act, tax bills shall be issued not less than 21 days prior to the due date of the tax thereof.

3) Penalties for Non-Payment

Penalties as set out in the governing by-law will be applied to taxes in arrears at the rate allowable under the Municipal Act. An interest rate of 2% shall be applied on the first day of each month on the balance of unpaid taxes.

4) Payment Due Date

a) All property tax, poll tax and business taxes are due to be paid in fully by June 01 of the current year. TAX PAYERS DO NOT HAVE UNTIL THE END OF THE YEAR TO PAY PROPERTY TAX, POLL TAX OR BUSINESS TAX ASSESSED FOR THE YEAR.

b) Property owners who do not pay property taxes or who have failed to make arrangements with the Town Clerk/Manager for payment of their property tax bill by June 01 of the current year will be issued a two week notice of water shut off. (If payment is made within that two-week period, the water will not be shut off. Tax payers who have had their water shut off for failure to pay will be charged \$50.00 which must be paid before the water is turned back on again.)

c) The town will garnish wages of persons who are in arrears for the poll tax if not paid in full by June 01 of the current tax year. If wages cannot be garnished due to unemployment then the use of a collection agency system will be used.

5) Water & Sewer Accounts in Arrears:

Water tax accounts, and water and sewer tax accounts will be in arrears if quarterly balances are not paid in full as of March 31, June 30, September 30 and December 31. ACCOUNTS IN ARREARS WILL BE CHARGED SIMPLE INTEREST AT THE RATE OF 2% ON THE BALANCE MONTHLY. In addition, the Town of Gillams will turn off the water supply and/or sewer services to taxpayers who are 3 months past due in payment of water or water & sewer tax. The Town will give



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a two (2) week notice before water is turned off. If payment is made within that two week period, the water will not be shut off. Tax payers who have had their water shut off for failure to pay water/sewer tax must pay the balance owed plus a charge of \$50.00 before the water is turned on again.

If for some reason the water supply and/ or sewer service cannot be shut off then the use of a collection agency system will be used.

6) Collection Procedure For Taxes in Arrears:

Taxes are in arrears when all or a portion of the taxes remain unpaid on the day immediately following that upon which payment thereof was due.

The following actions shall be taken when taxes on any property are in arrears.

a) Sending of Past Due Notices

Past due notices shall be sent within 21 days following the due dates for each tax billing.

b) Follow – up Letters

In addition to past due notices, follow-up letters will be sent bi-weekly. If a payment plan is in place then a follow up letter will be sent if the date arranged is not followed.

c) Direct Contact (in person or by telephone)

Direct contact with the taxpayer will be attempted if the taxpayer do not abide by the payment due dates scheduled or the payment plan is not being followed.

d) Any payment arrangements must be agreed to in writing by the property owner and accepted by the Town Clerk/Manager and council and must be such that payments made are sufficient to pay within the time frame scheduled by the Town Clerk/Manager and council. You are still considered to be in arrears.

7) GENERAL FOLLOW-UP METHODS

a) Review of all past due accounts will be done on a regular basis. An updated Arrears Report will be generated at least three times per year. There



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are a number of additional tools that will be used to assist in collection of property tax accounts before proceeding to tax registration and sales.

b) Arrears Notices are mailed three times per year, after each billing is due and after the end of each tax year. The preferred dates are the first day of January, May and October. The first two notices are mailed only to taxpayers with a balance of over \$20.00. The third notice is mailed to all taxpayers with a balance of over \$10.00.

c) Form or personalized letters are sent out after the final tax due date to all property owners with outstanding balances over two years old. The letter will request payment or response by a specific date. If compliance is not forthcoming, an additional letter will be mailed after the interim tax due date.

d) When possible, telephone contact will be made to taxpayers with large past due balances. All calls will be documented on the account file.

e) Meeting with the taxpayer at the Town Hall may be appropriate in certain circumstances.

f) The Municipal Treasurer and/or Tax Collector will encourage property owners in tax arrears to establish a monthly payment plan to repay outstanding taxes in a timely manner.

8) Reporting Tax Receivable to Council

a) Reports will be presented to council twice a year, June and December of the current year in a written manner.

b) Reports will include:



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- **Status of receivable balance**
- **Status of Recovery activity**
- **Reports that require input from council.**

9) Reporting to Municipal and Intergovernmental Affairs

- a) Report will be submitted once the previous year audited financial statements are received, June 30th.**
- b) The report will include:**
 - **Extent to which objective(s) have been achieved.**
 - **Changes in the receivable balances in past year.**
 - **Recovery activity utilized in past year**
 - **Amount of receivables included in prior year Taxes Receivables Summary that has been recovered.**

This policy has been approved by The Gillams Town Council at a regular council meeting on May 30, 2012.

Revised at a council meeting on March 30, 2017

Signed:

Date: March 30, 2017

Signed: Shelley Penney (Town Manager)

Date: March 30, 2017

Witness: Councillor Jubilee Brinston

Witness: Councillor George Callahan



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Mayor: Patricia Penney

Deputy Mayor: Eddie Blanchard