

Important Information About Your Property Taxes

Based on public input, Courtenay Council lowered the 2024 property tax increase from 9.7% to 7.47%, while maintaining a balanced budget. Courtenay's taxes remain on the low end compared to communities of similar populations across BC, supporting a wide range of essential municipal services as well as those that contribute to our community's quality of life.

Property taxes due by
July 2, 2024, 4:30 p.m.

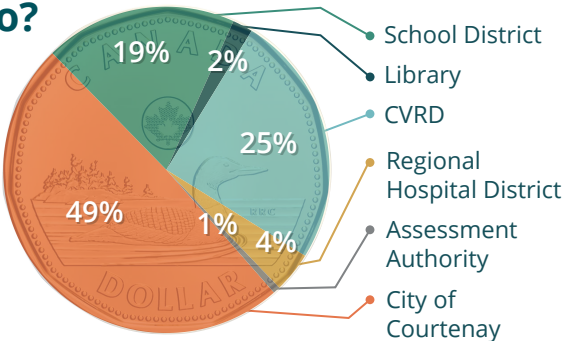
See reverse for payment options and
how to claim your home owner grant.

Where do my property taxes and utility fees go?

The City provides services such as policing, fire, bylaw enforcement, roads and storm drainage infrastructure, parks and trails, building inspection, planning and development services, recreation, and cultural facilities.

The City retains about half of the funds collected through property taxes. The remainder is remitted to other taxing authorities, including the School District, Vancouver Island Regional Library, Comox Valley Regional District (CVRD), Regional Hospital District, and BC Assessment Authority.

To learn more, visit courtenay.ca/financialplan

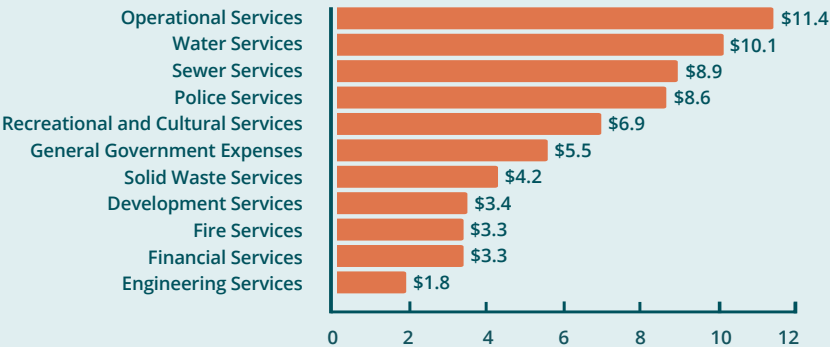


How is the City operating budget allocated?

Courtenay's budget maintains service levels through the highest inflation seen in many years to support the wide range of essential services our residents rely on, plus important "quality of life" services such as parks, playgrounds, culture, and recreation.

Operational Services are the City's biggest operating expense including, transportation services, parks operations, property maintenance, cemetery and the storm water system.

2024 General Operating Budget in \$ millions



Residential User and Frontage Fees

Courtenay's residential user fees and frontage are included on your annual tax notice rather than as a separate invoice. Fees and frontage are the primary source of funding for water, sewer, and solid waste collection services.

52% of total user fees and frontage are used to cover the CVRD's costs incurred on behalf of the City, including solid waste tipping fees at the landfill, sewage treatment, and bulk purchase of our drinking water.



Frontage Taxes

Frontage taxes are collected to fund capital costs for future replacement of water and sewer infrastructure such as mains, lift stations, and pumping stations.

Understanding Property Assessments and Your Taxes

In Courtenay, the average residential property decreased in value this year by 1.5%. A property assessment decrease doesn't necessarily result in a significant decrease to property taxes. What matters is how your assessment changed in comparison to the average %.

Learn more about this relationship at courtenay.ca/assessments



City of
Courtenay

courtenay.ca/tax

How to Pay Your Property Taxes

! Payments must reach Courtenay City Hall by **July 2, 2024 at 4:30 p.m. to avoid 10% penalty.**



Online

Pay online through your bank or credit union

For guidance visit courtenay.ca/billpayments. Please allow sufficient time for bank processing to avoid late payment penalties.



By Mail

Mail cheque to 830 Cliffe Avenue, Courtenay, BC, V9N 2J7 and include your name, address, phone number and roll/account number. Payments must arrive at City Hall by the deadline; date of postmark will not be accepted as proof of on-time payment.



In Person

Pay in person at City Hall

Pay in person at City Hall between Monday to Friday, 8:30 a.m. to 4:30 p.m., 830 Cliffe Avenue (debit, cash, or cheque).

Outside office hours, the secure payments slot at the main entrance is available (cheques only). Please include your name, address, phone number and roll/account number.

Pay in person at your bank or credit union

Please allow sufficient time for bank processing to avoid late payment penalties.

How to Claim Your Home Owner Grant

The home owner grant is a provincial government program which helps homeowners reduce the property taxes on their principal residence.

As of 2021, municipalities can no longer accept home owner grant applications. Applications must be submitted every year directly to the Province.

To avoid penalties, apply by the property tax due date.

To claim your grant online, visit

gov.bc.ca/homeownergrant

You will need:

- 1 Jurisdiction (**204** for Courtenay)
- 2 Roll Number* (find on tax notice)
**Omit the first zero.
001234.567 becomes 01234.567*

You can also search for your property by civic address directly on the Province's website.

Other ways to claim:

By phone: **1-888-355-2700**

Visit Service B.C.: **2500 Cliffe Avenue**

Property Tax Deferrals

Property tax deferral or renewal applications must be submitted directly to the Province. For full program eligibility, visit gov.bc.ca/propertytaxdeferral

You cannot defer property taxes from previous years. If your deferment application is withdrawn or denied after the property tax due date, a 10% penalty will apply on the outstanding balance.

Additional steps required:

- 1 Pay any outstanding prior year taxes
- 2 Claim your home owner grant
- 3 Pay any user fees shown in the middle of your tax notice (water, sewer, and garbage user fees) to the City of Courtenay

Questions about deferment? Contact the Province directly.

Email: TaxDeferment@gov.bc.ca Phone: **1-888-355-2700**

Keep mailing address up-to-date

The City of Courtenay receives owner address information from BC Assessment. Have you recently moved? Remember to update your address.
bcassessment.ca/update

Need more information?

Find everything you need to know about your property taxes at **courtenay.ca/tax**

Need help?

Call us: **250-334-4441**

Email us: **finance@courtenay.ca**



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Courtenay**

courtenay.ca/tax