

Important Information About Your Property Taxes

Property tax notices have been sent out early this year as a precaution based on potential Canada Post job action this spring. Please consider alternative tax payment methods as a cheque could be delayed in the mail.

Based on public input, Courtenay Council decreased the 2025 property tax increase from the recommended 10 per cent reduced to 7 per cent. This reduction was accomplished by making adjustments to operating and capital projects. Courtenay taxes remain on the lower end in comparison to communities of similar populations across BC.

Property taxes due by July 2, 2025, 4:30 p.m.

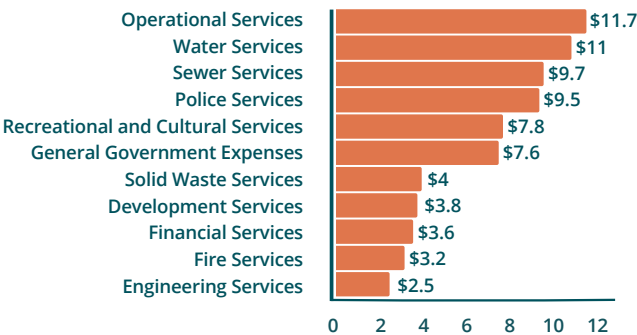
Due to potential Canada Post job action this spring, consider alternative payment methods to avoid a late payment penalty. Please see reverse for options.

How is the City operating budget allocated?

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

The Operational Services department is the City's largest operating expense, including transportation services, parks operations, property maintenance, cemetery and the water, sewer, and storm water system.

2025 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.

47% of total user fees and frontage collected through taxation are transferred to the Comox Valley Regional District for costs incurred on behalf of the City. These include 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 increased in value this year by 0.9%. A property assessment increase doesn't necessarily result in a significant increase to property taxes. What matters is how your assessment changed in comparison to the average %.

Learn more about this relationship at courtenay.ca/assessments



Official Community Plan update underway

The City of Courtenay Official Community Plan (OCP) provides a vision for how our community will grow. New provincial legislation requires that we update the OCP to accommodate housing needs to 2041. Watch for opportunities to participate over the coming months. To learn more, visit engagecomoxvalley.ca/courtenay-ocp



**City of
Courtenay**

courtenay.ca/tax

How to pay your Property Taxes

! Payments must reach Courtenay City Hall by **July 2, 2025 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 up to five days for bank processing to avoid late payment penalties. The payment is posted to your account on the day it is received by our financial institution.



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 the event of a mail strike, be prepared to use alternate method of payment to avoid late payment penalties from being stuck in the mail.



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).

If paying by debit, contact your bank to temporarily increase your daily transaction limit.

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 up to five days 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 before 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/propertytaxdeferment

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.ca/tax