

2019 City of Victoria Property Taxes

Message from the Mayor

Dear Residents and Business Owners,

This year and this term Council will be working hard to improve the quality of life for everyone in our community by delivering high-quality and cost-effective programs, services and projects. We've chosen this focus because we've heard from the very young, the very old and everyone in between that quality of life and individual and community well-being are core values for Victorians.

In Council's recently adopted 2019–2022 Strategic Plan and in this year's budget we are making meaningful investments in liveable neighbourhoods, affordable housing, seniors' and community centres, climate change and moving people around the city safely and efficiently. This is good for people and it's good for creating a prosperous city.

Over the past four years Victoria has enjoyed a period of unprecedented growth and prosperity due, in large part, to our dedicated and entrepreneurial business owners. We are re-investing the benefits of a strong economy to improve life for people. The actions in this year's budget and our four-year Strategic Plan are focused on what our residents want and asked us to do: to make Victoria more affordable, create welcoming neighbourhoods, and to act now on climate change.

In addition to continuing to invest in better City services, Council's 2019–2022 Strategic Plan puts a priority on things that will make a real difference in people's daily lives.

To make Victoria more affordable for families, the City is putting \$1 million into the Housing Reserve Fund in this year's budget and implementing a new suite of housing initiatives to increase the number of affordable homes for people in all stages and phases of life's journey and to support renters.

To create infrastructure that will keep us all healthy, the City is investing in active transportation, street improvements and traffic calming, with more than \$31.6 million over the next four years going to keep people moving around the city safely and efficiently.

To help them deliver high-quality services, Victoria's eight community centres and three seniors' centres

are receiving a \$234,000 boost to their annual base funding in this year's budget. And neighbourhood Associations will receive a total of \$100,000 to support neighbourhood planning.

The City will also convene a Seniors' Task Force to learn more about seniors' needs and desires and to develop the City's first Seniors' Strategy. This will

support seniors in remaining independent, healthy, active and socially-connected in the community.

A new investment of \$858,000 annually will expedite implementation of the City's Urban Forest Master Plan to maintain the trees we have and to plant new trees.

In 2019, a total of nearly \$3

million will go to maintain and enhance the urban forest, with the long-term goal to increase tree canopy coverage to 40 per cent.

The Strategic Plan and Budget 2019 were developed with broad public input. More than 1,500 people provided their ideas and feedback to Council in the budget survey and town hall meeting, and another 150 people participated in the Strategic Plan Engagement Summit to share their knowledge and experience to help Council shape the plans.

The goal of the Strategic Plan was also developed by the public: "By 2022, Victoria will be a bold, thriving, inclusive, and happy city that people love. We will be known globally for our climate leadership practices, multi-modal transportation options, innovative approaches to affordable housing, and for meaningful reconciliation with the Songhees and Esquimalt Nations on whose homelands our city was built."

Working together, side by side – council, staff and the community – we will achieve this.

Lisa Helps, Victoria Mayor.

How is my property tax increase calculated?

In 2019, the increase in revenue needed from property taxes is \$5.2 million over 2018. This amount is distributed across all property types and determines the property tax increase.

Based on this amount needed, the overall tax increase for 2019 is 3.98%. Including utilities, the average increase is 3.52% for residential properties and 3.77% for business properties. This will result in an average property tax increase of \$97 for an average residential property assessed at \$805,000 and an average of \$272 for a typical business property assessed at \$644,000.

Please note that these are estimates only, and each property will vary based on a number of factors. If your property assessment (conducted through BC Assessment) is equal to the average increase (8.33% for residential and 10.06% for business in 2019), your property tax increase will be close to the average. If your property assessment increased at a greater or lower rate than the average, your property tax increase will adjust according.

Visit victoria.ca/propertytax to use our Property Tax Calculator to see a breakdown of your property taxes, including the specific increase for your property.

TAXES DUE:



2019 CITY OF VICTORIA PROPERTY TAXES

What you need to know to pay your taxes

The City offers many convenient payment methods to pay your property taxes.

Financial Institution

Most banks and credit unions accept property tax payments. Please use the Folio Number located on the top left of your tax notice for online banking. Most financial institutions do not accept Home Owner Grant applications but you can apply online at victoria.ca/payments.

By Mail

Payments must be received at Victoria City Hall by **July 2, 2019** to avoid penalty. Post-dated cheques for July 2, 2019 are accepted. Mailing address:

City of Victoria
1 Centennial Square
Victoria, BC V8W 1P6

Be sure to claim your Home Owner Grant by July 2, 2019 to avoid penalty.

After Hours Drop Box

A drop box for non-cash payments is located at the Pandora Avenue entrance of City Hall.

Pre-authorized Payments

If you are signed up for pre-authorized payments, there will be no withdrawal in June. On July 2, 2019, the amount in column 'A' of your tax notice will be withdrawn, unless you apply for an eligible Home Owner Grant prior to June 24, 2019. If a grant is claimed, the amount in column 'B' or 'C' will be withdrawn. Pre-authorized payments for 2020 taxes will resume in August. For more information, visit victoria.ca/propertytax.

By Credit Card

Property tax payers now have the option of paying online by credit card. This service is offered through a third-party provider. **Using this service will result in an additional service fee to the customer.** This service is independent from the City of Victoria. Please note this option is not available in person at the Public Service Centre. For more information and to pay by credit card, visit victoria.ca/propertytax.

In Person

If you choose to pay in person, the Public Service Centre is open Monday to Friday 8 a.m. to 4:30 p.m. Cash, cheque, and Interac are accepted. Post-dated cheques for **July 2, 2019** are accepted. Credit cards are **NOT** accepted.

Claim Your Home Owner Grant

To claim your Home Owner Grant online, visit victoria.ca/payments. You will need the Folio Number and Access Code from the top left corner of your Property Tax Notice. Access Codes cannot be given out by phone.

Provincial Tax Deferment Programs

There are provincial property tax deferment programs available. More information at gov.bc.ca/propertytaxdeferment. To defer this year's taxes, all arrears and delinquent taxes plus interest must be paid in full. Return your application or renewal to the City of Victoria, together with your completed Home Owner Grant Application by July 2, 2019.

MyCity Online

Want one-stop 24-hour access to your City accounts? Register at victoria.ca/mycity today. Create a profile, register your accounts and access all of your information.

- Review property tax accounts (payments, assessments, levies)
- Obtain information for income tax purposes
- Sign up to view your Property Tax Notice online

Say Hello to eBilling and Goodbye to Paper Bills

Sign up at MyCity Online. It's easy!

Receive next year's property tax notice by email and have less paper to worry about.

- 1 Login or register at victoria.ca/mycity
- 2 Register your property tax account. If you own multiple properties, you can sign up each property for eBilling. Use your eight-digit Folio Number and your six-digit Access Code from your Property Tax Notice.
- 3 Select to receive your Property Tax Notice by email.

TAXES DUE:



FOR MORE INFORMATION:

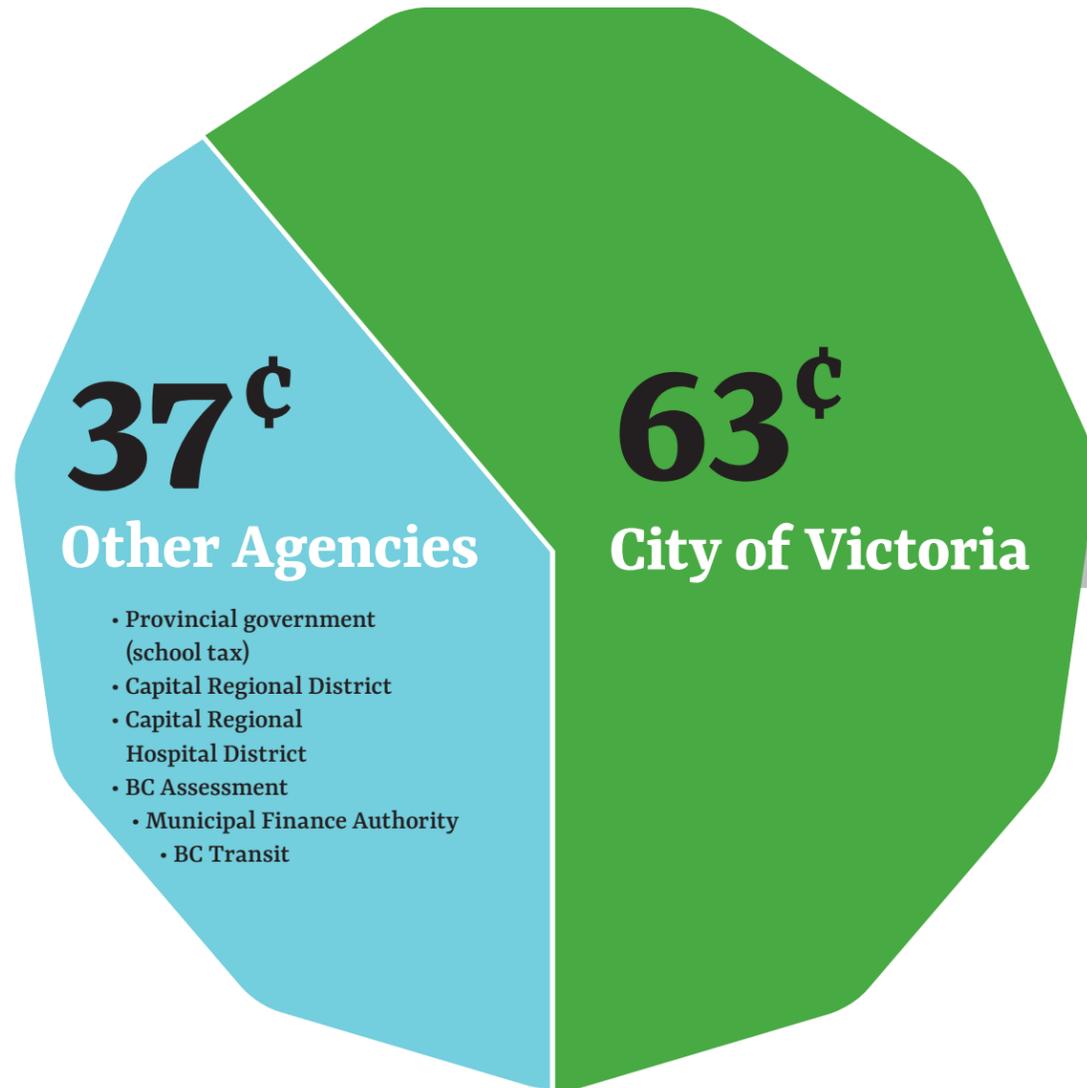
T 250.361.0228

E propertytax@victoria.ca

1 CENTENNIAL SQUARE, VICTORIA, BC V8W 1P6 | victoria.ca/propertytax



YOUR PROPERTY TAX DOLLARS AT WORK



The City of Victoria is investing in infrastructure, programs and services for current and future generations. We take the stewardship of your tax dollars seriously, and work everyday to improve your quality of life.

The City's \$260.6 million Budget

57% Property Taxes

43% Other Sources

User fees, licences and permits, grants, parking fees, reserves and other investment income

Sustainable Transportation

Construction & maintenance of roads, sidewalks, pathways and crosswalks, traffic calming, surface infrastructure, street cleaning, sustainable mobility strategy



Environmental Stewardship

Climate action, maintenance of parks and green spaces, urban forest management, food production, waste reduction strategies

Community Well-Being

Inclusive recreation programs, arts, culture and events, libraries, youth and senior programs, community centres, housing affordability, land-use, community planning, accessibility initiatives



Safe & Liveable City

Police, Fire, Bylaw, emergency management



Prosperity & Economic Inclusion

Business Hub, heritage preservation, downtown vibrancy, real estate strategy



Open Government & Transparency

Technology solutions, open government and open data, citizen engagement, new quarterly Town Hall meetings, service efficiency, long term planning, asset management



And many other services, programs and initiatives to improve the quality of life in our community.