

UNION BAY IMPROVEMENT DISTRICT(UBID)	PARCEL TAX AND WATER TOLL COLLECTION POLICY 4-A-02	Effective Date: June 18th, 2014
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BACKGROUND AND PURPOSE

Parcel Tax and Water Toll revenues constitute approximately 54% of the Union Bay Improvement District's ("UBID) total annual revenues. When combined with UBID's annual property tax requisition submitted to the BC Ministry of Community, Sport and Cultural Development, 98% of UBID's overall revenues are derived from the levy of taxes and tolls. As such, the adoption of a formal tax and toll collection policy will ensure the prompt, effective and efficient collection of all taxes and tolls due to UBID while also serving two important purposes:

1. To provide guidance for current and future staff and a basis for ongoing decision making; and
2. To ensure all landowners and/or ratepayers are treated in a fair and equitable manner with respect to any and all arrears that may be evident in either their parcel tax or water toll accounts.

This policy also outlines the recommended timetable necessary to affect reasonable action, some of which are supported by applicable legislation, as per the wishes of the UBID Board of Trustees.

GOVERNING PRINCIPLES

The following principles form the basis of this policy and shall govern the implementation of the practices and/or procedures set out herein:

- The Administrator may use any means provided by the Local Government 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 ratepayer as well as those of the Improvement District including respect for the ratepayers rights to privacy and confidentiality.

POLICY OBJECTIVES

The Board of Trustees has endorsed this policy to be adhered to with respect to the collection of parcel taxes and water tolls for UBID.

The objectives of this collection policy are as follows:

- To ensure taxes and/or tolls are collected in a timely fashion;
- To provide mechanisms to be initiated to collect taxes and tolls in arrears;
- To establish guidelines for providing timely and appropriate information to all Trustees not only as to the status of tax and tolls collections but also as to the overall effectiveness of existing collection policies and practices.

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PROCEDURES	
Issuance of Parcel Tax Invoices	Except as otherwise directed by the Trustees, parcel tax assessment notices and invoices are to be issued no later than the third week of January in each calendar year.
Issuance of Water Toll Bills	Except as otherwise directed by the Trustees, water toll bills are to be issued on a bi-monthly basis, at or near the 1 st week of the months of January, March, May, July, September and November.
Payment Due Dates	<p>All parcel tax and water toll levies are due and payable as follows:</p> <p><u>Parcel Tax:</u> Landowners are currently offered two payment options:</p> <ol style="list-style-type: none"> 1. A single lump-sum payment totaling the full amount of the current year levy, payable no later than on an annually set due date on or near the first day of March of each year; or 2. Two semi-annual (2) equal installments representing one half of the total current year levy, payable no later than on or near the first day of March and September of each year. <p>These above-noted payment options and due dates are to be set-out by way of an annual UBID Taxation Bylaw duly authorized by the Board of Trustees in open meeting and subsequently registered with the provincial Inspector of Municipalities.</p> <p><u>Water Tolls:</u> Landowners and/or their pre-authorized designates (e.g. tenants) are required to pay in full all current and outstanding water tolls on or before the due date set after each bi-monthly water meter reading and billing period, at minimum within fifteen (15) days of the indicated invoice date.</p> <p>All water toll levies, payment dates, and late payment penalties are set by way of the current UBID Water Tolls and Related Charges Bylaw duly authorized by the Board of Trustees in open meeting. Registration with the provincial Inspector of Municipalities is not required for toll bylaws.</p>

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Penalties for Non-Payment	<p>Parcel Tax: A percentage addition of ten percent (10%) of the amount thereof shall be added to all taxes remaining unpaid after the set due dates. (Reference: Section 2 and 3, Bylaw No. 249 – Taxation Bylaw 2014)</p> <p>Water Tolls: All accounts in which water tolls remain outstanding after the due date of each bi-monthly billing period will be charged a late payment penalty equivalent to ten percent (10%) of the total arrears reported in the account. (Reference: Section 19, Bylaw No. 248 – Water Tolls and Other Charges Bylaw 2014)</p>
Parcel Tax Collection Procedures	<ol style="list-style-type: none"> 1. Late Payment Penalties will be applied to those accounts where parcel taxes are deemed to be in arrears after each semi-annual installment due date. 2. Reminder / Collection Notices will be sent to all landowners whose parcel taxes are deemed to be in arrears in as timely a manner as possible. If a payment plan is subsequently established and acceptable to the Administrator, such arrangements must be agreed to in writing by the property owner and must be such that the approved installments are sufficient enough to pay the arrears in full within the time frame specified by the Administrator. 3. Subsequent direct contact with the landowner will be attempted, if and when possible, if it is determined the landowner is not abiding by the terms of the agreed upon payment plan. 4. If a landowner's taxes remain outstanding as of March 1st of the year following the date on which the taxes were levied, then interest charges will commence to accrue at the rate prescribed by the Lieutenant Governor-in-Council under section 11(3) of the Taxation (Rural Area) Act until such time these taxes are paid or recovered in full. 5. If these taxes continue to be outstanding for a period approaching 18 months, a registered letter will be issued advising the landowner to bring the account into good standing immediately in order to avoid further collection and/or legal action as deemed appropriate (i.e. Small Claims Court) including but not necessarily limited to proceeding to Tax Sale.

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Parcel Tax Collection Procedures (continued)	<p>6. If taxes are owed for 24 months or longer, the Administrator will submit a formal recommendation to the UBID Board of Trustees that the property proceed to the next immediate Tax Sale and the BC Ministry of Community, Sport and Cultural Development will be duly notified of the account's status upon formal receipt of the Board's approval for such action to be undertaken.</p>
Water Toll Collection Procedures	<ol style="list-style-type: none"> 1. Late Payment Penalties will be applied to those accounts where water tolls are determined to be in arrears after each bi-monthly billing due date. 2. Reminder Notices will be sent to all landowners, and their authorized designate if applicable, in as reasonable and timely a manner as possible, whose water tolls are deemed to be in excess of 75 days in arrears. If a payment plan is subsequently established and acceptable to the Administrator, such arrangements must be agreed to in writing by the property owner and must be such that the agreed payments are sufficient to pay within the time frame scheduled by the Administrator. 3. Subsequent direct contact with the tenant and/or landowner will be attempted, if and when possible, if it is determined the landowner is not abiding by the terms of the agreed upon payment plan. 4. If water tolls remain outstanding after 100 days, a final water disconnection notice will be issued directly to the landowner advising him/her that the water tolls account remains in significant arrears and must be brought back into good standing within the next 21 days in order to avoid a 24-hour water disconnection notice from being issued. 5. If water tolls continue to remain outstanding after the final disconnection notice period, a 24-hour water disconnection notice will be posted in an appropriate and conspicuous location on the property in question, with this notice also being e-mailed to the landowner if a contact e-mail address is on file and/or available.

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Water Toll Collection Procedures (continued)	6. If at the expiration of the 24-hour water disconnection notice period the water tolls are still outstanding, the landowner's water service will be disconnected, with the landowner being further advised that a \$30.00 disconnection charge, followed by a \$30.00 reconnection charge, will then be applicable and charged to their account. The water service will remain disconnected until full payment of both these fees, in addition to any other appropriate and applicable costs incurred by UBID, is received.
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LEGISLATION/REFERENCE	
Local Government Act	
CROSS REFERENCE	<ul style="list-style-type: none"> • Bylaw No. 248 – Water Tolls & Other Charges Bylaw 2014 • Bylaw No. 249 – Taxation Bylaw 2014 • Improvement District Manual (2006), BC Ministry of Community Services, Section C – Improvement District Accounting and Finance, pages 28 – 38 • Sections 759 to 762 of the <i>Local Government Act</i>
APPROVED	DATE June 18 th , 2014
SIGNATURE – BOARD OF TRUSTEES 	
SIGNATURE - ADMINSTRATOR 	
REVISION/REVIEW DATE:	