

Adrienne Wilson

From: [REDACTED]
Sent: October-12-20 11:46 AM
To: Rocky View Tax Section
Cc: [REDACTED]
Subject: [EXTERNAL] - policy 204 late tax payment penalty exemption

Do not open links or attachments unless sender and content are known.

Attn: RockyView Council
Re: 204 late tax payment penalty cancellation

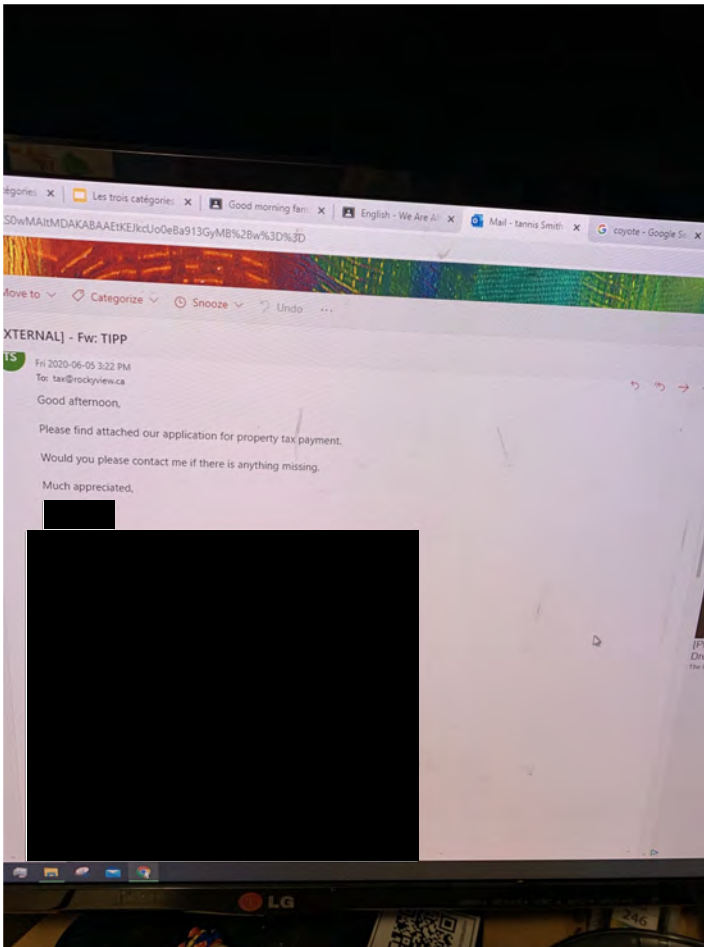
Goal: request of cancellation of penalty added to property taxes

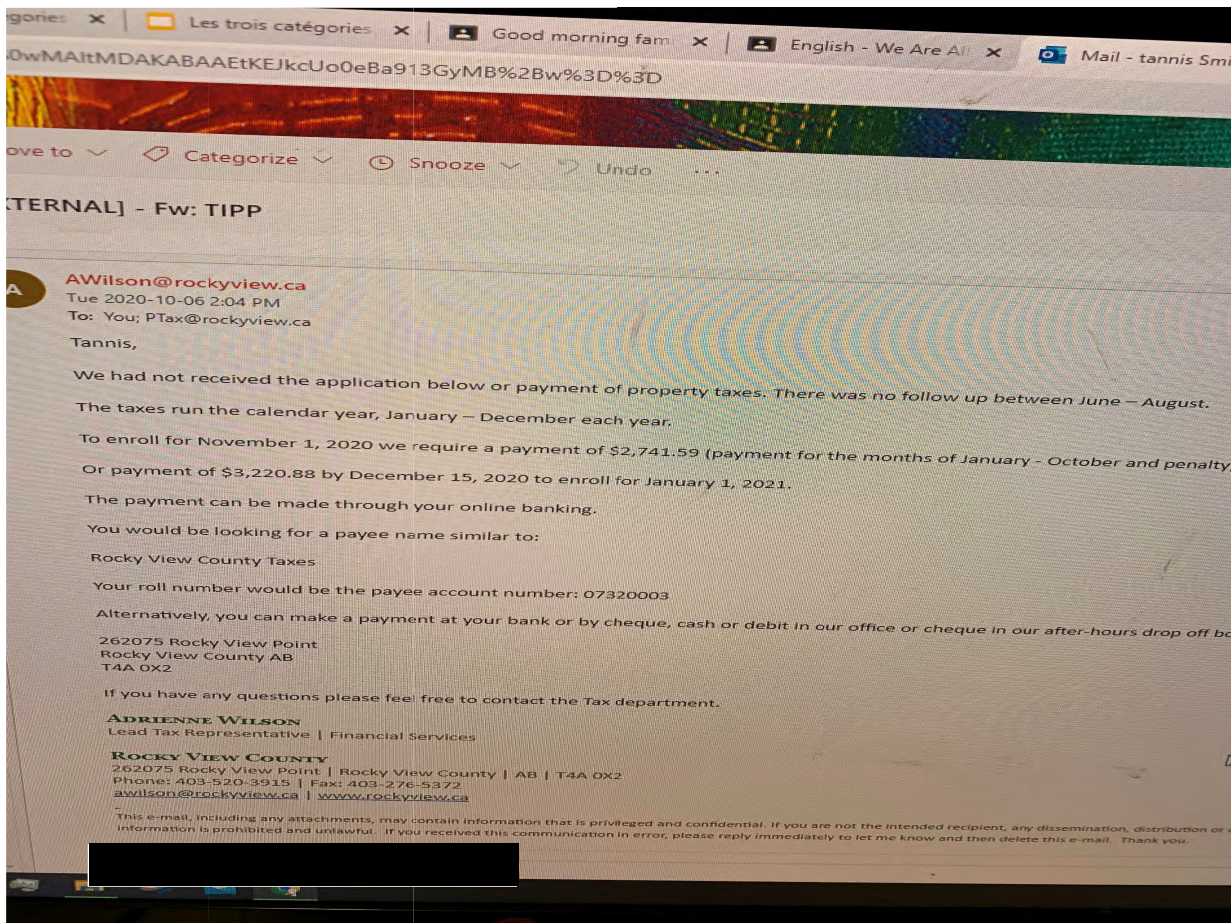
Reason: This year, due to Covid and financial difficulties, we opted to try the monthly payment plan for our yearly property taxes, which we normally pay all at once at the beginning. The due date for the submission of the paperwork was June 30, 2020. Normally we would have gone in to speak to a representative, however, mid Covid, this was not something we were able or comfortable doing. As such, we completed the paper work, took a picture with the required documentation and sent it in to the email requested [tax@rockyview.ca] on June 5th at 3:22pm. Never having done a program like this, we expected that to be the extent of our involvement.

This week we received notification in the mail (October 5th 2020) stating that we had not paid our taxes and we were getting a 12% penalty added to our taxes (\$345.09). In a single income family during Covid, where we were not applying for CERB payments, this was a large fine and we did not understand why the taxes were not being deducted monthly from our account, and currently not sure how we'll afford. We immediately phoned and had several conversations with the tax department (Ms. Adrienne Wilson) at Rockyview, and were informed that they never received our application, even though we have confirmation on our end that the email had indeed been successfully sent. This was very confusing to us.

Had we known, we would have immediately made arrangements to make payments necessary. Upon discussion with the tax department, they stated that our information had somehow not reached them, even though we have the email (attached below) that this email had gone through.

The recommendation of the tax department was that the only appeal we could do was to RockyView council as they were unable to do anything from their end. **We are very thankful for their support in explaining and pointing us in the right direction to hopefully get resolution.**



**Hoped for Resolution:**

- *after discussion we have immediately paid the full year taxes of \$2875.79, but hope to have the penalty removed from our account with RockyView (an additional 345.09).
- *Please note, we have made the payment of the full annual amount as soon as we found out about the issue

Evidence:

- Attached is the email sent June 5th 2020, 25 days prior to the deadline with the attached paperwork documentation requested by RockyView for the monthly payment program

Thank you very much for your time and attention in this matter. Please do not hesitate to reach us if there is anything missing from this document

Sincerely,

[Redacted signature]