

Adrienne Wilson

From: [REDACTED]
Sent: July-21-21 1:47 PM
To: Rocky View Tax Section
Subject: [EXTERNAL] - Tax Penalty

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I am the homeowner of a property in Rocky View with tax roll number 03331111. I am writing to ask for a refund of \$680.22 for a tax penalty I was charged for not paying my tax bill on June 30, 2021.

I have been out of the country at our residence in Florida since December 6, 2020 and have not been able to return to Calgary under the Covid restrictions that the government has imposed. I have had neighbors picking up my mail daily and trying to identify mail that may need to be attended to. Upon my return to Canada on July 7, 2021 I found the tax bill for this property and immediately went online and paid the amount due of \$5,668.53. It wasn't until a few days ago I received your second letter dated July 13, 2021 informing me of the additional tax due. I have called the tax department and have asked why I couldn't be emailed this tax bill so I could pay it on time as I have done since the date we purchased the property. They said their system couldn't accommodate that request. With being in two countries and owning multiple properties in both countries, it is not easy to keep track of when taxes are due. I currently have all other taxes on a TIPP plan which I wasn't even aware was an option in Rocky View since we have been a taxpayer for several years. As of today I have completed the TIPP form and mailed it to Rocky View to be set up so this situation never happens again.

I feel my circumstances are unique and I am not trying to avoid paying my taxes nor have I ever been late, but in past years I have never been away from Canada as long as I was this year only due to COVID. My husband runs a public Canadian company which is predominately in the US and had to be in the US in order to travel freely so I had no other option but to join him.

I feel it only fair to refund my penalty and the County knows that they will have their money monthly rather than a lump sum. I appreciate your consideration of this matter.

Respectfully,

[REDACTED]