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July 10, 2020

Attention: City Council of Prince Albert

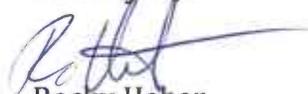


I am writing to you regarding my deferral application, concerning roll number: **202012400**, that I completed on the cities website. I am being told I didn't submit the application, which is untrue. I don't know if there was a network issue or a glitch in the system but I know for a fact I submitted the application for the property. I called after the application deadline and begged for some assistance to join the deferral program for other properties that I was unable to finish during these tough times and was told they couldn't do anything about it. Which is understandable, its my fault I didn't meet the deadline and I've paid the taxes for the properties that I missed the deadline for. But for the one application I did submit, it is completely unfair that I am being told that I didn't submit the application when I did. I am being asked for proof and the only proof I have is my knowledge about the application, which I would only know if I had completed the application and submitted it. Because there was nothing to download, fill out and re-upload to submit, I have nothing from my end except for the fact that I know I was told that my application well be reviewed by the city members and I will be contacted shortly which was also on a webpage and not through email. There is no was for me to know that if I hadn't submitted the form. I wasn't told that I am supposed to be receiving a confirmation email or anything because otherwise I would have contacted the city and inquired about it.

We can pay the remainder of the tax bill immediately but I believe we shouldn't be held accountable to pay the late fees. If I would have been informed that my application hasn't been submitted instead of that it has and being reviewed, I would have paid the property tax in full before the deadline. Again, the cities software glitches shouldn't be my problem. If the city had done a better job planning in helping people out during these unforeseen times, instead of having them fill out forms that glitch, we wouldn't be facing this dilemma. I called the city and was told they can't help me and I would have to write to the council and get a verdict from the council.

I look forward to hearing from you regarding the matter.

Thank you,

  
Rocky Hehar  
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**Recommended  
Disposition:**

Refer to  
Financial Services  
for review  
and report.