



***RPT 20-367***

**TITLE:** Request for Removal of Late Fees on 2020 Property Taxes

**DATE:** August 31, 2020

**TO:** Executive Committee

**PUBLIC:** X

**INCAMERA:**

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**RECOMMENDATION:**

That this report be received and filed.

**TOPIC & PURPOSE:**

This report is in response to CORR 20-72 and Mr. Ravinder Hebar's claim that an application for the 2020 Tax Deferral Program was completed and filed on-line.

**PROPOSED APPROACH AND RATIONALE:**

CORR 20-72 was presented at the August 10, 2020 Executive Committee Meeting. Motion 0198 "That CORR 20-72 be received and referred to the Financial Services Department for review and report" was carried.

Mr. Hebar called July 8<sup>th</sup>, 2020 stating that he filed for the 2020 Tax Deferral Program for his property through the City website on June 21<sup>st</sup>, 2020. The deadline for the Tax Deferral Program was extended to June 22<sup>nd</sup>, 2020.

Administration did not receive an application for the 2020 Tax Deferral Program for the property so Mr. Hebar was charged penalties and interest on July 8, 2020.

Review

The tax payer stated that something must have gone wrong with the City website and it was the City's fault he was charged penalties and interest. The IT Department (IT) initiated an

investigation into the operation of the website and the Tax Deferral Program application process.

The IT Department did not find any anomalies with the website from April 8 – June 23, 2020 that would cause a completed and submitted Tax Deferral Program application not to be received by Administration.

During the time period investigated there were two (2) IP addresses that logged into the Tax Deferral Program application but the sessions were abandoned before the user put in enough information to verify the name and address of the applicant. These applicants never completed the form which included the applicants name and address and did not hit the submit button.

The Business System Analyst stated that when someone accesses the Tax Deferral Application on the website the user's IP address is logged and all activity can be reviewed from start to finish. IT can view every key stroke including the user keying in information and then hitting submit. There is no record of Mr. Hebar keying the application in question into the system.

There was no activity that could confirm Mr. Hebar's submission of the Tax Deferral Program application therefore the penalties and interest are legitimate and were applied.

**PUBLIC NOTICE:**

Public Notice pursuant to Public Notice Bylaw No. 24 of 2015 is not required.

**ATTACHMENTS:**

1. CORR 20-72

Written by: Cheryl Tkachuk, Director of Financial Services

Approved by: Director of Financial Services & City Manager