

Property taxes are due



WAYS TO PAY

- › **Online Banking:**
 - Search for "Kelowna" as the payee
 - Folio number = account number
 - You may need to add zeros in front of your folio number if shorter than the entry field
- › **At City Hall:**
 - Drop box at front entrance
 - 1435 Water Street or Doyle Ave parking lot exit
- › **Mail:**
 - Post-dated cheques are accepted

The COVID-19 pandemic has caused a disruption in income for many taxpayers. To support residents facing economic hardships, the penalty date has been extended. Any property taxes unpaid after August 31 will be charged a 10 per cent penalty for late payment. Please pay your property taxes by July 2 to help maintain the City's ability to provide essential services.

TAX BILL SAVINGS: APPLY TODAY

Provincial programs can help you save on your tax bill. Check if you are eligible and apply before July 2.

- › **Home Owner Grant:** helps to reduce the amount of your property taxes. You must apply for the grant each year. If you are eligible, save time by applying online.
- › **Tax deferral:** a low-interest provincial loan option to pay the current year's property taxes on your principal residence. Apply online at www.gov.bc.ca/propertytaxdeferral.

Are you a registered non-profit organization? The City of Kelowna offers permissive tax exemptions to qualifying organizations.

Apply online before **July 15** for a 2021 exemption.

Your taxes: percentages to dollars

Taxes are calculated on your property's assessed value, determined by BC Assessment in January every year.

For 2020, Council has approved a 2.05 per cent taxation demand increase. This means that the owner of a single-family detached home with an average \$676,100 assessed value will pay \$2,115 in City of Kelowna taxes this year. This works out to an increase of \$3.54 per month, or \$0.82 per week for an average home's bill.

Taxation demand amounts are based on what the City needs to balance the budget. Taxation for the City of Kelowna accounts for 25 per cent of the City's total revenue budget needed to deliver services to residents.

kelowna.ca/budget

Your tax bill includes amounts for other taxing authorities:

MUNICIPAL		59% ≈ \$2,115
PROVINCIAL		29% ≈ \$1,025
REGIONAL DISTRICT		9% ≈ \$342
LIBRARY		3% ≈ \$96

*for an average bill

WHAT DO YOUR TAX DOLLARS PAY FOR?

Each property tax bill helps pay for key City initiatives that make Kelowna a great place to live. City of Kelowna property taxes fund \$148.8 million of the total \$595.9 million in City expenses in 2020. Based on an average home bill, monthly amounts of your tax bill pay for:

PUBLIC SAFETY: Police & fire	45% ≈ \$79.92
TRANSPORTATION & MOBILITY: Transportation & public transit	19% ≈ \$32.43
VIBRANT NEIGHBOURHOODS: Parks, active living & culture	18% ≈ \$31.92

The remaining 18% (\$31.95) of the average monthly tax bill covers buildings, utilities, planning and development, debt, grants and regional programs.



Manage your City accounts online

Register for a City Property Account today!

Registering for a City Property Account (formerly named Online Billing) allows you to manage your City accounts (property tax & utility billing) in one easy and accessible location, including if you manage multiple properties. Once registered, you can view your assessment, balance and financial transaction information and historical bills online. You can also opt-in to go paperless for your 2021 tax notice.

To register, you need your folio number and access code provided on your property tax notice. Register today at billing.kelowna.ca.



Maintaining essential services and planning for economic recovery

Everyone in our community is having to adapt and make some tough financial decisions – including the City. Through this time, we will maintain a balanced budget by freezing non-essential spending, delaying the start of some new projects, reducing operational budgets, freezing the hiring of many currently vacant positions, and suspending procurement of goods and services that are not absolutely critical. Cash balances will be supported through investment draws, reserve allocations and potentially borrowing, if required.

Your tax dollars are being used to continue to support and provide the essential services that are important to our community while we also make plans for economic recovery. kelowna.ca/covid19

Other COVID-19 resource pages:

bccdc.ca interiorhealth.ca gov.bc.ca/covid19 canada.ca/covid19

CONNECT WITH COUNCIL

Your Council consists of Mayor Colin Basran and Councillors Charlie Hodge, Brad Sieben, Mohini Singh, Loyal Wooldridge, Maxine DeHart, Luke Stack, Ryan Donn and Gail Given.

Council provides direction and establishes the policies to guide the growth, development and operations of the city. Council sets priorities and makes the budget decisions to provide services to residents.

PUBLIC MEETINGS:

Council meets regularly and the public is welcome to attend any open meeting or public hearing. In response to COVID-19, meetings can be viewed online and special protocols have been put in place for physical distancing for those who must attend in person. You can also provide input on items being considered by emailing mayorandcouncil@kelowna.ca. Learn more about Council, priorities for their term, meeting agendas and minutes at kelowna.ca/council

Investing in community safety

We're working to ensure that Kelowna continues to be a safe place to live, work and do business. Earlier this year, we launched a CCTV Registry pilot program in partnership with the Kelowna RCMP and Downtown Kelowna Association (DKA). This voluntary registry records the location of business security cameras within the boundaries of the DKA providing RCMP with quicker access to potential sources of video evidence.

In July 2019, we hired a Director of Community Safety to provide sustained leadership in collaborating with partners and the community to address the social impact of the opioid crisis and homelessness among other responsibilities related to enforcement and safety.



We continue to support the RCMP and agencies that lead the Kelowna Outreach and Support Table (KOaST) which helps individuals who are at a critical risk point through coordinated interventions with support services to reduce the level of risk. To date, 77 individual and family situations have been addressed, with the majority connected to services.

DID YOU KNOW?

You can report a non-emergency crime online. Visit kelowna.ca/police

Council priorities for 2019-2022

In 2019, Council presented their 2019-2022 Council Priorities as a guiding document for how the City will bring the community's vision of Imagine Kelowna, to reality. Visit kelowna.ca/councilpriorities to learn more.

SUMMER SAFETY TIPS

RCMP and Bylaw bikes teams are out on patrols, but we can all play a role in keeping our community safe. You can help protect your property and reduce crimes of opportunity:



- › **Take it out:** Remove items from vehicles (purses, sunglasses, loose change, electronics)
- › **Lock it up:** That includes vehicles, bikes and garage doors
- › **Sign it up:** Register your bike with Project 529 Garage to help ID it if it gets stolen
- › **Report it:** All crime should be reported to the RCMP

kelowna.ca/safety

kelowna.ca/police

SAFETY & WHO TO CALL

When there is:	Call:
An emergency	911 for police, fire & ambulance
Crime or illegal activity	250-762-3300 for the Kelowna RCMP
A safety concern downtown	250-470-9058 for the Downtown Patrol
Safe needle disposal in public spaces or outside private residences	250-469-8801 (needle collection option) for the Fire Department (non-emergency)
A bylaw issue	250-469-8686 for Bylaw Services
Graffiti	250-469-8600 (option 6) for the graffiti hotline



YVLW has been operated by the City of Kelowna since its inception in 1946 and is an important economic driver for the region.

QUICK FACTS

YVLW remains open for essential travel, to receive and ship critically important cargo in and out of B.C. and provide emergency services such as life-saving medevac flights.

YVLW is self-funded through airport revenue. Visit ylw.kelowna.ca for up-to-date information on airport operations.

Planning for the future to 2040

KELOWNA 2040: OUR KELOWNA AS WE GROW

Envisioning what Kelowna will look like in 2040 requires creating a comprehensive 20-year growth strategy to set the city on a path to its desired long-term vision and help us build a great city. A draft of the Official Community Plan (OCP) is still expected to be completed this fall 2020, followed by a proposed final round of public engagement before the end of the year. A final version will be presented for Council's consideration in early 2021. Learn more at kelowna.ca/kelowna2040.

KELOWNA 2040: OUR KELOWNA AS WE MOVE

A good transportation network is one that is safe, cost-effective and sustainable – all elements that are being explored in Kelowna's Transportation Master Plan (TMP), expected to be completed by the end of 2020. The planning process has included several rounds of public engagement, analysis of roadways, bike lanes, pathways and transit networks, as well as looking at future travel conditions and changing technologies. Staff are now monitoring the impacts of COVID-19 and will incorporate considerations into long range planning documents as appropriate. The final phase of public engagement to seek input on the draft TMP is proposed in late summer 2020. Learn more at kelowna.ca/transportation2040.



GET INVOLVED & STAY INFORMED

We are committed to continuing to engage with the public and stakeholders on City projects, initiatives and programs. As a result of COVID-19 and physical distancing measures, we are exploring new digital technologies for meaningful public engagement and are evaluating our traditional engagement methods. Visit getinvolved.kelowna.ca, our digital public engagement platform, to stay involved, be informed, share your passion and influence Kelowna's future.

Addressing homelessness and housing affordability

The City of Kelowna continues to support and work with the Journey Home Society to foster an inclusive community and improve the quality of life for people experiencing homelessness.

A top action for the Society is to see the addition of 300 long-term supportive housing units in purpose-built buildings to help people experiencing chronic and episodic homelessness in Kelowna. Since June 2018, 136 apartment units have been created, with another 100 expected for 2020/2021.

In January 2020, the City proudly announced its partnership with BC Housing and community organizations to bring more than 250 new affordable rental homes to Kelowna. These include 61 affordable rental homes for low-to middle-income individuals and families and 186 new rental homes for people with middle incomes.

journeyhome.ca

kelowna.ca/housing

THANK YOU, KELOWNA



As we all continue to make sacrifices and adapt to the COVID-19 reality, we want to thank you. Thank you for your actions to keep yourself, your family and our community healthy and safe. Thank you to our front-line workers, in all industries, who continue to work outside of their homes to keep us healthy, sustained and connected. Together, we will get through this and we'll be stronger and more resilient than ever.

Clean drinking water

Kelowna Integrated Water Phase 1 is an \$86-million, multi-year project and will separate agricultural and domestic water systems in Southeast Kelowna and deliver a sustainable water supply to agriculture in the South Mission.

The project will bring clean drinking water to about 2,000 households and meet Interior Health's 2025 clean drinking water mandate almost 10 years earlier than planned in Southeast Kelowna. Expected to be complete by 2021, this is the first phase of the City's vision to see a city-wide integrated water system through the 2017 Kelowna Integrated Water Supply plan.

kelowna.ca/water

Waste and recycling

DID YOU KNOW?

In 2019, the Glenmore Landfill serviced a population of **217,214**, who brought in **156,566** tonnes of waste to the landfill, of which **33.8%** was diverted/recycled?

The Glenmore Landfill is open seven days a week from 7:30 a.m. - 4:45 p.m. and offers a variety of disposal options on site including recycling, organic materials, household and commercial waste. During the COVID-19 pandemic the Landfill is only accepting non-cash payments for streamlining and health safety purposes.

Emergency preparation

The best time to prepare for an emergency is before there is one. Visit cordemergency.ca for helpful information to help you and your family know the risks, get a kit and make a plan. Sign-up for e-updates to have the latest emergency notifications delivered to your inbox.

As we head into the summer season and experience drier conditions, a reminder that all open flame burning within Kelowna City limits is not permitted. This means campfires and wood-fueled fire pits are not allowed both in public spaces and on private property. Barbecues should be fueled by propane, gas or charcoal. Smoking is also banned from all City and regional parks and beaches at all times. For more burning regulations and fire safety tips, visit kelowna.ca/fire.



Staying active while practicing physical distancing

Whether you prefer to pick up a paddle or a bike helmet, it's easy to find ways to get active in Kelowna. While enjoying our four-season playground, make sure to maintain physical distancing.

Check out the Active by Nature interactive map at kelowna.ca/activebynature; you'll find bike routes, swim loops, running trails and stair climbs to try. Just make sure you're practicing physical distancing and keeping at least two metres apart from people who aren't a part of your immediate (household) family.

Economic Recovery Task Force

In response to the COVID-19 pandemic, the Regional Mayors' and Westbank First Nation Chief's Economic Recovery Task Force was launched on April 15, 2020. The Task Force, co-chaired by Regional Board Chair Gail Given and Mayor Colin Basran, acts to support the immediate needs of local business and drive for full economic recovery in the Central Okanagan.

The main objective of the Economic Recovery Task Force is to develop a long term economic recovery plan to re-energize the Central Okanagan economy, retain business base and support employers/workers in getting people back to work as soon as possible. It will provide guidance to make sure our community businesses emerge from the pandemic stronger and ready to continue building on local success. For more information visit investkelowna.com/taskforce.



CITY INFO QUICK LINKS

Funding decisions that help make Kelowna a great place to live: kelowna.ca/budget
Apply for a short-term rental business licence: kelowna.ca/business
Recreational programming: kelowna.ca/recreation

CONNECT WITH US

Kelowna.ca
An online information hub for all your City needs.

E-Subscribe
Select topics to have City news delivered to your inbox.

Service Requests

Report a pothole, request park maintenance, login to your City Property Account and more.

In person

Call us at 250-469-8500 or visit us at City Hall by appointment, Mon. to Fri., 8 a.m. to 4 p.m., excluding statutory holidays.

GETTING SOCIAL

Facebook /cityofkelowna
Twitter @cityofkelowna
Instagram @cityofkelowna
LinkedIn City of Kelowna
Youtube Kelowna City Hall



City Hall
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*Things are constantly changing and the information presented here is accurate to May 8, 2020. For the most current information related to City services, please visit kelowna.ca.