

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
- › **Mail:**
 - Post-dated cheques are accepted
- › **There is a legislated late payment penalty for property taxes outstanding as of July 4.**
- › **In Person:**
 - Cash and debit
 - Credit Card* – NEW!
Online at kelowna.ca/onlinebilling
*A 2.3% transaction fee will apply
- › **City Hall Dropbox:**
 - Drop box at 1435 Water St. (right side of main door)

TAX BILL SAVINGS: APPLY TODAY!

Provincial programs can help you save on your tax bill. Check if you are eligible and apply before **July 4**.

- › **Home Owner Grant:** This initiative is now managed by the Province and can help 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 at gov.bc.ca/homeownergrant or call 1-888-355-2700.
- › **Tax Deferment:** A low-interest provincial loan option to pay the current year's property taxes on your principal residence. Apply online at gov.bc.ca/propertytaxdeferment.
- › **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 2024 exemption**.



Property tax question? Ask our chatbot on kelowna.ca.

Your taxes: percentage to dollars

Taxes are calculated based on what is needed to balance the City's budget for that particular year.

Council approved a 3.78% taxation demand increase in 2023. The owner of a single-family detached home with an average \$1,009,350 assessed value will pay \$2,373 in City of Kelowna taxes. In total, this works out to an increase of \$7.20 per month, or \$1.66 per week for an average bill.

Taxation for the City of Kelowna accounts for 23% of the City's total revenue budget needed to deliver services to residents.

kelowna.ca/budget

Manage your City accounts online



Have you registered for a City Property Account yet?

A City Property Account allows you to manage your City accounts (property tax, utility billing and business licences) in one easy and accessible location. 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 next tax notice.

To register, you need your folio number and access code provided on your property tax notice. **Learn more at kelowna.ca/onlinebilling.**

Your tax bill includes amounts for other taxing authorities:

MUNICIPAL		60% ≈ \$2,373
PROVINCIAL		28% ≈ \$1,104
REGIONAL DISTRICT		10% ≈ \$396
LIBRARY		2% ≈ \$98

**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 \$176.6 million of the total \$780 million in City expenses in 2023. Based on an average residential property bill, monthly amounts of your tax bill pay for:

CRIME AND SAFETY: Police & Fire	47% ≈ \$1,125
HEALTHY COMMUNITIES: Parks, Active Living & Culture	19% ≈ \$444
TRANSPORTATION & MOBILITY: Multi-Modal Transportation	14% ≈ \$341

The remaining 20% (\$463) of the average monthly tax bill covers buildings, utilities, planning and development, debt, grants and regional programs.



How We're Doing

ANNUAL PROGRESS REPORT

City of Kelowna's corporate-wide performance measurement program is an essential part of how we work and key to achieving our desired results. Publicly measuring our performance allows us to evaluate our progress and ensure that we are providing quality programs and services that best serve our citizens.

To learn more, visit the annual progress report at opendata.kelowna.ca.

Investing in our community's health and well-being

As one of the fastest growing cities in Canada, more and more people are choosing to call Kelowna home for its high quality of life, economic strength, and wide range of lifestyle options. Recreation is key to maintaining our residents' health and social well-being and is one of the most valued services that a municipality can provide, with indoor recreation facilities among the most visible and highly utilized public amenities. More than just buildings, public recreation facilities are welcoming and inclusive to all. By supporting people of all ages, abilities and incomes, they offer low-barrier, positive spaces where everyone can learn, grow, move and belong. This helps build social connections and strong communities.

But for many years, investment in Kelowna's recreation facility development has not kept pace with population growth—and, over the past decade, the gap in facility delivery has been compounded by beyond-forecasted residential growth alongside existing facilities reaching or exceeding end-of-life.

The community recreation facility needs first identified in the 2011 Infrastructure Planning Study are still relevant today with demand for activity centres and parks further intensifying. Our community's growth is expected to continue well into the future and the City is making strategic investments in centrally-located recreation facilities to maintain inclusive and energizing spaces that will serve as the "living room of our community" for generations to come.

This is why it's time for us to take a look at which services are needed now, and into the future, so residents can continue to have access to the amenities that are important to them. The City is actively working to identify our infrastructure needs and gaps while investing in delivery of high-value services and amenities.

Learn more about the Indoor Recreation Facilities Strategy at getinvolved.kelowna.ca



2022 Citizen Survey

The 2022 City of Kelowna Citizen Survey gauged public satisfaction with municipal programs and services, providing insight into citizens' service priorities. Read the full report at kelowna.ca.

TOP 3 PRIORITIES FOR INVESTMENT:

- ▶ ADDRESSING SOCIAL ISSUES
- ▶ ENCOURAGING A DIVERSE SUPPLY OF HOUSING
- ▶ TRAFFIC FLOW MANAGEMENT

90% of citizens have a good quality of life

80% of citizens are satisfied with the overall level and quality of City services

80% of citizens agree that the city is inclusive and accepting of all

81% of citizens feel safe in the community

75% of citizens believe they receive good value for their tax dollars

Quality of Life Top of Mind for Council

On March 20, Kelowna City Council endorsed Council Priorities 2023-2026 which includes six priority areas and 22 actions to increase citizens' quality of life. The approach is designed to take immediate action on what is important to residents and guide the City's business planning and investment decisions. Staff will focus their efforts on the areas where Council wants to see improvement, while maintaining essential services from first responders and clean drinking water to safe roads. City Council will continually monitor the progress of the priorities with formal reviews and evaluations every six, 12 and 18 months. Working alongside other pivotal city strategies—such as the Official Community Plan, 10-Year Capital Plan, 20-Year Servicing Plan, and Imagine Kelowna—the approved council priorities are:

CRIME & SAFETY

- › Develop a strategy to address property crime, including break-and-enters and theft
- › Provide local Business Improvement Areas support for urban centre safety issues
- › Develop a safety task force with stakeholders
- › Partner with provincial mental health and substance-use ministries to improve local conditions

AFFORDABLE HOUSING

- › Acquire city-owned land to build affordable housing
- › Increase number of rental units with below-market rents
- › Partner on the creation of a low-cost affordable housing pilot project

HOMELESSNESS

- › Advocate for additional complex care centre
- › Explore partnership opportunities for alternative forms of sheltering
- › Advocate for purpose-built permanent shelter with wrap-around supports and graduated-needs housing options
- › Develop an emergency winter shelter program

TRANSPORTATION

- › Explore alternative modes of transportation between UBCO/YLW and downtown
- › Improve transit service including expanding the transit pass program
- › Improve traffic flow and capacity on major road networks
- › Complete the functional design of the Hwy 33 multi-modal traffic corridor
- › Enhance traffic safety presence

AGRICULTURE

- › Facilitate the creation of a permanent home for the farmer's market
- › Review the Agriculture Plan with respect to secondary uses
- › Expand enforcement/bylaw officers

CLIMATE AND ENVIRONMENT

- › Include climate lens in decision making to assess mitigation and adaptation
- › Increase urban tree canopy
- › Pilot an energy concierge program to enable retrofits in buildings

For more information, visit kelowna.ca/councilpriorities.



Connect with Council

Kelowna City Council consists of Mayor Tom Dyas and Councillors Ron Cannan, Maxine DeHart, Charlie Hodge, Gord Lovegrove, Mohini Singh, Luke Stack, Rick Webber and Loyal Wooldridge. Council provides direction and establishes the policies to guide the growth, development and operations of the city, as well as sets priorities and makes budget decisions to provide services to residents.

PUBLIC MEETINGS:

Council meets regularly and the public is welcome to attend any open meeting in person, or online at kelowna.ca/council. 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.

More ways than ever to do business with us at kelowna.ca



APPLY

Do things like apply for a career, business licence or building permit.



PAY

Pay for a parking ticket, tax certificate, business licence, garbage tag and more.



REPORT / REQUEST

Report an issue, like a pothole, noise or graffiti, or request improvements like traffic calming, or parks and road maintenance.



EXPLORE

Watch City Council meetings, find online engagement opportunities and access other related applications and websites.



ASK QUESTIONS

Use our new chatbot 24/7 on kelowna.ca to get answers to questions about property taxes, recreation activities, landfill, snow removal and more.

WE WANT TO HEAR FROM YOU

We are committed to continuing to engage with the public and stakeholders on City projects, initiatives and programs. Visit getinvolved.kelowna.ca, our digital public engagement platform, to stay involved, be informed, share your passion, and influence Kelowna's future.

Summer fun for everyone!

Find recreation opportunities—including indoor and outdoor fitness classes, swimming lessons, sport leagues and more—in the latest Activity & Program Guide. Plus, summer camp registration is open now and many family-favourite free community events are back for another season including Park & Play at various neighbourhood parks, Dancing in the Park, Sunset Yoga at Stuart Park, and more fun activities as part of Meet Me on Bernard.

Visit kelowna.ca/calendar to see what's happening near you and register for programs at kelowna.ca/recreation.



AT YOUR REQUEST

Over 100 On-Demand Services Available 24/7

Report an issue like a pothole, noise, graffiti or illegal suites; request improvements like traffic calming and cycling infrastructure; pay for things like a business licence or permit; search community resources; browse theatre events; find engagement opportunities; learn about transit services and much more! Learn more at kelowna.ca/online-services.



GET PREPARED

Protect Your Family & Home



The best time to prepare for an emergency is now. As a key step to reducing risk of wildfires, it's important to remove hazardous vegetation and woody debris from your property, especially from the area within 10 metres from your home. And be sure you and your family are ready to respond to any emergency from fire and flooding to landslides, heat domes and more. Visit cordemergency.ca to:

- › Learn the risks in your area
- › Make a plan to help you respond quickly
- › Build an emergency kit



As we head into the summer season, a reminder that all open flame burning within Kelowna city limits is not permitted. 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.

VIBRANT URBAN CENTRES

Balancing investment in infrastructure for today and the future



Infrastructure is critical to the quality of life for citizens that live, work and play in our city. **Over the next 10 years**, the City plans to invest approximately **\$1.63 billion in infrastructure** to support community assets and services like clean drinking water, transportation, parks, utilities and civic, recreation and protective services buildings. Keeping citizens safe and healthy, and providing opportunities for economic development are necessary to ensure the sustainability of the community. There are currently more than 60 capital projects happening in our city. These include:

- › Bertram Overpass
- › Kelowna Family YMCA Renewal
- › Central Rutland & Rialto Sanitary Sewer Connection Areas
- › Dehart Park
- › Mill Creek Flood Protection – Diversion Upgrading
- › Okanagan Rail Trail

To learn more visit, kelowna.ca/city-projects.

CITY INFO QUICK LINKS

Funding decisions that help make Kelowna a great place to live: kelowna.ca/budget
Apply for a business licence: kelowna.ca/business
Explore data, maps, apps and stories: opendata.kelowna.ca
Know whom to call and when: kelowna.ca/safety

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 Online Billing and more.

In person

Call us at 250-469-8500 or visit us at City Hall Monday to Friday, 8 a.m. to 4 p.m., excluding statutory holidays.

GETTING SOCIAL

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



City Hall
1435 Water Street
Kelowna, BC
V1Y 1J4

*Things are constantly changing and the information presented here is accurate to May 2023.
For the most current information related to City services, please visit kelowna.ca