

PAY YOUR PROPERTY TAXES ONLINE

Go to your online banking website and log in

Search for payee "Kelowna" and select the "tax" listing from the results

- Avoid "utilities" as the City of Kelowna also offers this online payment option and it could appear in the search

Enter your **tax folio** number into the account number field

- Your tax folio number is on your property tax notice
- Each property has its own unique tax folio number so please verify each year in the event that you have utilized the online payment method for a property you owned previously or if you own multiple properties
- Some financial institutions require a minimum number of characters. If your Tax Folio number is shorter than the compulsory number, include zeros **in front** of your Tax Folio number (Example: If your Tax Folio number is 54000 enter 00054000)

Pay the appropriate amount from the current year Property Tax Notice

Print or save the confirmation page for your records

- You can view the status of your property tax account at least 5 business days after making the online payment by going to **kelowna.ca** and searching "Property Tax". Select **Search property tax and assessment details**.

Owners are responsible to ensure that payment of their annual property taxes is received at City Hall by the due date to avoid penalty. Some financial institutions hold payments before forwarding them to the City of Kelowna or are located in different time zones. Avoid the risk of a penalty by paying online at least a few business days before the deadline.

Please note that if you are eligible for the Provincial Home Owner Grant, a separate transaction will need to be completed online to claim the grant (see below).

If you experience difficulties, please contact your financial institution for assistance.

APPLY FOR YOUR PROVINCIAL HOME OWNER GRANT ONLINE

Go to the City of Kelowna website at **kelowna.ca/propertytax**. Select **Claim your home owner grant**.

Enter your **tax folio** number and **access code** from your property tax notice

- Each property has its own unique tax folio number
- The access code changes each year so must be taken from the current year property tax notice

Select **Claim Home Owner Grant**

Follow the easy steps to complete the application

Print or save the confirmation page for your records

- The City of Kelowna **does not** require you to complete and return the manual grant application located at the bottom of your Property Tax Notice if you do it electronically.

To avoid penalty, owners should apply for the Home Owner Grant with the City of Kelowna prior to the tax due date even if you are not paying taxes that are due at that time or your financial institution pays the taxes on your behalf. Apply for your grant online to avoid the line-ups at City Hall and save on postage. You must complete a separate application in each year that you are eligible.

If you require assistance, please contact the Revenue Branch at 250 469-8757 (option 3) or email revenue@kelowna.ca