



# TOWN POLICY

**POLICY NUMBER: 1812**

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**REFERENCE:**

Resolution No.  
281.10.22

**ADOPTED BY:**

Town Council  
October 19, 2022

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**PREPARED BY:** Finance

**DATE:** October 19, 2022

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**TITLE:** Property Tax Relief Policy

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Page 1 of 10

## Policy Statement

To provide a framework for Council, in the exercise of its discretion under section 347(1) of the *Municipal Government Act*, when considering requests from property owners for property Tax Relief.

Section 347(1) of the *Municipal Government Act* permits Council the discretion to cancel or reduce tax arrears, cancel, or refund all or part of a tax, or defer the collection of a tax, for a particular taxable property, or class of taxable property, if it considers it equitable to do so.

Council must exercise this discretion in an equitable and transparent manner, as any cancellation, reduction, or deferral has a financial consequence to the Town.

## 1.0 DEFINITIONS

1.1 The following terms set out in this Policy have the corresponding meanings:

- (a) “Act” means the *Municipal Government Act*, R.S.A., 2000, c. M-26 and amendments thereto.
- (b) “Assessor” means an accredited (holding the AMAA designation) property assessor as employed by the Town of Strathmore.
- (c) “COPTER” means Alberta Regulation 281/98, Community Organization Property Tax Exemption Regulation.

- (d) “Error in Fact” means a quantitative and Substantive data error in the assessment data used to prepare a property assessment. Examples of Error in Fact may include house size, presence of basement finish, or tax classification. Errors in Fact do not include subjective or qualitative assessment data.
- (e) “Immediate Family” includes the property owner’s spouse, common law or adult interdependent partner, child or step-child, sibling or step sibling, guardian, dependent, parent or step-parent, son/daughter-in-law or sibling-in-law, grandparent, grandchild or another relative permanently residing with the property owner as a member of the family.
- (f) “LTO” means Alberta Land Titles Office.
- (g) “Substantive” means having affected the assessed value by a minimum of 10%.
- (h) “Tax Relief” is the discretionary cancellation, reduction, refund, or deferral of all or a part of a property tax, or tax penalty, by Council.

## **2.0 RESPONSIBILITIES**

2.1 The CAO or designate is responsible for:

- (a) Reporting to Council the outstanding requests for property Tax Relief, and the particulars of each request

2.2 Council is responsible for:

- (a) Rendering a decision on each request for Tax Relief, as per the discretion granted to them by section 347(1) of the Act and based on the service standards as articulated within this policy.

## **3.0 GENERAL TAX RELIEF PRINCIPLES**

3.1 Section 203 of the Act prohibits Council from delegating the authority for provision of discretionary Tax Relief to Administration.

3.2 Administration retains the ability to cancel, reduce or refund all or part of a property tax, or property tax penalty, if it is determined that the Assessment & Taxation Department has made an error, omission, or misrepresentation, in the administration of the assessment & tax account in question.

3.3 Property Tax Relief generally applies to all components of the property tax unless expressly articulated by Council. Council may reserve the situational discretion to provide Tax Relief for the municipal portion of taxes only, if desired.

- 3.4 When considering a request for property tax reduction, cancellation, refund, or deferral, Council shall take into consideration the following principles:
- (a) Fairness and equity to all taxpayers;
  - (b) Financial sustainability of municipal revenues;
  - (c) Simplicity, transparency, and efficiency of the tax levy process; and
  - (d) Predictability and stability.
- 3.5 All property owners seeking Tax Relief shall follow the prescribed administrative process which entails the following:
- (a) Property owners shall first dialogue with the Assessment and Taxation Department as to the nature of their request for Tax Relief;
  - (b) If the Assessment and Taxation Department is of the opinion that no error, omission, or misrepresentation has occurred in the administration of the tax account, then the request for Tax Relief shall be referred to Council;
  - (c) Property owners must complete the required standardized “Request for Property Tax Relief” application form, which is available via the Assessment and Taxation Department; and
  - (d) The tax penalty or property tax in question, should be paid by the property owner to avoid further penalties being incurred.
- 3.6 Council shall not be bound by precedent for any prior decisions it has made relative to requests for property Tax Relief.
- 3.7 Council’s decision on a request for Tax Relief is considered final. There is no further recourse available, and the matter is considered closed.

#### **4.0 PERMISSIBLE TAX RELIEF CATEGORIES**

##### **4.1 Compassionate Grounds:**

- (a) Council may provide Tax Relief for property tax penalties incurred by the property owner. Tax Relief is typically only available for current taxation year penalties. The following extenuating circumstances may be considered by Council:
  - (i) Death or critical illness occurred in the Immediate Family of the property owner; and

- (ii) Any other extenuating circumstance, that in the opinion of Council merits compassionate Tax Relief, given the uniqueness and severity of the situation.

#### 4.2 Property Eligible for Tax Exemption in Prior Tax Year:

- (a) Council may provide Tax Relief to a non-profit group, who are eligible for taxation exemption under COPTER, but had mistakenly neglected to apply for tax exemption status. Tax Relief is only available for the one year of taxes immediately prior to the current year taxes. The Assessor shall assist in the determination of if the non-profit was eligible via COPTER.

#### 4.3 Substantive Prior Year Assessment Errors:

- (a) Council may provide Tax Relief for a Substantive assessment Error in Fact, that has been discovered relative to a prior year assessment. Tax Relief is only available for the one year of taxes immediately prior to the current year taxes. As per section 305 of the Act, the current year taxes are available to be corrected by the Assessor via amendment of the property assessment. No Tax Relief shall be available if the Error in Fact resulted from non-compliance of Assessor's requests for property information, or requests to enter and inspect the property for assessment purposes.
- (b) The Tax Relief shall be equal to the differential in taxes occurring due to the identified Error in Fact. The Assessor will assist in quantifying this tax amount.

### 5.0 NON-PERMISSIBLE TAX RELIEF CATEGORIES

5.1 While the granting of property Tax Relief remains at the discretion of Council, the following categories of requests generally are deemed to not qualify for Tax Relief.

#### 5.2 Failure to Receive Assessment & Tax Notice:

- (a) Non-receipt of an assessment & tax notice is typically not a permissible reason for request for relief from a tax penalty or annual property tax.
  - (i) Sections 310 - 311 of the Act stipulates that the Town only has the obligation to ensure notices have been sent. The Town is not under legislative obligation to ensure physical receipt of the notice by the property owner.
- (b) Common examples include, but are not limited to:

- (i) Failure of receipt due to unanticipated Canada Post strike or other mail delivery disruption;
- (ii) Incorrect ownership or mailing address information was registered at LTO, regarding the property in question; and
- (iii) General disappearance of the notice due to mis-delivery, loss, theft, or destruction.

### 5.3 Payment Errors or Delays:

- (a) Payment errors and/or delays, resulting in late payment, are not typically a permissible reason for request for relief from a tax penalty.
- (b) Common examples include, but are not limited to:
  - (i) Use of telephone or online banking caused delay in receipt of tax payment;
  - (ii) Financial institution processed tax payment after tax payment deadline;
  - (iii) Errors, delays, misunderstandings, or non-communications in the conveyancing, transfer of title, or property registration process, by property owners, lawyers, agents, or LTO, resulting in late payment of property taxes;
  - (iv) Property owner was on vacation, out of country, or similarly physically unable to make payment prior to tax payment deadline; and
  - (v) General late payment of property taxes, with no specific reason for the lateness.

### 5.4 Damage or Destruction of Property due to Natural Disaster:

- (a) Damage, devaluation, or destruction of property due to natural disaster is not a permissible reason for request for relief from an annual property tax or tax penalty.
- (b) Common examples include, but are not limited to:
  - (i) Floods;
  - (ii) Tornados;
  - (iii) Earthquakes;

- (iv) Wildfires;
- (v) Hail;
- (vi) Lightning strikes; and
- (vii) Storms.

#### 5.5 Tax Relief of Other Charges:

- (a) Charges, levies, or amounts added to the tax roll that do not relate to the annual property assessment and taxation process, are not a permissible reason for request for Tax Relief from an annual property tax or tax penalty.
- (b) Common examples include, but are not limited to:
  - (i) Fees and charges arising from the tax recovery process;
  - (ii) Service fees for returned tax payments;
  - (iii) Unpaid municipal bylaw violation charges;
  - (iv) Utility consumption or installation charges; and
  - (v) Any penalties, interest, or other charges related to those amounts.

#### 5.6 Demolitions:

- (a) Demolition of existing buildings or improvements which are of the volition of the property owner, are not permissible for request for Tax Relief from an annual property tax or tax penalty.
- (b) Common examples include, but are not limited to:
  - (i) Demolition of all of portion of existing home;
  - (ii) Demolition of ancillary buildings, such as garage, carport, shed;
  - (iii) Demolition of landscaping or fencing;
  - (iv) Demolition of any non-residential structure.

#### 5.7 Structural Fires:

- (a) The occurrence of a structural fire involving loss or damage of an existing home, building, structure, or business, is not a permissible reason for request for relief from an annual property tax.
- (b) Payment of outstanding property taxes is an expense item typically covered within a fire insurance policy. Therefore, property owners should seek property tax coverage first from their fire insurance policy. Section 349 of the Act stipulates that “taxes that have been imposed in respect of improvements are a first charge on any money payable under a fire insurance policy for loss or damage to those improvements.”



**Property Tax Relief Request Form**

*The purpose of this form is for an assessed person, or their authorized agent, to request under section 347(1) of the Municipal Government Act (MGA), that Council consider property tax relief, in the form of a reduction, cancellation, refund, or deferral, in respect to municipal property tax levied on the property as listed in Section B below*

**Section A: Information about who is making the tax relief request.**

Is the requestor the:    Property Owner                       Agent

Requestor Name: \_\_\_\_\_ Requestor Phone: \_\_\_\_\_

Requestor Address: \_\_\_\_\_

Requestor Email: \_\_\_\_\_

**Section B: Property Information**

Assessment Roll Number(s): \_\_\_\_\_ , \_\_\_\_\_

Property Address(es): \_\_\_\_\_ , \_\_\_\_\_

**Section C: Type of property tax relief being requested** *(please check ONE of the boxes below)*

Property Tax Cancellation                       Property Tax Refund

Tax Penalty Cancellation                       Property Tax Deferral

Property Tax Reduction

**Section D: Amount of property tax relief being requested** *(Enter dollar amount)*

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**Section E: Reason(s) for Property Tax Relief Request** *(please describe the reasons and circumstances of your request.)*

*(Please attach additional information to this form if you require more space)*



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**Section E: Acknowledgement & Certification**

By signing below, I acknowledge and certify that:

- i. I understand that for the purposes of MGA section 347(1), this request for property tax relief is valid only for the properties identified in Section B of this form, and that this request applies only to tax levies and/or tax penalties levied in respect of the current Taxation Year.
- ii. I understand that for the purposes of MGA section 347(1), that the decision of Council on the matter of property tax relief is final, and there is no further recourse available on this matter.

Signature of Property Owner(s) or Authorized Agent

Date: \_\_\_\_\_

## Section F: Form Submission Information

Please Submit this form to:

ASSESSMENT AND TAXATION  
TOWN OF STRATHMORE  
PO BOX 2280  
1 PARKLANE DR  
STRATHMORE AB T1P 1K2  
Phone: 403-361-2114  
E-mail: [tax@strathmore.ca](mailto:tax@strathmore.ca)

**Protection of Privacy** - Personal information provided is collected in accordance with Section 33(c) of the Alberta *Freedom of Information and Protection of Privacy Act* (the FOIP Act) and will be protected under Part 2 of that Act. It will be used for the purpose of property tax and tax penalty relief requests. Should you require further information about collection, use and disclosure of personal information, please contact: Legislative Services department for the Town of Strathmore 403-934-3133 or [FOIP@strathmore.ca](mailto:FOIP@strathmore.ca).