



Township of Southwold

COVID-19 Financial Relief Programs

To assist property owners and residents that may be impacted by COVID-19, the Township has implemented several programs to provide financial relief. Initially, Council approved waiving penalty on the March 31st tax installment and credit card payments made over the phone. As it became clear, the pandemic will continue to have an impact for many months to come, Council has adopted additional measures to provide further relief. These provisions attempt to provide relief for those who need it, while encouraging those that can continue to pay their property taxes and water/sewer charges to do so. These provisions will be monitored over the coming months and further programs may be implemented in the future, if determined necessary by Council. Following are the various items approved to date:

Property Taxes

- Penalty on the March 31st installment – 0% on April 1 and May 1, 2020
- Effective June 1 the penalty rate for current year taxes will be 0.25%. This rate will be in effect for current year taxes owing on June 1, July 1 and August 1.
- Effective September 1 the penalty rate for current year taxes will return to 1.25%
- The interest rate has not changed for prior year taxes owing. Outstanding balances from 2019 and earlier will continue to accumulate interest at the standard rate of 1.25% on the first of every month.

Water/Sewer Bills

- April 30 Water/Sewer Bill – 0% Penalty Rate
- July 31 Water/Sewer Bill – 2% Penalty Rate
- October 30 Water/Sewer Bill – 5% Penalty Rate (returns to standard penalty rate)
- Water Shut-offs will not take place for non-payment of the April and July water bills.

If you are on a pre-authorized payment plan or have left post-dated cheques at the office and will not be able to make a future payment, please contact the Township so future payments are not processed.

Credit Card Surcharge

The Township normally charges a 2% surcharge on Credit Card payments. This is to cover the additional costs to the Township associated with processing fees charged by the banks and credit card companies. This fee has been waived since March 17, 2020 and will continue to be waived until the COVID-19 Provincial Order is lifted **AND** the Township Municipal Office re-opens to the public. Should there be another Provincial Order **OR** the Township Municipal Office closes to the public the 2% surcharge will not be charged.

Keystone Complex Rental Fees

Renters of the Keystone Complex who have had their booking cancelled are not being charged any rental fees and any deposits will be returned or held for a future date, if they desire.

Other

Township Council and staff are continuing to deliver as many services as possible online or through alternate contactless means. Several examples include:

- Council meetings continue to take place via Online Meetings – the public is welcome to view or listen to the meetings – contact the Township Office to connect
- Office continues to be staffed with a minimal staff compliment to answer the phone, provide information, accept payments, process applications, etc.
- All staff continue to available by email, phone or video-conference
- Items normally picked up from the office can be mailed, dropped off or arrangements made for contactless pickup
- Staff will work with residents to provide the required service in a manner that is safe and compliant with COVID-19 health guidelines

Contact:

Township of Southwold

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