

During the COVID-19 pandemic, the Town of Ladysmith is following provincial physical distancing and safe business guidelines. For your safety and ours during this time, we recommend that you make all property tax transactions (Home Owner Grant and tax payments) online. Below are some tips for making payments. We appreciate your cooperation and understanding as we work to prevent the spread of COVID-19 during these challenging times.

Questions?

Staff at City Hall are available by phone or email during regular business hours to guide you through claiming your Home Owner Grant and making payments through your online banking. Please do not hesitate to contact us by phone (250) 245-6400 between 8:30 am and 4:00 pm, Monday through Friday. You can also email pt@ladysmith.ca.

Online Payments

For most property owners, there are two steps required to complete your property tax process.

1. Claim Home Owner Grant (HOG) if eligible
 - Go to www.ladysmith.ca
 - On bottom of home page, click on “Claim Home Owner Grant” icon
 - Enter roll number (####.###) and access code, which are both found on top right corner of your property tax notice
 - Complete the application with required information
 - Click on ‘Submit’
 - A confirmation page will open. You must keep this page as proof of claiming the grant. We recommend that you print it off.
2. Make payment (unless your taxes will be paid by your mortgage company or you are deferring them)
 - Online banking payments can be done through your financial institution
 - You will need to make sure you add “Ladysmith Property Tax” as a payee. (When you search for a “Ladysmith” payee, you will also likely see Ladysmith Utilities, but to pay property taxes you must select **Property Tax**.)
 - The account number to enter is the 7-digit roll number on the top right corner of your property tax notice

If you have any difficulties when making an online payment, call us at 250.245.6400.

Paying by cheque

If you are paying by cheque, you can put it, together with your completed Home Owner Grant form in the drop box just beside the front door at City Hall.

Paying taxes in person

Should you need to visit City Hall to make a payment and submit your Home Owner Grant, we will have protocols in place to reinforce physical distancing as staff assist you. Cash will be accepted, but cheque or debit are the preferred methods for in-person payments. Please ensure your debit payment is within your limit for both “tap” or “pin” transactions. Note that we do not take credit cards.

Hello, Ladysmith property owners.

We are certainly living in unusual times. The COVID-19 pandemic is the challenge of a generation. It has created a big shift for all of us as residents, business owners, employers, employees, elected officials, human beings. However, we have pulled together, even while apart, we have made difficult changes in our home and business lives to do the right thing to help stop the spread of the coronavirus.



I'd like to take this opportunity to thank each and every one of you for doing your part over the past long months to flatten the curve and help keep our community safe. I would also like to thank you all for stepping up to support our local businesses and continuing to volunteer as much as possible for the organizations that give so much to our community.

Council deliberated long and hard over our budget this year. We cut costs where we could, but we are also seeing a reduction in revenues with our Community Centre closed and not being able to rent out our sports fields and other facilities.

Believe me, it is not easy to write this letter that accompanies your property tax notice. The simple fact is, there are costs associated with providing a safe water supply and treating our sewage, maintaining roads, offering needed services and making sure that our Town is poised to welcome visitors and embark on economic recovery in the coming weeks and months.

The 1.92 per cent tax increase over last year is lower than the cost of living increases the Town faces on everything from wages to maintaining our parks and trails, to equipment and supplies.

We started budget discussions in October, and finalized what would turn out to be the first 2020 budget by December last year. Of course, that was long before any of us knew about the new coronavirus and everything that lay in store for us. In April this year, we revisited the whole budget in light of our reduced revenues, ongoing operational expenses, and our desire not to place undue burden on our hard-hit community.

To help make things easier on Ladysmith property owners who have been hard hit by the COVID-19 situation, Council has directed that no penalties will be charged on unpaid property taxes until September 30 this year. If you can pay your taxes in full or in part before that date, I encourage you to do so, but we sincerely hope that the postponement of penalties will help ease things somewhat for you.

I'm encouraged that the light at the end of the tunnel appears to be getting bigger and brighter every day thanks to everyone doing their part to flatten the curve. I look forward to welcoming visitors back to our community and to being able to hug my friends and loved ones. I'm sure you do too. For right now, I ask that you focus on the present moment and continue to listen to the advice of our public health officials. We're all in this together. We just need to stay home and stay apart a little bit longer.

Take good care of yourselves, and don't hesitate to get in touch. You can email me at mayor@ladysmith.ca, or leave a message for me at City Hall at 250.245.6400.

A handwritten signature in blue ink, which appears to read 'Aaron Stone'.

Aaron Stone, Mayor