

Municipal Tax Collection Best Practices

Ontario East Municipal Conference
September 15, 2011
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The tool chest...

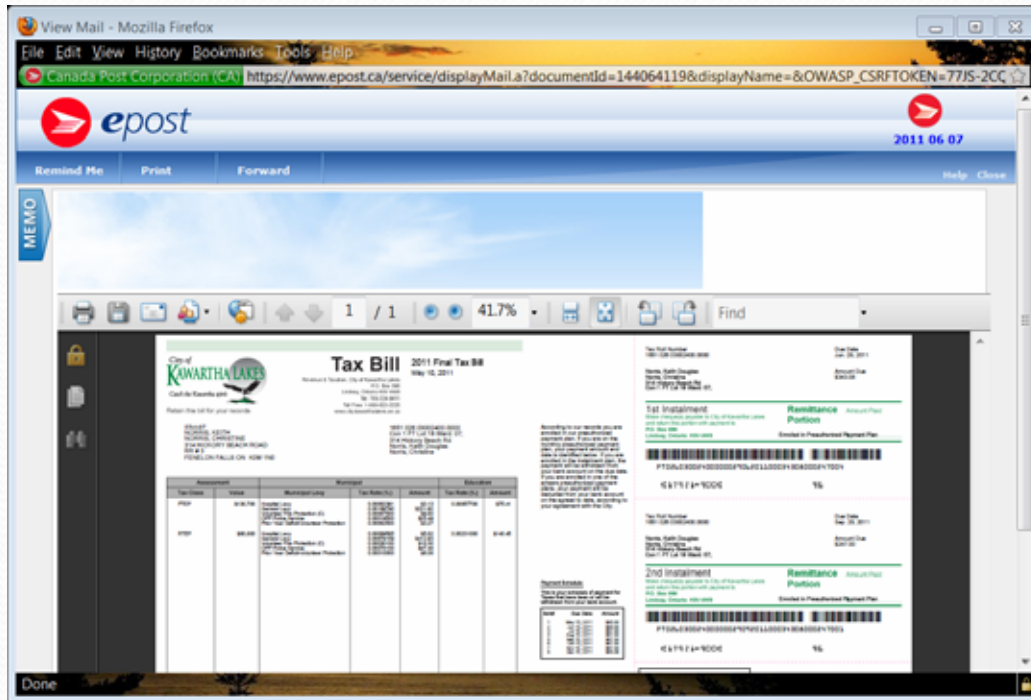
- Knowledgeable staff
- Consistent timetable
- Payment options
- Excellent records keeping skills
- Timely and predictable collection practices
- Council adopted Billing and Collection Policy
- Understanding of the Municipal Act, 2001

Staff

- Ensure staff are customer focused
- Empathetic not sympathetic
- Training is essential
 - Mentoring
 - Dealing with difficult customers
 - Collection practices
 - Note taking
 - Follow up

Time Table

- Tax bills issued



- Number of instalment due dates per bill

Timetable cont'd

- Penalty and interest application
- Reminder notices
- Collection tools
 - Bailiff
 - Rent Attornment
 - Tax Sale

Payment Options

- In person
- Mail
- Bank
 - Telephone/internet
- Do you accept credit cards?
- Do you accept post dated cheques?
- Preauthorized payment options
 - Due date
 - Monthly plans
 - Arrears plans

Record Keeping

- Track promised payments
- Track returned payments
- Track returned mail
- Track customer interaction
- Diarize when next payments are due
- Record post-dated cheques on account

Collection Policy

- Municipal Act, 2001 is your best friend
- Collection Policy & Procedure
 - Timing
 - Due dates/payment options
 - Penalty and Interest
 - Reminders
 - Registered Mail
 - Fees and charges
 - Bailiff
 - Tax sale

Collection Practices

- Application of late payment charges
- Delivery of reminder notices
- Use of a Bailiff as a collection tool
- Add fees for additional steps required
- Don't be afraid of the municipal tax sale process

The other side of the desk...

Have you ever thought just a wee little bit,
O how it would feel not to quite fit,
And how you would feel if you had to sit
On the other side of the desk?

Have you ever looked at a man dressed like a
bum,
As he sat before you, nervous and dumb,
And thought of the courage that it took to come
To the other side of the desk?

Have you considered his dreams that went
astray,
Of the hard, real facts of his every day,
Of the things in his life that made him stay,
On the other side of the desk?
Have you thought to yourself, "It could be I,

If the good things in life had passed me by,
And maybe I'd be bluster and maybe I'd lie
On the other side of the desk?"

Did you make him feel he was full of greed,
Make him ashamed of his race or creed
Or did you reach out to him in his need
On the other side of the desk?

May we find some wisdom and lots of it,
And much compassion and plenty of grit
So that we may be kinder to those who sit,
On the other side of the desk.

Anonymous



Questions?

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