

REVENUE SERVICES DIVISION
Listing of Information Routinely Disclosed
 Prepared July 31, 2006

Unit Name	Information	Comment
Account Admin.	Tax & Water Certificates	\$65 – charge for tax certificate \$25 – charge for water certificate
	Verbal confirmation of tax/water data provided to solicitors that have ordered tax and water certificates	Whenever a certificate is received and noted on our system, staff will provide verbal confirmation to solicitors of outstanding tax/water amounts, future instalments
	Roll numbers to solicitors ordering tax certificate or sending in ownership change	
	Fax, telephone, address and other departments' address, phone numbers	
	Assessment, tax account balance, roll number to property owners	Information provided only to property owner
Policy & Financial Analysis	E-mails, letters, spreadsheets for property specific issues	Mailed on request to the property owner or an agent acting on their behalf, Councillors and other municipalities (no fee)
	Landlord/Tenant Tax Notification Letters	Mailed on request to the landlord or tenant of a property (no fee)
Collections	Statement of Tax Account Tax Final Notice Tax and Water Collection Letter	Mass mailing 5 times annually Advising of pending bailiff action System (TMACS and WMACS) driven
	Overdue Water Notice Water Transfer to Tax Notice Water Notice of Action	

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Refunds	Verification of tax status (paid/unpaid) for mortgage purposes	\$25.00 service fee per tax account verified (provided only to banks/financial institutions (mortgagees)).
Operational Accounting	Appeal Provision Surplus/Deficit letter	Letter mailed annually to each Business Improvement Area (BIA) in August of each year; surplus/deficit to be included in BIA's Operating Budget submission for following year, no fee charged.
	Copy of Returned Cheque	Upon request by the ratepayer at no charge.
	Dishonoured Cheque Letters for Tax and Water payments returned to us by the bank.	Provided to ratepayer for each cheque and preauthorized payment returned providing the payment detail, reason for return, fees and interest added to the account and amount owing. No charge for the letter advice.
	Revised Billing (duplicate billing) for Water accounts.	Provided to owner or agent to advise of the amount owing when a bank debit memo is processed to adjust a Water account.
	Statement of Tax Accounts	Provided to property owners to advise of the current status of the Tax account. No charge.
	Interest charged, fees charged and current amount owing.	As a result of a return cheque/PAP/debit memo inquiry, we provide this information verbally to the owner only at no charge.
	Amount of payments made to a Tax or Water account.	As a result of a return cheque/PAP/debit memo inquiry, we provide this information verbally to the owner/account holder only at no charge.

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Water Billing	Water account inquires	Information given to owner of property upon request. Information also given to Agent if directed by owner
	Water bills – original and current	Mailed to owner or agent upon request
	Water account status	Given to lawyers if a water certificate has been requested
Water Meter Reading	Read status	Whether reads have been estimated or actual, actual reading – no fee
	Account type	Metered or flat rate no fee
	Merits of going flat rate to metered	general idea as to how it will affect their bill – no fee
	Meter location	No fee
	Meter and/or remote status	Do they have one and if so are they working? No fee
	Leak investigation	Informing customers verbally how to check for leaks – no fee
	High or low read info	What can be done to verify a read, info about meters tests etc. no fee
	Appointment status	Is there an appointment, was one kept – no fee
	Service Order results	Explain the results of a service order – no fee
	Consumption history	General info re consumption – given verbally and usually very general – no fee

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Parking Tags	Screen prints/Photocopies	Only given to registered owner of vehicle (on file from MTO in PTMS). A \$1 administrative fee is charged.
	Tag Information	Only given to registered owner of vehicle (on file from MTO in PTMS), spouse, or agent. If the person requesting the information is not the owner on file, a signed written letter authorizing the release of said information is required.
Appeals	-Acknowledgement of tax appeals	-Owner and applicant/authorized person
	-Notices of Hearing	-Owner and applicant/authorized person
	-Notices of Decision	-Owner and applicant/authorized person
	-Account status	-Owner or authorized person
	-Statement of Tax Account	-Owner or authorized person
-Revised Bills	-Owner	
-Copy of ARB decisions	-Owner or authorized person	
-Copy of MS (39.1)	-Owner or authorized person	
-Tax reduction/cancellation application form	-Anyone	
-Eligibility requirements for tax reduction/cancellation	-Owner and applicant/authorized person	
-Verification requirements for tax appeals	-Owner and applicant/authorized person	
-Estimated revised tax calculations statement from a pending appeal	-Owner or authorized person	
Detailed Tax Calculation Statements	Owner or authorized person. Required for tax calculation appeals submitted to the City under Section 447.26.1 and Section 334. Part of the City's determination of errors in the calculation of taxes.	
Reconciliation Statements	Same as above.	
Yearly Tax Rates	When requested. No charge.	

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Property Tax Rebates	Status of Tax account	This information is given verbally to Property Owner or Authorized Agent.
	Tax Rebate Information	This information is given to Property Owner or Authorized Agent. Information includes vacancy data (Calculation Statements are sent to applicants/agents upon request). Statements sent to applicants for Charity, Ethno-cultural and Veterans Clubhouses (as per legislation).
Tax Billing & Apportionment	Apportionment application	Mailed on request (Fee: \$50.00 per property tax account per year)
	Building Charges	Fee: \$35.00 per added charge.
	Fire Charges Solid Waste Removal Misc. Charges (Example: WSIB)	Fee: \$35.00 per added charge Fee: \$35.00 per added charge Service fee of 5%
Correspondence	Detailed Tax Payment History Statement	Mailed on request to property owner or third party if accompanied by a signed authorization letter by owner. Fee of \$35.00 applies for tax years 1998 and subsequent yrs Fee of \$50.00 applies for tax years 1997 and prior. (fees are charged per assessment roll/per year)
	Tax Calculation Statement	Mailed on request to property owner or third party if accompanied by a signed authorization letter by owner. Fee of \$35.00 applies per tax years/ per assessment roll #.
	Tax account information details	Provided to property owner only on request
	Tax rate information	Provided on request (no restrictions)
	Year-end Tax Receipts	Provided to property owner No fee for current year and \$5 fee for prior years

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Correspondence (continued)	Property Tax Bills, Statements of Account	Provided to owner only on request
	Water Consumption Statements	Provided to property owner (or designated agent) or third party if accompanied by a signed authorization letter by owner Fee of \$40.00 applied for first year and \$25.00 for each additional year(s)
	Water Account information details	Provided to property owner or designated agent only on request.
	Water Rate Information	Provided on request (no restrictions)
	Water Bills	Provided to owner or designated agent on request
	Parking Tag Information details	Provided to plate owner
Call Centre	Tax account inquiries	Information given to owner of property upon request
	Tax Statements, bills, receipts	Provided to owner upon request
	Tax account status	Given to lawyers if a tax certificate has been requested
	Total tax information	Given/verified to real estate agents upon receipt of a signed listing agreement
	Water account inquires	Information given to owner of property upon request. Information also given to Agent if directed by owner
	Water bills – original and current	Provided to owner or agent upon request
	Water account status	Provided to lawyers if a water certificate has been requested

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Customer Service Coordination	Web Content for Tax, Water and Parking Tickets. Include such items as Tax due dates, where to send mailing address/ownership update information, how to appeal (tax and assessment), how to pay your water bill, tax bill or parking ticket, RSD programs (tax rebates, Sr. & Low income disabled persons programs for Property Tax Increase Cancellation and Property Tax Increase Deferral, charitable and vacancy rebates), collection policy, including disclosure of the Largest Debtor Report, how to read your water meter, how to dispute parking tickets,	Various units within the Revenue Services Division manage or administer the various programs and services. The web content is generally updated through the Customer Service Coordination Unit.
	Tax Interim and Final Bill Briefing Notes – to Mayor and Councillors – advise issuance of tax bills and pertinent information about bills (where to pay, due dates, etc.)	Sent twice per year from Director, through Customer Service Coordination Unit
	Tax Interim and Final News Releases – to major dailies and several Ethnic and community newspapers – advise issuance of tax bills and pertinent information about bills (where to pay, due dates, etc.)	Sent twice per year from Director, through Customer Service Coordination Unit

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Customer Service Counters/ First Appearance Facilities (FAF)	Receipt of payment (without a bill)	Provided to any person paying a bill/service (restrictions may apply).
	Tax account inquiries	Information given to owner of property upon request
	Tax Statements, bills	Provided to owner or authorized agent only upon request
	Tax account status	Provided to lawyers if a tax certificate has been requested
	Total tax information	Given/verified to real estate agents upon receipt of a signed listing agreement
	Water account inquires	Information given to owner of property upon request. Information also given to Agent if directed by owner
	Water bills – original and current	Mailed to owner or agent upon request
	Water account status	Given to lawyers if a water certificate has been requested
Parking tax inquiries	Information given to plate owner.	