

# **TORONTO** Revenue Services

## Office of the Controller

The Office of the Controller provides a broad range of internal financial services to the corporation of the City of Toronto and comprises four divisions: Accounting Services (including accounts payable), Revenue Services (property tax, water billing and collection, parking violation payments), Pension, Payroll and Employee Benefits and Purchasing and Materials Management.

Revenue Services is responsible for services relating to billing, collection, processing and administration of revenues related to property taxation, water and sewage services, parking violation notices and other miscellaneous revenues.

North York Civic Centre  
Lower floor, 5100 Yonge St.  
Toronto ON M2N 5V7

Facsimile .....696-3778

Director  
Casey Brendon .....392-8065  
Administrative Assistant  
Tamara Tolisano .....397-7206  
Project Manager  
Peter Douchanov .....395-1098

### Customer Service

North York Civic Centre  
Lower floor, 5100 Yonge St.  
Toronto ON M2N 5V7

General Enquiry Tax and Utility .....338-4829  
General Enquiry Parking Tickets .....397-8247  
Facsimile .....696-3605

Manager  
Tina Distefano .....392-7110  
Administrative Support  
Ana Loureiro .....395-0091

### Account Administration, Certificates, Ownership Updates, Agent Agreements

Supervisor  
Jose Avila .....397-9141

### Call Centre

Supervisor  
Floyd Noel .....392-7824

### Correspondence

Supervisor  
Susie Malito .....395-0128

### Customer Service Coordination

Supervisor  
Pamela Martin .....395-1099

### Property Tax/Utility Inquiry and Payment Customer Service Counters Parking Violations Payments

Supervisors  
City Hall  
Randy Murata .....392-7125  
East York Civic Centre  
Allan Mombourquette .....397-4886  
Etobicoke Civic Centre  
George Mombourquette .....397-9650  
Metro Hall  
Randy Murata .....392-4433  
North York Civic Centre  
Allan Mombourquette .....397-4884  
Scarborough Civic Centre  
Randy Murata .....396-4915  
York Civic Centre  
George Mombourquette .....397-9650

## Operational Support

Facsimile ..... 696-4230

### Manager

John Longarini ..... 395-0125

### Administrative Support

Vacant ..... 395-6702

## Organizational Administration

### Supervisor

Joseph De Gregorio ..... 395-6728

## Planning & Policy Development

### Supervisor

Sara Jackson ..... 395-6960

## Systems & Innovation

### Supervisor

Neil Nakagawa ..... 395-1286

## Property Taxation & Assessment

North York Civic Centre  
Lower floor, 5100 Yonge St.  
Toronto ON M2N 5V7

Facsimile ..... 696-3605

### Manager

Carmela Romano ..... 395-6730

### Administrative Support

Dayakshi Iyer ..... 392-4591

## Appeals

Assessment Appeals Information Line .392-7397  
Property Tax Rebates Information Line 395-0075  
Facsimile - Appeals ..... 696-4130  
Facsimile - Rebates ..... 392-0364

### Supervisor

Sara Baxter ..... 395-1280

## Assessment Review & Analysis

### Supervisor

Paola Romano (Acting) ..... 392-8442

## Property Tax Billing

### Supervisor

Georgia Karakolis ..... 395-1255

## Property Tax Rebates

### Supervisor

Simon Tsui ..... 395-6801

## Revenue Accounting & Collections

North York Civic Centre  
Lower floor, 5100 Yonge St.  
Toronto ON M2N 5V7

Facsimile ..... 696-3605

Facsimile - Refunds ..... 696-4131

### Manager

Nick Naddeo ..... 395-6789

### Administrative Support

Josie Zeppieri ..... 395-6788

### Collections

### Supervisor

Maggie Wang ..... 395-6787

## Operational Accounting & Financial Reporting

### Supervisor

Rose Marie Fazio ..... 397-4903

## Refunds & Municipal Land Transfer Tax

### Supervisor

Anna Caruso ..... 395-6859

## Payment Programs: Mortgages, Pre-Authorized Tax & Utility

### Supervisor

Giuliana D'Anna ..... 396-7150

## Water & Parking Tags

North York Civic Centre  
Lower floor, 5100 Yonge St.  
Toronto ON M2N 5V7

Facsimile .....	696-3605
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### Manager

Anthony Fabrizi.....392-5880

### Administrative Support

Dayakshi Iyer ..... 392-4591

## Parking Operations

### Supervisor

Bill Traikos.....397-9657

## Utility Billing

### Supervisor

Vacant.....395-6713

## Utility Bylaw Investigations

### Supervisor

Len DiNapoli.....395-1119