

Accessibility

The City is committed to providing accessible programs and services for all its residents. If you require your bills in a different format, call 311 - Tax & Utility Inquiry Line or TTY at 416-338-0TTY (0889), or visit toronto.ca/accessibility to learn more about the options and services available.

DonateTO

The City of Toronto is working hard to support everyone impacted by COVID-19. There are many ways you can support your community. Visit toronto.ca/donate for more information and to make a tax deductible donation.

Property tax information

Use the Property Tax Lookup at toronto.ca/propertytax to view your account details and update your mailing address online. Here you can find information about property tax due dates, payment options, tax relief programs and the collection process.

Contact us

The City strives to provide customer service to all members of our community, and makes every effort to provide resources in as many languages as possible. 311 Toronto offers information in more than 180 languages and the City's website, toronto.ca can be viewed in more than 50 languages.

Customer service representatives are available to answer questions about your tax bill:



Call: 311 - Tax & Utility Inquiry Line
Within city limits call: 311
Outside city limits call: 416-392-CITY(2489)



Fax: 416-696-3605



TTY: 416-338-0TTY (0889)

Write: City of Toronto, Revenue Services
Correspondence Unit
5100 Yonge Street
Toronto, Ontario M2N 5V7

Email: propertytax@toronto.ca

Visit: toronto.ca/propertytax

For tips on faxing, visit toronto.ca/propertytaxesandutilities

2021 Interim Property Tax Bill Information

Call 311 - Tax & Utility Inquiry Line

Monday to Friday, 8:30 a.m. to 4:30 p.m.

Call within city limits: 311

Call outside city limits: 416-392-CITY (2489)



Call **3 1 1**

Interim 2021 property tax

The interim property tax bill is the first of two tax bills you will receive in 2021. Your final property tax bill will be mailed in May 2021. If you receive a Property Assessment Change Notice from the Municipal Property Assessment Corporation (MPAC), you will also receive a Supplementary/Omitted Tax Bill from the City.

Tax and utility relief programs

The City offers the following relief programs:

Property Tax, Water and Solid Waste Relief Programs for low-income seniors and low-income persons living with disabilities who own a residential property. Learn more at toronto.ca/taxandutilityrelief.

Cancellation, Reduction or Refund of Taxes

Tax appeals are available to owners of properties that undergo changes during the year (i.e. change in property class, building was demolished or undergoing repairs or renovations). Homeowners who are unable to pay taxes because of sickness or extreme poverty may be eligible for a property tax reduction.

Charity Rebates

For registered charities occupying property space in a commercial or industrial building. For 2020, the deadline to apply for Tax Appeals and Charity Rebates is March 1, 2021. You must apply annually by the deadline and meet the eligibility criteria to participate in these programs. For detailed information on our tax relief programs, visit toronto.ca/propertytax or call 311 - Tax & Utility Inquiry Line.

Home Energy Loan Program (HELP)

The City offers low-interest loans to help homeowners install energy-efficient windows, furnaces, insulation and more. Learn more at toronto.ca/home-energy-loan.

Important information

COVID-19 relief for businesses

The Ontario Government is offering eligible businesses assistance with property tax, energy bills and with the costs of personal protective equipment (PPE). To learn if your business qualifies visit ontario.ca/page/businesses-get-help-covid-19-costs or contact Ontario Client Care at 416-325-6691 or TTY at 416-325-3408.

Send your payment on time

Payments must reach our office on or before the due date to avoid penalty/interest charges. If mailing payment through Canada Post, send payment several days before the due date to ensure it reaches our office on time. Consider paying your tax bill using online or telephone banking, or sign up for pre-authorized payments. These options are an easy and secure way to pay.

Returned cheques

Please ensure that all cheques submitted are properly completed and signed. If any of your cheques do not clear through your financial institution, an administrative fee and penalty/interest may apply.

Fees

The City charges various service, tax and account administration fees. Visit toronto.ca/propertytax for more information.

Tax account adjustments

If you file a Request for Reconsideration (RfR), an assessment appeal, or apply for any of the City's property tax relief programs, you must continue to pay your property taxes in the amount billed by the due date. Once all changes or approvals are processed, your property tax account will be adjusted.

Credit balances

Credit balances on your tax account of \$3,000 or less will be applied to reduce your interim tax instalment amounts.

