

**TO:** Mayor Avis & Members of Council

**FROM:** Dawn Galusha, Deputy Treasurer

**DATE:** September 18, 2018

**SUBJECT:** Collections (Accounts Receivable, Tax, Water & Sewer)- Policy 1.9

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### **BACKGROUND**

At the September 18, 2018 Administration and Finance Executive Committee Meeting there was a discussion surrounding the recent Tax Reminder Notices that were sent out. There have been complaints by residents who paid their tax bills online or at the bank, on the due date and received late charges. It is important for those paying online or at the bank to allow time for the bank to process their payment and for the money to be received in the Town's bank account.

The Collections policy states that the Town of Fort Frances credits a payment to your account on the day it is received by our office (over-the-counter, drop box, mail or deposited into our bank account) by the end of the business day being 4:30 p.m. during the months of January to June and September to December and 4:00 p.m. during the summer months of July and August.

There was a discussion regarding the wording on the tax statements and the Administration & Finance Executive Committee found the wording appropriate based on the policy. The policy can be found by going to [www.fortfrances.ca](http://www.fortfrances.ca), choosing Town, then under the Human Resources heading, choose Policy Manual. The Collections (Accounts Receivable, Tax, Water & Sewer) is Policy 1.9.

Additionally, there was a discussion regarding placing an announcement on the Town website.

### **RECOMMENDATION**

The Administration & Finance Executive Committee recommends that the Collections (Accounts Receivable, Tax, Water & Sewer)- Policy 1.9 continue to be adhered to and that an announcement be placed on the Town website.

Council Approval of this Report will agree to the Administration & Finance Executive Committee that the Collections (Accounts Receivable, Tax, Water & Sewer)- Policy 1.9 continue to be adhered to and that an announcement be placed on the Town website.