

FAQ for Hastings Highlands Financial Assistance Measures

Q: I'm enrolled in the monthly pre-authorized payment plan. How does this affect me?

Property owners enrolled in Hastings Highlands monthly pre-authorized payment program are not affected by the above financial assistance measures since pre-authorized payments are not subject to any late payment charges.

Q: I pay my taxes through my mortgage. What are my options?

Property owners that currently pay their property taxes through their mortgage should contact their mortgage company if they have any questions or concerns about financial assistance options.

Q: I have an overdue property tax account from 2019. Will I still be charged penalty?

Yes, only overdue 2020 property tax accounts will not be charged penalty for April, May, and June 2020. Any property tax accounts with balances owing from 2019 and prior will still be charged interest.

For more information please review Hastings Highlands Collection Policy at [https://hastingshighlands.ca/wp-content/uploads/2019/06/FIN-01-Tax-Billing- - Collection-Policy.pdf](https://hastingshighlands.ca/wp-content/uploads/2019/06/FIN-01-Tax-Billing--Collection-Policy.pdf).

Q: I have an overdue accounts receivable invoice from 2019. Will I still be charged penalty?

Yes, only overdue 2020 accounts receivable will not be charged penalty for April, May, and June 2020. Any other accounts receivables with balances owing from 2019 and prior will still be charged interest.

Q: How will I pay my property taxes if the office is still closed to the public by the next tax installment date?

The next property tax installment date has been extended from May 19th, 2020 to June 23rd, 2020.

If the office has not re-opened to the public:

Property owners will be able to drop off a cheque to the Municipal drop box located to the left of the front door at the main office, OR

By mailing in cheques and stubs to the municipality (if you would like a receipt, please include a self-addressed, stamped envelope and we can mail back the receipt of payment), OR

By Telephone banking payment made through your financial institution, OR

By Internet banking payment made through your financial institution, OR

By Credit Card through the municipal website www.hastingshighlands.ca under the “My Account” feature (your current tax bill is needed to set this up)

****For electronic payment options, the Roll Number will be the account number. Hastings Highlands roll numbers all begin with 1290 and are 19 digits long****

Q: How can I pay my Accounts Receivable amount owing with the office closed?

You can drop off a cheque to the Municipal drop box located to the left of the front door at the main office, OR

Mail in a cheque and stub to the municipality (if you would like a receipt, please include a self-addressed, stamped envelope and we can mail back the receipt of payment)

Q: Where do I go for other financial assistance information?

For individuals affected by COVID-19, please see the below links for more information

<https://www.canada.ca/en/department-finance/economic-response-plan.html#individuals>

<https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.html>

For businesses affected by COVID-19, please see the below link for more information

<https://www.canada.ca/en/department-finance/economic-response-plan.html#businesses>

If you have further questions, please feel free to contact the municipal office by calling (613) 338-2811 or email info@hastingshighlands.ca