

FAQ for Hastings Highlands Financial Assistance Measures in 2021

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 2020. Will I still be charged penalty or interest?

Yes, only overdue 2021 property tax accounts will not be charged penalty for February, March, April, May, June, and July of 2021. Any property tax accounts with balances owing from 2020 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>.

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

Yes, only overdue 2021 property tax accounts will not be charged penalty for February to July of 2021.

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 is due March 23, 2021.

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*****

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