

IMPORTANT INFORMATION - PLEASE READ



TOWN OF CRESTON RESIDENTIAL TAXES & HOME OWNER'S GRANTS



Due to the COVID-19 pandemic, Town Hall is currently not open to the public. The health and safety of our citizens is our main priority. There are several ways to pay your property taxes (listed on the reverse) without physically visiting Town Hall. Please see the following instructions to access your account information online.



Property Taxes / Home Owner's Grants (HOG)

For **Residential** properties, taxes are due **4:30 p.m., July 2, 2020**. If full payment has not been received or the Home Owner's Grant has not been claimed, a late penalty of **10%** on the **remaining balance** will be applied to your account on July 3, 2020.

Note: Banks and Financial Institutions CANNOT claim the HOG on your behalf

Claiming Your Home Owner's Grant

Paper:

1. Complete the section at the **bottom** of the Tax Notice.
2. Send the completed form to Town Hall (see contact details below), or place in the **secure Yellow Drop Box** in front of Town Hall.



Online at www.creston.ca

1. Google Chrome or Firefox are recommended for best user experience.
2. On the www.creston.ca homepage's left menu click "**Property Tax & Utility Account Log In**".
3. Detailed instructions for registering an account are located on this webpage. Use the Quick Links on the right menu to Login or Register your Property Tax account.

NOTE: Due to recent software updates, all users who registered prior to April 8, 2020 must re-register their accounts.

4. Once logged in, select the **Home Owner's Grant Tab**.
5. Verify the Grant was claimed by referring to the **Transactions Tab**.

Contact Us:

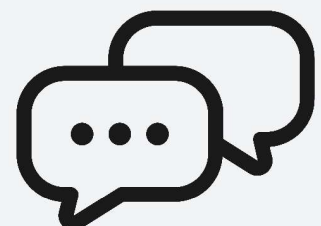
Mail: Town of Creston, Box 1339, Creston BC, V0B 1G0

Secure Drop Box: Located on street level at Town Hall
(238 - 10th Avenue North)

Phone: (250) 428-2214

Email: info@creston.ca

Fax: (250) 428-9164



We are here to help!



Payment Methods

Cheque / Money Order:



Cheques, including cheques postdated to July 2nd, 2020, are welcome. Ensure your property's 11-digit roll number, starting with 413, is in the memo line. All cheques must be payable to **Town of Creston**.

Mail to the Town of Creston, Box 1339, Creston BC, V0B 1G0, or place in our secure mail drop box located street level at Town Hall (238-10th Ave. North) with your completed Home Owner's Grant.

Online Through Your Banking Institution:



Add us as a payee – search for "Creston" and review available options.

Unfortunately, this may not be an option for Scotiabank, HSBC and some out-of-province Credit Unions. Questions and concerns regarding the setup need to be directed to your banking institution.

In Person At Your Local Bank Or Credit Union:



Please note that out-of-province Credit Unions, HSBC and Scotiabank may not offer this service.

Banking institutions CANNOT claim the HOG on your behalf.



E-Transfer:

Contact Town Hall to discuss options.

Credit Card:



A third party company processes credit card payments on the Town's behalf for an **additional fee**.

- Visit www.creston.ca and click "Property Tax & Utility Account Log In".
- Scroll to the bottom of the page and click the "Option Pay" button.
- Type the payment amount in the "Payment Card Amount" field and the Load Fee amount will populate. This load fee is eligible for card benefits (cash back/ points etc.) Payments and Load Fees are non-refundable.

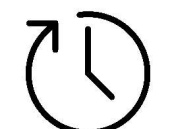
Mortgage Companies:



If taxes are collected in conjunction with your mortgage, we advise the Mortgage Company the amount owing on your property. The Mortgage Company pays on your behalf.

The Town is not able to assist in resolving any discrepancies between the amount collected and/or paid on your behalf. Please contact your Mortgage Company directly.

Property Tax Deferment Programs:



Property tax deferment programs are available for qualified applicants. Residential property owners can now apply for property tax deferment on their principal residence online. Please note that the Province is now responsible for accepting all applications. For more information, go to: www.gov.bc.ca/propertytaxdeferment or call 1-888-355-2700.