

Re: Assessment # 04850866, Sandy Point Road, Sandy Point Land

Dear- Ms. Payne:

Thank you to you and Leanne Keating for your consideration of what I see as a a very minor problem to be rectified. I'm very sorry that you were unable, due to strict company policies, to reverse the interest charge we, my wife and I, recently received. I would appreciate this matter being referred to the next level, Council.

In May of this year, we received the property tax notice for our vacant land (\$976.91) in Shelburne. On May 6th, I arranged through internet banking to have the money transferred on July 30 (Due Date: July 31). On Sept. 10th we received a notice for non-payment of the taxes plus an additional interest charge (\$16.28)

On Fri. Sept 11th, I contacted Leanne Keating to find out what was happening as my bank account showed the funds had been withdrawn on July 30th, as arranged. Leanne was able to find that the funds had been credited to another account and she moved the credit to our account. As it turned out, the other account was registered to the 20 acre parcel of land across the road from our ocean property. We had sold that property 8 or 9 years ago. Unbeknownst to me I had two 'Shelburne' files in my internet banking and used the wrong account to make the payment. (I am an almost 80 year old senior!!) That account has since been deleted from my files.

At this point, I requested to have the interest charges deleted as the taxes had been paid, on time, although to the wrong account. Leanne explained that she could not reverse the charge. Since the bill had been paid on time, I requested to speak to someone who *could* reverse the interest charge. I was referred to Ms. Payne who also expressed her inability to reverse the charge due to company policy. Thus, this is being forwarded to Council to give a positive response to this request. We are seniors on a limited fixed budget and hope that you will clearly see that the interest charge is certainly, in this case, not warranted.

In advance, thank-you for your consideration in this matter.

Sincerely,  
Gordon and Maureen McKay.  
2905 Ostrea Lake Road,  
Pleasant Point, N.S.  
902-889-2255

Ciarla Decker  
250 Hartz Point Road,  
Birchtown, Nova Scotia B0T 1W0

Saturday, September 12, 2020

Municipality of Shelburne  
136 Hammond Street – P.O. Box 280  
Shelburne, Nova Scotia B0T 1W0

To the attention of the Warden and Council

Gentlemen,

Subject: 2020 – 2021 Tax Bill Customer Code: DECKC001 Arrears Interest

I am writing to request your consideration to cancel the arrears interest of \$8.46 on the principal tax of \$1015.22 on property 08446024 and the arrears interest of \$39.70 on the principal tax of \$4764.49 on property 00138924 for a total of \$48.16 both in the name of Ciarla Decker.

My usual habit is to return to Hartz Point in May of each year. This year, Air Canada stopped its service in March and did not resume until August 9<sup>th</sup>. I was able to return to Shelburne on August 10<sup>th</sup>. Since self-isolation was obligatory, I mailed my cheque on August 13<sup>th</sup>.

I, therefore, request that the application of arrears interest be cancelled considering that my payment was late due to circumstances outside my control and that I was not present here at Hartz Point to receive the postal edition of the municipal tax bill.

To this regard, will you allow me to suggest that the Municipality might study the implementation of on-line billing for taxes and other such services as it may deem necessary. Such administrations as use this procedure simply address a request to each client asking for participation confirmation to create an account. An account alert is sent to the client's email. He opens his account and pays his bill on line on time every time.

The procedure simplifies accounting because property tax and fire truck contribution would not be confused in the same payment but would present themselves directly in the appropriate budget lines when the automatic account transfer is made.

Online billing for those who choose it will permit the Municipality to reduce its postal costs. The Municipality spent \$3.56 of postage to collect my tax payment and alert me

of the billed arrears intention. When this figure is multiplied by the number of constituents whom you serve, it represents a reasonable expenditure.

Hoping to have a favourable reply to my request, I remain yours truly,

A handwritten signature in black ink, appearing to read 'C Decker', with a stylized flourish at the end.

Ciarla Decker

MUNICIPALITY OF SHELBURNE  
PO BOX 280  
SHELBURNE NS B0T 1W0



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SHELBURNE NS B0T 1W0



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