

# Statement of Taxes

The service will allow you to select and purchase a Statement of Taxes for properties within Chatham-Kent.

- **What information does the Statement of Taxes provide?**

Our new and improved on-line Statement of Taxes includes additional information such as assessment, local improvements, area charges, supplementary and write off charges that are assigned to the property.

The statement will present full property details such as: owner and address information, the current and/or prior years billing information, legal description, penalties, payments, adjustments, credits, balance outstanding, whether the property is being paid by a mortgage company or by one of our pre-authorized payment plans, as well as the current year assessment information. The information will vary dependant upon when the statement is generated (interim or final billing status).

- **How do I pay for my Statement of Taxes?**

The service has a shopping cart that accepts VISA, MasterCard or American Express credit card payments. Upon checkout, the credit card information is processed immediately and the Statements in the shopping cart will be made available for viewing, printing and/or saving in Adobe Acrobat (PDF) format .

- **How do I view, print or save my Statements?**

Statements are presented as Adobe Acrobat (PDF) files. You must have a copy of Adobe Acrobat Reader installed on your local computer in order to view the files. (Adobe Acrobat is available for download on several screens within the application. Simply click on the Acrobat image.) You can access the statements by clicking on the icon, and choosing to Open or Save the PDF file. You must Open the PDF file in order to view or print the Statement.

# Problems?

- **The application quit working – what happened?**

Application sessions expire after 20 minutes of inactivity. If this occurs during your current application session, the items in your shopping cart will be saved for up to a period of 30 days. When you sign into the application again, you can continue shopping from where you left off or “Proceed to Checkout”.

## For Assistance

- **Statement of Taxes?**

If you have questions regarding the Statement of Taxes, please contact Accounts Receivable by calling 519-436-3210 or e-mail: [CKaccountsreceivable@chatham-kent.ca](mailto:CKaccountsreceivable@chatham-kent.ca)

- **Passwords?**

If you are having trouble with your password or require a password reset, please call 519-360-1998.

- **Browser/Application?**

For browser or application issues, please call 519-360-1998 and ask to speak with Information Technology, Web Services or e-mail: [CKwebmaster@chatham-kent.ca](mailto:CKwebmaster@chatham-kent.ca)



Community of Chatham-Kent

PROPERTY TAX INFORMATION SERVICE



[www.chatham-kent.ca/taxes](http://www.chatham-kent.ca/taxes)

Available 24 hours a day, 7 days a week!



## About the Service

## Subscription Information

## Property Tax Information

The Property Tax Information Service is a two-tier subscription-based service that allows lawyers, real estate firms and financial institutions to review property tax details.

### ● Payment Process

The system includes a payment process that enables the use of credit cards to purchase both the basic subscription service and the Statement of Taxes. Credit cards accepted include VISA, Mastercard and American Express.



### ● What kind of internet browser can be used for this application?

The Community of Chatham-Kent Portal has been designed to work best with the latest version of MS Explorer and Netscape. Early versions of either browser may experience problems in viewing and accessing some pages. The portal has also been designed to be best viewed in an 800 by 600 resolution. Using a lower resolution will result in horizontal scroll bar issues.

### ● Creating a Favourite or Short-Cut

It may be useful to save the application sign-in page as a Favourite in your browser. This will save the application address in your Favourite's list as "Chatham-Kent Property Tax Information Service". Additionally, the Favourite link can be copied to your desktop to provide quick access to the application.

### ● How do I register to use the service?

Begin by creating a Community of Chatham-Kent Portal Account (username and password). This account will be used to access the 24-hour service any time after your initial account has been created. The service requires that the user pay a subscription fee in order to search for and view property information. This is our basic service. The process to subscribe to this service involves four steps:

1. Go to [www.chatham-kent.ca/taxes](http://www.chatham-kent.ca/taxes)
2. Create your portal account. (Registration on the web portal.)
3. Create your application account for the Property Tax Service. (Identify the name of your business, contact details, etc.)
4. Pay a subscription fee to use the service.

If the user wishes to purchase a Statement of Taxes for the property, the user can proceed to place properties into a shopping cart and will receive immediate delivery of the Adobe Acrobat (PDF) Statement upon payment confirmation.

### ● What does the Basic Subscription Service give me access to?

The basic subscription service allows you to search for properties within Chatham-Kent and provides generic property information such as: roll number, owner names, location address, frontage, depth, site area, unit of measure (if available), legal property description, current year levy (if available), previous year levy and up to five local improvements (if existing). The service also allows you to view physical property locations through the use of maps.

### ● How current is the information in this service?

The information in the service is refreshed from our internal tax system on a nightly basis, therefore, statement information will reflect any payments entered and updated into the tax system as of 5:00 pm of the previous working day. The data refresh date is identified on the search screen within the application and can be referenced at any time.

### ● Does the basic service provide local improvement information?

Yes, if local improvements exist for a property, the basic subscription will list up to five on the details screen.

### ● How do I find the property I am interested in?

You can find the property by entering the roll number, 911/street number, street name, community, the registered company or individual owner's last name.

- The system will use the information that is entered to provide a list of results that match.
- Results can be refined further by adding more search criteria, or the results can be sorted by column to make it easier to find the property.

Additional tools, such as links to property details and location maps are provided to confirm that the correct property has been selected.

If the user wishes to purchase a Statement of Taxes for the property chosen, the property can be placed into a shopping cart. The statement will be available immediately after payment is processed.