

Please provide the following information so that your request for tax relief can be added to the Council agenda:

Name of Property Owner Olga Zurowski

Property (Address, Legal Description, or Tax Roll number of the property for which tax relief is sought)

Contact Phone Number \_\_\_\_\_

\_\_\_\_\_ Email Address \_\_\_\_\_

Please select which tax relief category applies to your request (see details on reverse or in the County's *Property Tax Relief* policy:

☐ Error in Fact

☐ Tax Exempt Properties While Under Construction

☒ Compassionate Grounds

☒ Other

Please provide details of the property tax relief being sought, the year it is being sought for, and what the amount is. Further details may be attached to this form. Any documents you wish to rely on, or to have Council consider, must be included as part of this request form.

See attached.

I certify that the information I have provided in this Property Tax Relief - Request for Hearing form is correct to the best of my knowledge, and that I am the property owner of the property described above, for which I am seeking tax relief:

\_\_\_\_\_  
Signature – Property Owner

\_\_\_\_\_  
Date

October 15<sup>th</sup> 2020

#### Collection and use of personal information

Personal information is being collected under the authority of s. 33 (c) of the *Freedom of Information and Protection of Privacy Act* and will be used to manage and administer Strathcona County's Property Tax Relief program. If you have any questions about the collection, use or disclosure of your personal information, contact the Manager, Governance, Legislative and Legal Services, Strathcona County at 780-400-2007.

On September 30<sup>th</sup>, 2020, I, OLGA ZUROWSKI, wrote a cheque, dated September 30<sup>th</sup>, 2020, for the payment of my Property Tax at

At 8:30 am, I proceeded to go mail this cheque out to your tax department.

What happened next was that I slipped and fell down on my kitchen floor, and remained there until 5:30p m, when one of my family members found me and had me rushed to the hospital for further examination.

On October 6<sup>th</sup>, 2020, my son attended your facility In Sherwood Park, (2001 Sherwood Drive,) with my payment due, and was told that they would accept the amount due, however there was a matter of the overdue payment.

This amount was: \$73.96.

My son David explained in detail what happened to me that day. The clerk's response was, "not to get my hope's up, there was a form that I could fill out and submit, under compassionate grounds, and council would determine whether I was worthy of compassion." He stood there waiting for the clerk for 35 minutes to find the form that pertained to this matter. After that amount of time spent waiting, NO ONE COULD FIND THAT FORM, and he was given an e-mail address to communicate with someone who might be able to find the form if given enough time. In addition, the clerk also stated: "that this compassion request is seldom ever granted and that I had options to pay for this bill due, before hand and I should have explored those options, before asking for compassion."

Stunned at this response, when I heard what the response was, after my son David explained what took place, at the counter of your department, I realized

that I must make my own submission, in order to be in compliance with this compassion application.

I am 86 years old. I have reviewed the information I was given, when referring to the options below:

1. Online, through telephone banking or in person at a financial institution. The payee is Strathcona County Tax and your roll number is your account number. Allow a minimum of 3 days processing time (keep receipt of transaction to verify payment). The roll number is unique to each property. If you have recently moved, the tax roll number will be different than on your previous property. If you own multiple properties, payments must be designated to each tax roll number. If payments are made to an incorrect account, a fee will be charged to correct the distribution of the payment.
2. Through your mortgage company. It is your responsibility to ensure that payment is made on time.
3. Through Strathcona County's [Tax instalment payment plan](#)
4. Mail payment payable to Strathcona County to 2001 Sherwood Drive, Sherwood Park, AB T8A 3W7. Cheques can be dated up to the last business day in June. The Canada Post postmark is the date of receipt.
5. Cash, cheque or debit (credit cards not accepted) at Assessment and Tax, 140, 501 Festival Avenue, Sherwood Park between 8:30 a.m. and 4:30 p.m. Monday to Friday.
6. Drop payment off in the 24-hour deposit box located outside the East Plaza doors of the Strathcona Community Centre at 501 Festival Avenue (just off Sherwood Drive)
7. Online through Plastiq using Visa, MasterCard or American Express. Plastiq will charge a transaction fee for this service. The payee is



**Strathcona County Tax and your roll number is your account number.  
Allow a minimum of 3 days processing time.**

- [Visit Plastiq's website for more information.](#)



#### **Taxation**

**Phone: 780-464-8120**

**Email: [taxation@strathcona.ca](mailto:taxation@strathcona.ca)**

**See also:**

**[County Hall location, parking and access.](#)**

**After reviewing the above, and please forgive me for being 86 years of age and being tenacious, in my ways of paying bills, the way I have done it, for the past 50 years of my life.**

**I humbly state, while I was laying on my kitchen floor, waiting in pain, for someone to discover me laying there, I failed to respect or even entertain the thought I had options, or to think I could even could exercise options. These ideas were the last thing on my mind, while lying on the floor in extreme pain.**

**In addition, the clerk at the counter told my son that had I made it to the mail box, and it was posted out and showed the post date mark of September 30<sup>th</sup>, 2020, when mailed, then the overdue interest tax would have been forgiven.**

**When I was discovered on the floor at 5:30 pm, and on my way to the hospital, the chances of me mailing anything at that time of day, and the department of taxation receiving it in a timely fashion, seems hard to conceive, due to the fact that all postings at the post office, have a cut off time of 5 pm.**

**On that unpretentious thought, I ask council to please forgive me for my tardiness, and excuse the late fee added to my property tax, because of my need for compassion.**

**Sincerely:**

**Olga Zurowski**