

Monthly Report

HR and Customer Service

April 2023

PAYROLL

Payroll and WCB remittances are up to date.

Payroll remittances are remitted to CRA bi-weekly by the payroll company.

WCB is remitted automatically via our payroll provider.

CUSTOMER SERVICES

Tax/Accounts Receivable/Collections:

2023 Assessment Appeals – the Town received the appeal inventory from PVSC on March 1. There was a total of 96 appeals of which fifteen (15) appeals are complete, seventy-nine (79) outstanding, one (1) pending, one (1) withdrawn, NSAAT two (2) complete, & one (1) outstanding.

	# Of Accounts Appealing	Total Assessment Value Being Appealed	Appeal Completed as of Apr 1/23	Pending as of Apr 1/23	Withdrawn as of Apr 1/23	Outstanding Appeals as of Apr 1/23	Appeals Successful as of Apr 1/23	Loss of Assessment Value	Amount of Revenue Reduction	Nova Scotia Assessment Appeal Tribunal Status
Residential /Resource	64	\$2,202,700	6	0	0	58	0	\$ 238,400	\$ 3,987	1
Commercial	32	\$3,087,400	9	1	1	21	2	(\$ 264,000)	(\$ 11,891)	0
TOTAL	96	\$5,290,100	15	1	1	79	2	(\$ 25,600)	(\$ 7,831)	1

Tax Certificates – there were 19 tax certificates requested in the month of March 2023.

2023 Spring Tax Sale – two properties are proceeding to tax sale. The spring tax sale is scheduled for Tuesday, May 16, 2023.

Water/Sewer Billing:

Staff are preparing for 4th quarter water/sewer billings. Public works water utility staff are currently collecting meter reads in preparation of the billings, which will be sent to customers in late April, due June 30.

Customer Service Tracking – E11:

There was a total of 62 opened cases in March and 64 cases closed. The categories tied with the most opened/closed cases in March were Compost Bin Replacement/Repair, and Application for Development/Building permit (at 14 each).

Human Resources:

Community Well-Being Manager: The selection committee is holding interviews on April 13 to source a suitable applicant.

Water/Sewer Billing Clerk: This competition has commenced with an application deadline of April 23.

2023 Summer Students: The selection process is underway for 2023 summer students with onboarding anticipated in late April/early May.

Active Living Coordinator: A competition is anticipated to begin in mid-April.

Engineering Technician and Engineering Technologist: Competitions for both vacancies will commence the second week of April.

Andrew Bickle: Early April saw the departure of Engineering Technologist, Andrew Bickle, who has accepted a position with the Provincial government. We wish Andrew all the best in his new position!