

Monthly Report

HR and Customer Services

April 2024

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:

2024 Assessment Appeals – the Town received the appeal inventory from PVSC. There was a total of 90 appeals of which eight (8) appeals are complete, sixty-five (65) are outstanding. NS Assessment Appeal Tribunal status: 17 total; two (2) complete, one (1) withdrawn and fourteen (14) outstanding.

Tax Certificates – there were 17 tax certificate requests in March.

	# Of Accounts Appealing	Total Assessment Value Being Appealed	Appeal Completed as of Apr 1/24	Pending as of Apr 1/24	Withdrawn as of Apr 1/24	Outstanding Appeals as of Apr 1/24	Appeals Successful as of Apr 1/24	Loss of Assessment Value	Amount of Revenue Reduction	Nova Scotia Assessment Appeal Tribunal Status
Residential /Resource	70	\$32,986,200	4	0	0	57	0	0.00	0.00	9
Commercial	20	\$9,006,600	4	0	0	8	0	0.00	0.00	5
TOTAL	90	\$41,992,800	8	0	0	65	0	0.00	0.00	14

Final tax sale notices: Two property owners with two (2) years taxes outstanding were sent final notices by registered mail to make payment arrangements on their accounts, with no responses received. These properties will be sent for title search. The next tax sale will be tentatively scheduled for June 2024.

Final water/sewer notices: 56 notices were sent out to property owners with 3+ billing quarters outstanding with a deadline to pay, or respond to make payment arrangements by April 12, 2024.

Water/Sewer Billing:

The 4th quarter water sewer billing is now underway. Public Works is in the process of reading meters and bills are expected to be sent out the week of April 29th.

Customer Service Tracking – E11:

There was a total of 85 opened cases in March and 94 cases were closed. The category with the most opened/closed cases in March was Pothole/Damaged Asphalt, with 21 cases.

Human Resources

HR staff continues to work on the review of all HR policies.

Active recruitment includes:

Manager of Financial Services: This competition is now closed. The selection process is set to begin shortly.

2024 Summer Students: the selection process for this year's summer students has begun and will continue through the month of April.