



Town of Oxford
Committee of the Whole
Council Chambers and Zoom
Wednesday, November 13, 2024
6:00 pm

AGENDA

1. Call to Order – Welcome

2. Approval of Agenda
Pages 1 - 2

3. Approval of the Minutes – October 9, 2024
Pages 3 - 5

4. Town Departments Reports
 - 4.1 Public Works Department – presented by Nick Purdy, Public Works Supervisor
Pages 6 - 7

 - 4.2 Fire Department – presented by Bruce Rushton, Fire Chief and Kyle Purdy, Deputy Fire Chief
Verbal report

 - 4.3 Administration Reports – presented by Linda Cloney
Page 8 – Admin Assistant Report
Page 9 – Manager of Finance Report

 - 4.4 MPAL / Recreation Commission Report – presented by Councillor McNutt
Page 10

5. Council Committees and Boards Reports – presented by Linda Cloney
 - 5.1 Police Advisory Board
Pages 11 - 14 – April 1 – June 30, 2024 RCMP Report
Pages 15 - 18 – July 1 – September 30, 2024 RCMP Report

5.2 Accessibility Advisory Board

Pages 19 - 25 – May 27, 2024, approved minutes

6. Items of discussion and correspondence – presented by Linda Cloney

6.1 Cumberland Ramblers U11 B Donation / Sponsorship Request email.

Page 26

6.2 Tax & Water Collection Policy – request for amendments

Pages 27 - 34 – Active Tax & Water Collection Policy

Pages 35 - 42 – Draft Amended Tax & Water Collection Policy

7. Adjournment



Minutes of the Committee of the Whole Meeting

Place: Council Chambers, Zoom, streamed live to Facebook
Date: Wednesday, October 9, 2024
Presiding Officer: Deputy Mayor Arnold MacDonald
Councillors Present: Mayor Greg Henley, Carla Black, Olivia Canning-Sweet, Chrystal McNutt, and Paul Jones
Councillor Regrets: Brenton Colborne

A quorum was present throughout the meeting.

Staff in attendance: Linda Cloney - CAO, Stan McDougall – Admin Assistant/recording secretary, Ruthann Brookins - Manager of Finance, Bruce Rushton – Fire Chief

Presenters in attendance: Nil

Media and Gallery in attendance: Mark Rushton, Hello Oxford.

Bruce Rushton left the meeting at 6:15 PM.

1. Call to Order – Welcome

At 6:00 PM Deputy Mayor Arnold MacDonald called the meeting to order and welcomed all in the Gallery including Mark Rushton, Hello Oxford.

2. Approval of Agenda, Pages 1 – 2

Moved by Mayor Henley and seconded by Councillor Jones that the agenda of the Committee of the Whole Meeting for Wednesday, October 9, 2024, be approved, as presented.

Motion Carried

3. Presentation – Walk and Wheel Oxford – Video and Report– presented by Linda Cloney, report included in the package

Linda Cloney presented to the Council a two-part presentation, which consisted of a verbal report of the objectives and goals of the study and a video presentation on the Walk and Wheel Oxford Study.

The study involved many individuals including the Municipal Physical Activity Leaders (MPAL), Councillor McNutt, the Public Works Supervisor, CAO, Mayor, the Accessibility Committee, and public participation, including a public consultation meeting. The MPAL program funded the study.

The completed study will be used as a tool in infrastructure improvements and development in the future and as a resource for future funding opportunities. The study identified areas to be worked on and will assist in prioritizing areas in future budgets.

4. Approval of the Minutes – September 11, 2024, Pages 3 – 8

Deputy Mayor Carla Black, Chair, on October 9, 2024

5. Town Departments Reports

5.1 Public Works Department – *presented by Nick Purdy, Public Works Supervisor, Pages 9 – 10, included in the package.*

This report was verbally presented by Linda Cloney, CAO in the Public Works Supervisor's absence.

5.2 Fire Department – *presented by Bruce Rushton, Fire Chief, Pages 11 – 12, included in the package.*

5.3 Administration Reports – *presented by Linda Cloney Pages 13 - 14 – Admin Assistant Report, included in the package. Pages 15 - 16 – Manager of Finance Report, included in the package.*

5.4 Recreation Commission Report – presented by Councillor McNutt
Page 17, included in the package.

Deputy Mayor Arnold MacDonald thanked all Council Committees and Boards for their respective reports.

6. Council Committees and Boards Reports – presented by Linda Cloney
6.1 Cumberland Public Library Committee Report, Page 18

Deputy Mayor Arnold MacDonald thanked all Council Committees and Boards for their respective reports.

7. Items of discussion and correspondence – presented by Linda Cloney
NIL

8. Adjournment

The meeting adjourned at 6:31 PM.

Deputy Mayor, Carla Black, Chair

Stan McDougall, Admin Assistant

Date Approved

Public Works Report October 2024

Weekly Water samples.

Monthly Lagoon samples.

Weekly water checks.

Repaired broken water meters.

Installed new water meters.

Weekly garbage collection.

Cleaned lift station floats.

Finished new water line on Little river road.

Paved storm drain on water street.

Water meter reads for water bills.

Filled pot holes on trail.

Installed larger gravel shoulder on Little River road.

Cleaned out ditch on Little River Road.

Filled pot holes on 7lee way.

Replaced damaged culvert on 7lee way.

Piled winter wood.

Hot asphalt in potholes around town.

Installed ATV signs through out town.

Put out salt bins.

Installed gas tax sign on Foundry street.

Installed new cut edges on plows.

Greased and cleaned equipment and vehicles.

Helped deliver unsightly notices.

Delivered water bill notices.

Helped with storm drain for community centre.

Transfer site water samples.

Hot asphalt along water street sidewalk.

Salted bridges on frosty mornings.

Repaired water leak on Ellis street.

Installed new culvert on foundry street.

Removed ball field equipment for the winter.

Water meter re-reads.

Shut water off at a residence on Pugwash road.

Repaired water leak on Pugwash Road.

Maintenance to ditch and culvert on Horton Street.

Repaired community garden sign on Foundry street.

Repaired washouts on Pugwash Road.

Repairs made to theatre door.

Worked on fire underwriters survey.

Undercoated half ton truck and Van.

Installed new sidewalk on Rideau street.

Cleaned along edges of sidewalk on water street.

Delivered water meter repair notices.

Nick doing online water courses.

Large furniture and items put in bin at transfer site.

Nick Purdy

Public Works Supervisor

902-397-3002



October 2024

- Elections:

- Attend and worked Election Day at the Fire Hall as polling clerk October 19, 2024.
- Assisted CAO and Returning officer by posting dates and times for the Municipal Election on the website, social media, and throughout Town Hall in public facing windows/doors and counter.
- Assisted Returning officer with List of Electors for the Municipal Election prior to the start of the first Voter's help and Advanced Poll.
- Assist CAO and Returning Officer with setting up two laptops and two tablets for the municipal election with the Intellivote voting system – installed certificates and the links on each and tested.
- Assist the Returning Officer and CAO in picking up polling books and ballots in Amherst.

- Water Billings:

- Processed the Oxford Frozen Food's water bills for all three plants as per readings supplied by public works via Oxford Frozen Foods.
- Completed the process of generating the water bills for the 2nd quarter and printed them on October 23, 2024, to start the process of email/mailout to assist the clerk.
- Once all water meter reads and re-reads are entered, run the initial consumption report to continue the process of printing the 2nd quarter water bill.
- Reviewed the consumption report once analyzed with the Clerk and Manager of Finance to review anomalies and generate an action plan for anomalies.
- Assist clerk in water meter read entries and interpretation to prepare for the 2nd quarter water bill (to be generated prior to Oct 31).
- Updated Water Meter Read Sheets and Water Meter Master Sheet for broke and repaired meters with the clerk.

- Assist in sourcing office equipment and furniture
- Assist in scheduling our office boiler heat unit serviced as it's not functioning.
- Assist public works and CAO with messaging regarding traffic control and construction zone safety for the public.
- Assist clerk in checking for payments for tax billings from Mortgage companies.
- Interest Posting for September completed.
- Mid-month reporting for September completed.
- Assist CAO with sending out via file transfer the SAR Oxford 2023 report.
- Update Fire Fighter list for WSIB payroll and mid-month reporting purposes.
- Assist the Manager of Finance and CAO in sending in required information to Auditors for Council Meeting Minutes.
- Assist Clerk in water billing process – checking meter reads, etc.
- Other assorted office admin, payroll, accounts payable, and misc. daily activities.

COW – November 2024
October / November highlights

Regular posting, Bank and Visa Reconciliations

HST Return

Posted Journal Entries from Auditors for 2023/24-year end

Sent Financials for 2023/24 to Bank, UARB and the Province

Reviewed and sent (FIR) Financial Information Return for 2023/24 to the Province

Research and Documents for Debenture for New Fire Truck

Created Schedules for Tax and Water Collection Policy, providing details on various Notices

Reviewed the Property Tax accounts receivables as of Nov 4,2024

Processed and mailed 19 preliminary Notices to clients that owe 2023 or longer property taxes (Clients have 60 days to pay arrears or will be given a Notice of Intention for Tax Sale)

Staff mailed Statements to clients still owing 2024 taxes (100)

Discussed updates to the Asset Management Plan with Matt Delorme

Processed invoice for Agricultural Society for use of Arena

Staff working on procedures for sewer and water connections fees.

Ruthanne Brookins

Manager of Finance

Town of Oxford

902-447-3194

MPAL Report for COW November 8, 2024

October 21st -November 8th and looking forward

October

- First day of employment October 21st
- Met with AMANS Accessibility experts to learn more about using the accessibility audit tool (with Linda)
- Met with Chrystal McNutt to prepare for Christmas parade – tasks delegated and organized
- Accessibility committee meeting October 28th – agreed to combine accessibility and anti-racism plans

November so far

- Recreation commission meeting Tuesday, November 5th
- Working on application to 'Celebrate Canada' for funds to support festivities
- Preparing to attend anti-racism and equity symposium in Wolfville, thanks to funding from province
- Supporting Millisa Ellis to plan the Tree Lighting (getting hot chocolate donation)
- In communication with Kim H. to discuss possibility of using the Active Communities Fund to build raised garden beds.

Upcoming

- Finalize Celebrate Canada grant
- Work on Canada Summer Jobs grant for 2025
- Finalize details for YMCA babysitting course in town
- Start planning movie nights at the Capitol Theatre with the recreation commission

RCMP



ROYAL CANADIAN MOUNTED POLICE

Town of Oxford
Police Advisory Board

April 1 to June 30, 2024

S/Sgt. Andrew Clarke

Town of Oxford

Calls for Service
April 1 – June 30, 2024

Criminal Code Offences

		Cleared by Charge	Cleared Other	Insufficient Evidence	Unfounded	SUI
Assault	1			1		
Break and Enter	1				1	
Criminal Harassment	2				2	
Disturbing the Peace	2			2		
Failure to Comply	6	3		2		1
False Pretences over \$5000	1					1
Flight from Police – no pursuit	2			2		
Fraud	2			1	1	
Harassing Communication	1			1		
Impaired	5	2		2	1	
Mischief	8		2	5	1	
Possession-Purpose of Trafficking	1			1		
Possession properly obtained crime	1					1
Sextortion	1					1
Theft – Shoplifting	1		1			
Theft - other	3			3		
Trespassing at night	1			1		
Uttering Threats	5		1	4		
Total	44					

Non-Criminal Code Offences

Motor Vehicle Act – Speeding	31
Motor Vehicle Act – Seatbelt violation	2
Traffic Collision	1
Check stops *	1
Other Provincial Traffic Offences	18
Family Law Act	1
Firearms Act	2
Mental Health Act	1
Suspicious Person/Vehicle/Property	11
Trespass Act	2
Wellness Checks	4
Other non Criminal Code Offences	29
Total	103
Total Criminal Code and Non CC calls for Service	147

* Total individual Checkstops 1 – 15 vehicles checked

Oxford Detachment Occurrences

April 1 – June 30, 2024

2024-455517

The storefront manager at Oxford Pharmachoice, reports a known female has been into the location and stolen some products. Drugstore was not interested in pursuing charges just want her to be PPA'd from the store. PPA completed and issued to the female. A copy of the PPA taken to the Drugstore for their records. File was Cleared Other.

2024-589684

A female attended Oxford Detachment to report a person from Snap Chat friended her and started messaging her. He sent her pictures from her account that showed her nude and demanding she perform sex acts online or he would send the pictures to all of her contacts but if she complied he would delete the intimate images. The complainant confirmed that the pictures had been on her phone and most had been sent out to various persons. The female also advised that an Instagram account was made in her name and some pictures were sent to her contacts. The Complainant had previously filed a complaint with OCJ Civilian Cyber Crime. The matter is still under investigation.

2024-704089

Received a complaint of Fraud. Complainant reported that a person held a Facebook auction to benefit a family, raising \$7000, however failed to provide said funds to the beneficiaries. Statement and financial documentation obtained from the complainant. The matter is still under investigation.

2024-844098

911 Impaired driver in progress - Complainant working at Irving reports a known male doing donuts and burnouts in the parking lot. The male smelled of alcohol and was seen going north on Main street. A second call was received for the same person from another Complainant reporting the male was impaired and driving black truck. The truck was reported on Water Street and was located on Foundry Street. The male was arrested and breath samples of 180 mgs and 170 mgs were obtained; he was charged with Operation while Impaired and Operation over 80 mgs. The male was released with an Appearance Notice to attend court in June. Additionally the male was issued 2 fines for Motor Vehicle Act violations. The matter is before the court.

2024-874817

Manager of JL BREAU Crane rentals reported one of his work trailers was stolen from Oxford Frozen Foods overnight. The trailer was a flat deck with New Brunswick plates. Member was sent photos of the video surveillance which showed a white Ford F150 with a male wearing a green sweater with the word VANS on it. Complainant did not provide a statement as he could not add anything more than what the video would add. The complainant received his trailer back after J DIV RCMP recovered it in New Brunswick and stated that since he now had his trailer back he did not want to pursue with the file.

Cumberland District RCMP Resources

District Office:

District Commander: Staff Sergeant
Operations NCO: Sergeant
Community Policing officer: Constable
Domestic Violence Coordinator, Public Servant
District Assistant: One Public Servant

Amherst Detachment:

NCO: Corporal
Five Constables, (cadet started in February)
One Public Servant

Oxford Detachment:

NCO: Corporal
Four Constables (one vacancy – cadet in Nov)
One Public Servant

Parrsboro Detachment:

NCO: Corporal
Four Constables, (one vacancy)
One Public Servant

Pugwash Detachment:

NCO: Corporal
Three Constables
One Public Servant

Springhill Detachment:

NCO: Sergeant
Six Constables (two cadets started; one in February and one in May)
One Public Servant

Street Crime Unit:

NCO: Corporal
Two RCMP Constables
Two Amherst Police Constables



Town of Oxford
Police Advisory Board

July 1 to September 30, 2024

S/Sgt. Andrew Clarke

Town of Oxford

Calls for Service

July 1 - September 30, 2024

Criminal Code Offences

		Cleared by Charge	Cleared Other	Insufficient Evidence	Unfounded	SUI
Assault	7	1	2	3		1
Breach	1					1
Break and Enter	1			1		
Being Unlawfully in a Dwelling House	1					1
Dangerous Operation of Motor Vehicle	1	1				
Disturbing the Peace	6		1	5		
Failure to Comply	3	1			1	1
Flight from Police – no pursuit	1		1			
Fraud	1			1		
Impaired	2	1			1	
Mischief	5		3	2		
Possession-Purpose of Trafficking	1	1				
Theft of Truck/Motor vehicle	3		1		1	1
Theft - other	5			2	3	
Uttering Threats	3		2		1	
Total	41					

Non-Criminal Code Offences

Motor Vehicle Act – Speeding	49
Motor Vehicle Act – Seatbelt violation	2
Traffic Collision	8
Check stops *	3
Other Provincial Traffic Offences	26
911 Act	2
Assistance Files	10
Firearms Act	2
Mental Health Act	2
Off Road Vehicle Act	3
Suspicious Person/Vehicle/Property	5
Wellness Checks	3
Other non Criminal Code Offences	13
Total	128
Total Criminal Code and Non CC calls for Service	169

* Total individual Checkstops 3 - 111 vehicles checked

Oxford Detachment Occurrences July 1 – September 30, 2024

2024-1012671

Cumberland Integrated Street Crime Enforcement Unit executed two search warrants with assistance of the RCMP Emergency Response Team and Cumberland District RCMP for 2 separate addresses in the Oxford area. As a result, 8 persons were arrested with 2 of those persons being charged. One person was remanded into custody and the other released on conditions. The investigation resulted in over 250 charges being laid. The warrants resulted in the seizure of more than 40 firearms, quantities of illicit drugs, illegal tobacco and the recovery of property obtained by crime totalling in excess of \$237 000.00. The investigation is ongoing and the matter is before the courts.

2024-1075328

RCMP member observed a black Chevrolet fishtailing out of the Irving parking lot and then driving at high rates of speed Northbound on main street. Police followed the truck and observed it swerving in the lane and driving in the middle of the road. The driver then suddenly reduced speed and pulled onto the shoulder. Once pulled over, the driver immediately exited the vehicle and walked back towards the police cruiser, disregarding commands by RCMP member, saying "you got me." The driver was arrested for impaired operation, and charged under the Motor Vehicle Act for driving while license suspended. The vehicle was searched and open alcohol was located and seized. The driver was transported for breath samples and charged for operation over 80mg% (alcohol). The matter is before the courts.

2024-1122738

While conducting a checkstop, a driver failed to produce his driver's license and was directed to pull over. The male provided a false name several times and as a result was arrested for Obstruction of a Police officer. Police observed indicia of drug use, and a subsequent search resulted in a small amount of crack cocaine being located. The male continued to provide false names until he was identified by another RCMP member. The investigation revealed the individual was on a Conditional Sentence Order and subject to House Arrest. The male was charged with 4 counts of Fail to Comply, 2 counts of Impaired, and one count each of Identity Fraud and Obstruction of Police officer. The matter is currently before the courts.

2024-1279474

911 disturbance – complainant reported an out of control male who security are trying to remove. Shouting could be heard in the background and the report stated all parties were intoxicated by alcohol. RCMP members attended but the subject of complaint had departed with his mother. The complainant declined to lay charges. Members stayed in attendance until people left the party, no more issues. No further investigation needed.

2024-1441800

Complainant reported an ATV with no plate was stolen from his yard sometime in the past few hours. The vehicle was rolled out of the yard with the keys on the bike. The property has no surveillance cameras. Members attended to find the complainant had departed his residence and was not home. Member called the complainant with no answer. Member attended a second time and was still unsuccessful so a card was left behind. Further follow up with the complainant resulted in no new information, and the complainant declined to provide a statement. The VIN number was obtained and the vehicle was added to CPIC. The file is still under investigation.

Cumberland County RCMP Resources

District Office:

District Commander: Staff Sergeant

Operations NCO: Sergeant

Community Policing officer: Constable

Domestic Violence Coordinator: One Public Servant

District Assistant: One Public Servant

Amherst Detachment:

NCO: Corporal

Five Constables, (cadet started in February, another starts in November)

One Public Servant

Oxford Detachment:

NCO: Corporal

Four Constables (one vacancy – cadet in November)

One Public Servant

Parrsboro Detachment:

NCO: Corporal

Four Constables, (one vacancy)

One Public Servant

Parrsboro Detachment:

NCO: Corporal

Four Constables, (one vacancy)

One Public Servant

Springhill Detachment:

NCO: Sergeant

Six Constables (two cadets started; one in February and one in May)

One Public Servant

Street Crime Unit:

NCO: Corporal

Two RCMP Constables

Two Amherst Police Constables





Minutes of the Accessibility Advisory Committee

Place: Council Chambers
Date: Monday, May 27, 2024
Presiding Officer: Danielle Laurie
Members present: Tracy Briggs, Danielle Laurie, Megan Marchant, Amanda Purdy, and Deputy Mayor Arnold MacDonald and Olivia Canning
Regrets: Mandy Blake, and Kirsten Hiltz

A quorum was present throughout the meeting.

Staff in attendance: Linda Cloney – CAO (recording secretary)

1. Call to Order / Welcome

Danielle Laurie called the meeting to order at 6:00 PM with round-table introductions and welcomes to all in attendance including Julie Glaser, Manager of Accessibility, Equity and Anti-Racism Program for Municipalities through AMANS via Zoom.

2. Approval of the Agenda

Moved by Deputy Mayor MacDonald and seconded by Olivia Canning that the agenda of the Accessibility Advisory Committee for May 27, 2024, be approved, as presented.

Motion Carried

3. Approval of the Previous Minutes – March 14, 2024

Approved by

Danielle Laurie, Chair, on May 27, 2024

4. Presentation – Julie Glaser – Municipal Accessibility Support Coordinator with the Association of Municipal Administrators, NS (AMANS) – The audit tool and its advantages.

4.1 – Audit Tool Handbook – handout provided

4.2 – Town Hall's Audit – using the Audit Tool, submitted by Jo MacDonald – presented on the server

Julie Glaser reviewed with the Committee that when first started, challenges for municipalities facing the urgency of the 2030 deadline looming, municipalities did not all have equal access to tools and resources to have those accessibility audits completed especially when it was identified in their plans as a priority. An accessibility audit can be expensive. It's important to know what needs to be audited, what the measuring tools are, to identify where the problems are, what the solutions are, and then what those solutions are going to ultimately cost.

An interim audit tool was created and has since been removed.

Development of a new tool is in process. However, there is no timeline for the development. There was a lack of clarity on what an accessibility audit looked like and what items needed to be included in the audit to allow municipalities to be successful in making decisions and prioritizing projects for renovation if at all in those spaces.

Funding has been made available provincially and federally for renovations to make spaces more accessible. However, it required having the accessibility audit done first before the funding application could be made. This made it difficult to apply for funding for municipalities.

There are also many guidelines provided by many sources that are constantly updated including the Canadian Standards Association (CSA) B651-23, Rick Hansen Foundation Program, CNIB, and regulations under the

Nova Scotia Building Code Accessibility Code, section 3.8, and others. The process of identifying what is important for municipalities is difficult.

Julie Glaser reached out to Anne Sinclair, one of the leading experts in Canada in Accessibility for help. Anne assisted in creating a template tool for all municipalities to use. The template tool could be used with in-house expertise to audit the spaces. The tool can also be used with a hired consultant to analyze spaces identified by the municipality.

Julie discussed the audit tool handbook with the Accessibility Committee. The audit tool handbook will be revised each time a standard or regulation is updated. Julie discussed tools that could be used to prepare for and conduct the audit with the audit tool and her own experience with the built environment and how the audit is important for individuals with first-voice experience (for example, individuals with disabilities). Even something as simple as glazing and contrasting colours can be items that need to be identified in the audit.

Linda Cloney discussed that the Town of Oxford is looking to find out what mandatory and legal requirements must be met by 2030 in the audits. Julie advised that these are the items that everyone is waiting for and hopefully by the fall of 2024, these items of legal obligation will be made available. For now, best practices have been provided to help progress until the legal mandated requirements are known.

Julie reviewed with the Accessibility Committee the Accessibility Assessment Report / Audit Tool table of contents and sections to review in the Audit and some of the "easy wins" that can be achieved with the tool including signage and wayfinding. Several items in the tool do not require an expert to identify or assess.

Once the audit has been completed, the audit can be sent to a cost consultant for real-time cost estimates for the identified deficiencies.

5. Business

5.1 Letter of Resignation – Josephine MacDonald, Vice-Chair

Linda Cloney discussed with the committee that a letter of resignation was received by the Council by Josephine MacDonald indicating that she would like to resign from the Accessibility and Audit Committees. Josephine was very instrumental in getting the Accessibility Plan for the Town of Oxford going and was highly motivated.

The Accessibility Committee, through consensus, accepted with regret the resignation of Josephine MacDonald. Direction by the committee that Linda Cloney will draft a letter of acknowledgment and acceptance of Josephine's resignation.

5.2 Election for Vice-Chair, one-year term.

In a call for nominations, Deputy Mayor Arnold MacDonald nominated Oliva Canning as Vice-Chair for a one-year term commencing May 28, 2024. Hearing no opposition or further nominations after two additional calls for Vice-Chair, and accepting the nomination, Oliva Canning was elected Vice-Chair through acclamation.

5.3 Municipal Election – paper, electronic, or hybrid – discussion

The Alternative Voting Bylaw gives the Council the choice of how voting is to take place during a municipal election. All things are considered including cost, benefits, and disadvantages. The council voted in favour of a paper ballot election. The last few elections were fully electronic. One of the deciding factors then was due to COVID. There was considerable savings over electronic voting that was identified which was the biggest deciding factor by the Council. The concern, which was addressed in the resignation letter of Josephine MacDonald was that a paper ballot election is difficult concerning accessibility.

It was discussed that going hybrid would not be as expensive as previously thought and may in fact, be more successful than purely electronic or purely paper.

Deputy Mayor MacDonald discussed approaching the Council to consider a hybrid model for the 2024 Municipal Election.

Moved by Amanda Purdy and seconded by Megan Marchant to recommend to the Council of the Town of Oxford to reconsider the format for the municipal election and consider the hybrid model in the estimated cost of \$11,332.50 to allow everyone the opportunity to vote.

Motion Carried

5.4 Water Street crosswalk concern – discussion

The line of sight with the bridge hides the crosswalks on each side. Consideration for crosswalk-ahead signs and repainting of the crosswalks are being considered (repainting to occur the first week of June). Sidewalk repairs are also being considered. Future consideration is to move the crosswalks out and extend the sidewalk down to the ballpark which will help eliminate the slope.

Linda Cloney will investigate the possibility of adjusting the speed of the trunk roads (water and main street) for future consideration.

Moved by Deputy Mayor MacDonald and seconded by Amanda Purdy to recommend to Council to consider the purchase of amber lights at the Water Street bridge crossings.

Motion Carried

5.5 Outdoor Spaces – end of May / following audit tool understanding

Outdoor space audits – should wait until further development of the tool is completed – possibly table in the fall.

5.6 "Walk and Wheelability" Oxford Event - update.

Linda Cloney discussed with the committee that the event was a success. There was a meeting held on May 29, 2024, to present the draft report that was compiled. A final report will then be drafted along with a video to present to the Council. This can then be used as a tool for the Accessibility Audits and applications to grants in the future.

6. Correspondence

6.1 Government Responds to Accessibility Act Review – handout (shared information previously on March 15) – *information purposes only.*

6.2 Breaking Barriers – Accessibility Directorate Updates – March 24 – handouts mentioned below (shared information previously on March 15)

6.2.1 2022 Canadian Survey on Disability – Nova Scotia Overview – *information purposes only.*

6.2.2 Accessibility First Voice Recruitment Poster – *information purposes only.*

7. Schedule the next meeting date


The committee discussed that some time to look at the audit tool and consider areas that should be reassessed is required. Also, collaboration with Julie Glaser for the next meeting to audit a building should be considered. The committee discussed scheduling a tentative date in June.

A tentative date of June 25, 2024, at 6:00 PM to review the Oxford Theatre with the audit tool kit was selected by the Accessibility Committee.

The Terms of Reference were also reviewed due to the vacancy of Jo MacDonald. It was determined that the committee falls within the Terms of Reference for committee members.

8. Adjournment

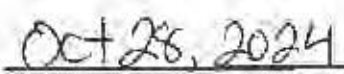
The meeting adjourned at 7:33 PM



Danielle Laurie, Chair



Linda Cloney, Recording Secretary



Date Approved

From: [U11B Ramblers](#)
To: info@oxfordns.ca
Subject: Minor Hockey Donation/Sponsorship Request U11B
Date: November 5, 2024 11:12:19 AM

Hello,

My name is JD Creighton and I am the team manager for the Cumberland Ramblers U11 B hockey team.

We have currently booked the Ice at the Oxford Arena Tuesday evenings at 7:15 for 17 dates. A big part of minor hockey is fundraising and sponsorship - we rely on the good nature of businesses, nonprofits and our local governments to keep hockey affordable for many kids in our communities.

I am reaching out to see if the Town of Oxford would be willing to forgo the cost of 1-2 ice times or however many they see fit. I realize generally townships usually would donate this for all the people of the town in terms of a free skate or other open activity. We currently have 3 players on our team from Oxford that would benefit from this donation: Lincon Hanna, Elijah Craven & Hudson Canning as well as 14 other players from Springhill and Amherst with some parents who are employed in Oxford.

Due to economics this year our fundraisers and donations from other sponsors have been quite limited. It is no secret that times are tough in Cumberland County as the best of times but we are facing an uphill battle when it comes to generosity this year and we were hoping the Town of Oxford would be able to alleviate some financial stress for this team.

Thank you for your consideration,

JD Creighton U11 B Manager



TOWN OF OXFORD POLICY

Subject: Tax and Water Collection Policy **Number: 20230925-2**

Approved by: Council

Effective Date: September 25, 2023

Revision Date: October 23, 2023

Purpose

To establish a policy for effective and efficient billing and collection of Revenue including tax and water accounts receivable. The purpose of the policy is to:

1. Outline billing dates as required by the Municipal Government Act (MGA).
2. Ensure municipal tax and water revenues are collected in a timely and effective manner.
3. Ensure that all taxpayers and water customers are treated fairly and equitably; and,
4. Provide staff with equitable guidelines for informed, sustainable decision-making, and legal guidelines to staff and the public, consistent with the Town's organizational values of excellence and fiscal responsibility ensuring all taxpayers are served well and fairly.

Terms

1. “*Immediate Family*” means spouse, children, parents, and siblings.
2. “*Lien*” means charges that are or can be attached to and encumber the title to a property and can result in the property being sold so the Town of Oxford can collect the money it is owed. These charges can arise pursuant to legislation (e.g., the Municipal Government Act).

Scope

All employees involved in the collection process must adhere to the policy statements contained within this document.

All water, tax levies and amounts added as tax liens or lien-able charges are subject to these policy statements.

The Municipal Government Act legislates the billing and collection of taxes and is the primary authority on the tax billing and collection function, including but not limited to the tax sale process.

The approved Utility and Review Board of Nova Scotia water utility Rules & Regulations and Schedule of Rates and Charges are the primary authority on the water billing and collection function.

Policy

Tax Accounts

1. The Town will issue an interim tax bill with a due date of June 1 each year. The bill will be calculated at 50% of the prior year's bills with the discretion of the CAO to adjust any tax accounts where the variance between the prior year and current year assessment is substantial.
2. Sewer charges will be determined by the Council through separate bylaw and/or policy and the full amount for the year will be included on the interim tax bill.
3. The final tax bill will be due on September 30 each year.

Interest

4. Interest will be calculated and accrued monthly, on arrears, starting immediately after the due date on all taxes/rates/liens outstanding. The rate of interest charged will be 1.5% per month compounded annually (18%/year).
5. Interest is not paid on credit balance in tax accounts except if the credit has resulted from payment of taxes on account that has been appealed (assessment) and the resulting tax amount is less than the original tax billing (determined after the final bill). Interest will be paid to the taxpayer on the overpayment at a rate of 1.5% per month.

Tax Collection - General Practices

6. Provisions of the Municipal Government Act (MGA) Section 6 deal with Tax Collection and provide the legislative framework within which the Staff are expected to carry out tax collection. This policy is intended to provide more specific guidance in certain circumstances but is not intended to allow Staff actions contrary to the Act or to limit the authority given to Staff under the Act.
7. Staff will make every reasonable effort to collect taxes due to the Town. This includes reasonable effort to locate taxpayers whose whereabouts are not readily known. A few procedures common to the collection industry may be used,

including the use of outside agencies as outlined in administrative policies or procedures approved by the CAO.

8. The MGA provides that every person liable to pay taxes shall be served with a tax bill, to be mailed to the address shown on the filed roll or to a more current address if known to the Treasurer. Canada Post E-post-delivery has legislated authority to deliver electronic mail; E-post-delivery is deemed by Council to meet the requirements of the MGA should E-post be a service offered to property owners.
9. The Town of Oxford considers it to be the responsibility of the property owner to ensure their address is up to date on the assessment roll and the tax system through contacting Property Valuation Services Corporation. The Town will be deemed to have a more current address if the notification has been received in writing from the taxpayer at least 30 days prior to the invoice date of the tax bill following the notification. Having filled the legal requirement to bill as noted above, the Town considers it to be the taxpayer's responsibility to contact the Town to determine amounts owing for taxes if they have not received their bill.
10. The Town accepts no responsibility to notify new property owners of arrears against properties they buy after the filing of the annual assessment roll except for the usual tax billing process. It is the responsibility of the purchaser and their solicitor to ensure that taxes for the year of purchase are paid. The Town will make every effort possible, within the staff resources available, to change ownership information on properties as it becomes available from the Property Valuation Services Corporation but will not accept responsibility for interest that may accrue on tax arrears that remain unpaid because of a change of ownership.

Payment Arrangements

11. Staff have authority to enter tax arrears payment arrangements with taxpayers giving due consideration to the taxpayer's personal circumstances and history of the taxpayer to comply with prior tax payment agreements. Staff may make reasonable demands for personal financial information from a taxpayer. No provision in this policy requires a taxpayer to provide such personal information but failure to do so may preclude the acceptance of a payment arrangement for their arrears. If a tax arrears payment arrangement results in taxes being outstanding for more than six (6) years, the arrangement must be documented in writing to ensure the period of tax lien is extended to cover the property.

Properties In Tax Sale Position

12. After September 30 of each year, all accounts will be reviewed. Accounts that have current year tax outstanding and part or all prior year tax outstanding shall be in tax sale position. The CAO is authorized to adopt administrative guidelines that identify minimum amounts below which the second year's taxes will not trigger the tax sale procedures.
13. Tax Sale properties shall be sent a preliminary notice giving **60** calendar days to pay the account in full. The preliminary notice shall indicate that a title search and/or survey of the property may be commenced at the end of the 60 days without further warning - the cost of which will constitute a lien on the property in question.
14. Once a preliminary notice is issued, staff are still permitted to enter payment arrangements with the taxpayer. Any such arrangement should not normally extend beyond the end of that fiscal year at which time the account must be paid for in full.
15. A Notice of Intent to sell for taxes shall be issued after 60 calendar days from the Preliminary Notice, on each property still in tax sale position except if there have been payment arrangements negotiated.
16. Once a property has been issued a Notice of Intention it should not normally be removed from the tax sale process except because of full payment. Staff may determine when circumstances dictate otherwise and remove property from the list.
17. If payment arrangements as negotiated above are dishonored, staff will immediately, without notice, begin or continue the formal process of tax sale unless other arrangements satisfactory to Staff can be negotiated.
18. The Town of Oxford will not accept a tender/bid from a tax assessed owner, his/her agent, or his/her immediate family for any sum less than the full amount of taxes, interest and expenses associated with respect to the land.

Properties Not in Tax Sale Position

19. For properties not in tax sale position, reminders will be issued to individual assessed owners. The number and timing of reminders will be determined by staff,

taking into consideration the perceived beneficial financial impact. In any given year there will generally be 2-3 reminders sent to accounts with arrears over a predetermined limit.

Collection Procedures Involving Issuance of Warrants

20. The CAO is authorized to adopt administrative guidelines with respect to the issuance of warrants to collect taxes due.
21. If services of outside agencies are used, staff are authorized to pay the fee charged by that agency for execution of the warrant. Such a fee should be determined in accordance with the procurement policy adopted by the Council. If a staff member executes the warrant, they will be compensated in accordance with municipal policy if the work is conducted outside of normal office hours. Such fees and expenses associated with the issuance of a warrant shall be added to the account to be collected pursuant to the warrant.

Tax Account Adjustments/Write Offs

22. The CAO may approve administrative policies governing the write-off or adjustment of taxpayer's accounts. In general, staff have authority to write off accounts in the following circumstances:
 - a. Where notice is received from PVSC that an error has been made in the filed roll which cannot be corrected by any provision of the Assessment Legislation (e.g., Duplicate Assessment, Deleted Accounts).
 - b. Where there has been an error made by Municipal staff or in other circumstances deemed appropriate, the Treasurer may approve the write-off of interest on an account.
 - c. Where the internal and external cost to pursue collection of an account would reasonably be expected to exceed the amount to be successfully collected.
 - d. Where a taxpayer has been discharged from their liabilities under bankruptcy.
 - e. Where the taxpayer cannot be located, despite reasonable efforts to do so.

Collections Costs

23. The CAO is authorized to approve certain fees and procedures associated with tax collection on a cost recovery basis such as, but not limited to, fees for cheques/preauthorized debit not able to be processed by a bank.
24. The CAO shall approve increases to the fee(s) no more frequently than annually (fiscal year of April 1 - March 31). No annual increase can exceed CPI as measured by the twelve-month average index for the prior twelve months ended December. Increases may be cumulative when implemented in year 2 or later.

Property Tax Deferral

25. Section 70 of the MGA allows the Council to adopt a bylaw which would provide for the postponement of tax payment. Council has determined that it will not enact a bylaw under the provisions of this section with the understanding that staff are authorized to negotiate payment arrangements that are reflective of the taxpayer's ability to pay at any given time and that staff are best able to determine what this regular amount should be. The MGA provides that tax sale can be avoided by having a tax payment arrangement that is being honored. All taxpayers should be encouraged to make some amount of regular payment on their taxes. However nominal, such that a deferral program is not considered necessary.

WATER ACCOUNTS

GENERAL PROVISIONS

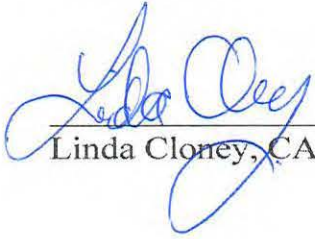
26. The Town is governed by regulations in effect for its water utility that have been approved by the Nova Scotia Utility Review Board.

ARREARS COLLECTION


27. Staff are responsible and authorized to negotiate and accept reasonable payment arrangements with customers who are in arrears. The circumstances of the individual customer will be considered in these negotiations.
28. All water accounts will be reviewed at the due date and those with arrears of \$30 and over will be sent a reminder notice. The reminder will allow a ten-day period in which the account is to be paid. At the end of the ten-day period those accounts still outstanding will be sent a Notice of Intention to Disconnect, within five business days, unless the account is paid for in full. Staff are expected to use collection tools at their disposal and their judgement in applying this policy in determining accounts that will be disconnected.
29. Staff are authorized to use generally accepted collection practices to locate exited water customers and collect arrears. If an inactive account is deemed to be uncollectable or if the expense of collections outweighs the amount to be obtained, staff may approve the write-off of the account. A list of account write-offs shall be presented to the Council on an annual basis.
30. Staff may waive the interest charges if in their judgement the circumstances warrant it.
31. The CAO is authorized to adopt administrative policies/guidelines that further guide the collection process in accordance with the UARB approved rules and regulations governing the water billing and collection process.

REPEAL

32. The council hereby repeals and replaces all previous policies for tax & water collections.



Linda Cloney, CAO



Date

**TOWN OF OXFORD
GENERAL ADMINISTRATION**

Subject: Tax & Water Collection Policy

Number: 20230925-2

Approved by: Council

Effective Date: September 25, 2023

Revision Date: October 23, 2023

Minutes reference date: October 23, 2023

PURPOSE

To establish a policy for effective and efficient billing and collection of Revenue including tax and water accounts receivable. The purpose of the policy is to:

1. Outline billing dates as required by the *Municipal Government Act* (MGA);
2. Ensure municipal tax and water revenues are collected in a timely and effective manner;
3. Ensure that all taxpayers and water customers are treated fairly and equitably; and,
4. Provide staff with equitable guidelines for informed, sustainable decision-making, and legal guidelines to staff and public, consistent with the Town's organizational values of excellence and fiscal responsibility ensuring all taxpayers are served well and fairly.

TERMS

1. "*Immediate Family*" means spouse, children, parents and siblings.
2. "Lien" means charges that are or can be attached to and encumber the title to a property and can result in the property being sold so the Town of Oxford can collect the money it is owed. These charges can arise pursuant to legislation (e.g., the Municipal Government Act).

SCOPE

All employees involved in the collection process must adhere to the policy statements contained within this document.

All water, tax levies and amounts added as tax liens are subject to these policy statements.

The Municipal Government Act legislates the billing and collection of taxes and is the primary authority on the tax billing and collection function, including but not limited to the tax sale process.

The approved Utility and Review Board of Nova Scotia water utility Rules & Regulations and Schedule of Rates and Charges are the primary authority on the water billing and collection function.

POLICY

TAX ACCOUNTS

1. The Town will issue an interim tax bill with a due date of June 1 each year. The bill will be calculated at 50% of the prior year's bills with the discretion of the CAO to adjust any tax accounts where the variance between the prior year and current year assessment is substantial.
2. Sewer charges will be determined by Council through separate bylaw and/or policy and the full amount for the year will be included on the interim tax bill.
3. The final tax bill will be due on September 30 each year.

INTEREST

4. Interest will be calculated and accrued monthly, on arrears, starting immediately after the due date on all taxes/rates/liens outstanding. The rate of interest charged will be 1.5% per month compounded annually (18%/year).
5. Interest is not paid on credit balance in tax accounts except if the credit has resulted from payment of taxes on account that has been appealed (assessment) and the resulting tax amount is less than the original tax billing (determined after the final bill). Interest will be paid to the taxpayer on the overpayment at a rate of 1.5% per month.

TAX COLLECTION – GENERAL PRACTICES

6. Provisions of the Municipal Government Act (MGA) Section 6 deal with Tax Collection and provide the legislative framework within which the Staff are expected to carry out tax collection. This policy is intended to provide more specific guidance in certain circumstances but is not intended to allow Staff actions contrary to the Act or to limit the authority given to Staff under the Act.
7. Staff will make all reasonable effort to collect taxes due to the Town. This includes reasonable effort to locate taxpayers whose whereabouts are not readily known. A number of procedures common to the collection industry may be used including the use of outside agencies as outlined in administrative policies or procedures approved by the CAO.
8. The MGA provides that every person liable to pay taxes shall be served with a tax bill, to be mailed to the address shown on the filed roll or to a more current address if known to the Treasurer. Canada Post E-post-delivery has legislated authority to deliver electronic mail; E-post-delivery is deemed by Council to meet the requirements of the MGA should E-post be a service offered to property owners.
9. The Town of Oxford considers it to be the responsibility of the property owner to ensure their address is up to date on the assessment roll and the tax system through contacting Property Valuation Services Corporation. The Town will be deemed to have a more current address if the notification has been received in writing from the taxpayer at least 30 days prior to the invoice date of the tax bill following the notification. Having filled the legal requirement to bill

as noted above, the Town considers it to be the taxpayer's responsibility to contact the Town to determine amounts owing for taxes if they have not received their bill.

10. The Town accepts no responsibility to notify new property owners of arrears against properties they buy after the filing of the annual assessment roll except for the usual tax billing process. It is the responsibility of the purchaser and their solicitor to ensure that taxes for the year of purchase are paid. The Town will make every effort possible, within the staff resources available, to change ownership information on properties as it becomes available from the Property Valuation Services Corporation but will not accept responsibility for interest that may accrue on tax arrears that remain unpaid as a result of a change of ownership.

PAYMENT ARRANGEMENTS

11. Staff have authority to enter into tax arrears payment arrangements with taxpayers giving due consideration to the taxpayer's personal circumstances and history of the taxpayer to comply with prior tax payment agreements. Staff may make reasonable demands for personal financial information from a taxpayer. No provision in this policy requires a taxpayer to provide such personal information but failure to do so may preclude the acceptance of a payment arrangement for their arrears. If a tax arrears payment arrangement results in taxes being outstanding for more than six years, the arrangement must be documented in writing to ensure the period of tax lien is extended to cover the property.

PROPERTIES IN TAX SALE POSITION

12. After September 30 of each year, all accounts will be reviewed. Accounts that have current year tax outstanding and part or all of prior year tax outstanding shall be considered to be in tax sale position. The CAO is authorized to adopt administrative guidelines that identify minimum amounts below which the second years' taxes will not trigger the tax sale procedures.
13. Tax Sale properties shall be sent a preliminary notice giving 60 calendar days to pay the account in full. The preliminary notice shall indicate that a title search and/or survey of the property may be commenced at the end of the 60 days without further warning – the cost of which will constitute a lien on the property in question.
14. Once a preliminary notice is issued, staff are still permitted to enter payment arrangements with the taxpayer. Any such arrangement should not normally extend beyond the end of that fiscal year at which time the account must be paid in full.
15. A Notice of Intent to sell for taxes shall be issued after 60 calendar days from the Preliminary Notice, on each property still in tax sale position except if there have been payment arrangements negotiated.
16. Once a property has been issued a Notice of Intention it should not normally be removed from the tax sale process except as a result of full payment. Staff may determine when circumstances dictate otherwise and remove a property from the list.
17. If payment arrangements as negotiated above are dishonoured, staff will immediately, without notice, begin or continue the formal process of tax sale unless other arrangements satisfactory to Staff can be negotiated.

18. The Town of Oxford will not accept a tender/bid from a tax assessed owner, his/her agent, or his/her immediate family for any sum less than the full amount of taxes, interest and expenses associated with respect to the land.

PROPERTIES NOT IN TAX SALE POSITION

19. For properties not in tax sale position, reminders will be issued to individual assessed owners. The number and timing of reminders will be determined by staff, taking into consideration the perceived beneficial financial impact. In any given year there will generally be 2-3 reminders sent to accounts with arrears over a predetermined limit. **See schedule A.**

COLLECTION PROCEDURES INVOLVING ISSUANCE OF WARRANTS

20. The CAO is authorized to adopt administrative guidelines with respect to the issuance of warrants to collect taxes due. **See schedules A and B**
21. If services of outside agencies are used, staff are authorized to pay the fee charged by that agency for execution of the warrant. ~~Such fee should be determined in accordance with the procurement policy adopted by Council.~~ If a staff member executes the warrant, they will be compensated in accordance with municipal policy if the work is conducted outside of normal office hours. Such fees and expenses associated with the issuance of a warrant shall be added to the account to be collected pursuant to the warrant.

TAX ACCOUNT ADJUSTMENTS/WRITE OFFS

22. The CAO may approve administrative policies governing the write-off or adjustment of taxpayer's accounts. In general, staff have authority to write off accounts in the following circumstances:
 - a. Where notice is received from PVSC that an error has been made in the filed roll which cannot be corrected by any provision of the Assessment Legislation (e.g. Duplicate Assessment, Deleted Accounts).
 - b. Where there has been an error made by Municipal staff or in other circumstances deemed appropriate, the Treasurer may approve the write-off of interest on an account.
 - c. Where the internal and external cost to pursue collection of an account would reasonably be expected to exceed the amount to be successfully collected.
 - d. Where a taxpayer has been discharged from their liabilities under bankruptcy.
 - e. Where the taxpayer cannot be located, despite reasonable efforts to do so.

COLLECTIONS COSTS

23. The CAO is authorized to approve certain fees and procedures associated with tax collection on a cost recovery basis such as, but not limited to, fees for cheques/preauthorized debit not able to be processed by a bank.
24. The CAO shall approve increases to the fee(s) no more frequently than annually (fiscal year of April 1 – March 31). No annual increase can exceed CPI as measured by the twelve-month average index for the prior twelve months ended December. Increases may be cumulative when implement in year 2 or later.

PROPERTY TAX DEFERRAL

25. Section 70 of the MGA allows Council to adopt a bylaw which would provide for the postponement of tax payment. Council has determined that it will not enact a bylaw under the provisions of this section with the understanding that staff are authorized to negotiate payment arrangements that are reflective of the taxpayer's ability to pay at any given time and that staff are best able to determine what this regular amount should be. The MGA provides that tax sale can be avoided by having a tax payment arrangement that is being honoured. All taxpayers should be encouraged to make some amount of regular payment on their taxes, however nominal, such that a deferral program is not considered necessary.

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WATER ACCOUNTS

GENERAL PROVISIONS

26. The Town is government by regulations in effect for its water utility that have been approved by the Nova Scotia Utility Review Board.

ARREARS COLLECTION

27. Staff are responsible and authorized to negotiate and accept reasonable payment arrangements with customers who are in arrears. The circumstances of the individual customer will be considered in these negotiations.

28. All water accounts will be reviewed at the due date and those with arrears of \$30 and over will be sent a reminder notice. The reminder will allow a ten-day period in which the account is to be paid. At the end of the ten-day period those accounts still outstanding will be sent a Notice of Intention to Disconnect, within five business days, unless the account is paid in full. Staff are expected to use collection tools at their disposal and their judgement in applying this policy in determining accounts that will be disconnected.

29. Staff are authorized to use generally accepted collection practices to locate exited water customers and collect arrears. If an inactive account is deemed to be uncollectable or if the expense of collections outweighs the amount to be obtained, staff may approve the write-off of the account. A list of account write-offs shall be presented to Council on an annual basis.

30. Staff may waive the interest charges if in their judgement the circumstances warrant it.

31. The CAO is authorized to adopt administrative policies/guidelines that further guide the collection process in accordance with the UARB approved rules and regulations governing the water billing and collection process. **See Schedule B**

REPEAL

32. Council hereby repeals and replaces all previous policies for tax & water collections.

Clerk's Annotation for Official Policy Book

THIS IS TO CERTIFY THAT this the foregoing is a true and accurate copy of the Town of Oxford's Tax & Water Collection Policy which was adopted by Council at its duly convened meeting held 27 November 2024.

Chief Administrative Officer

Date

SCHEDULE A – Tax & Water Collection Policy – 20230925-2

Collections for Tax Arrears Policy

Every 3 months run an A/R report in Town Suite (A/R, Reports, Receivables, Aged Receivables) April, July (After Interim Tax bill due date), October (After Final Tax Final bill due date) and January.

Account type-Properties-Customer Type years Report Type total report option N/A

Export data to an excel sheet for faster manipulation (Excel data only),

Accounts owing for the current year generally receive a Statement. This report is set up by customer Record number and does not make separate reports for water and property but will separate on the same report if you select the source feature. (A/R, Reports, Collection, Statements, Current Balance, Single Record, Report Name: Statement Print: Source

Accounts in arrears for prior years taxes receive a Statement of Arrears or a Preliminary Notice of Tax Sale. A/R , Reports, collection , Notice of Arrears, Report Name : **Statement of Arrears or a Preliminary Notice of Tax Sale**, Single Record: client account #, Type : Property, Interest :Totaled(too shorten the statement), Print : Source, Report Options: check All interest as arrears & Include Non-Arrear balances (if not checked the balance that appears does not include the last six months), Type in Message the notes as required below:

For **Preliminary Notice of Tax Sale** e.g.: This is a **PRELIMINARY NOTICE FOR TAX SALE**. You have 60 CALENDER DAYS to pay the account IN FULL! At the end of the 60 days, without further warning, a title search and/or survey of the property may be commenced by the Town of Oxford - the cost of which will constitute a lien on the property in question.

For **Statement of Arrears** e.g.: The Town of Oxford tax collection policy states: Accounts that have current year tax outstanding and part or all the prior year tax outstanding shall be considered to be in tax sale position. To avoid Tax Sale Status, 20__ property taxes of \$____. must be paid in full.

Add other information in message as required e.g.: The payment plan agreed upon has not been followed, Thank You for the recent payments, unfortunately it was not enough to keep the property out of Tax Sale Status.

Update Master sheet "Tax Arrears Notices and Plans" and add notes on client's account.

Staff can also send out warning Notices with the Interim and Final Bills, but a Preliminary Notice should be a separate document.

If arrears are not paid or payment arrangements made within the 60 days of the Preliminary Notice, a Notice of Tax Sale can be issued. Notice of Tax Sale should be a certified letter as well as delivered to property.

SCHEDULE B – Tax & Water Collection Policy – 20230925-2

Collections for Water Arrears Policy

Every 3 months run an A/R report in Town Suite one month preferably after the latest water bill was due. March, June, September, December.

A/R, Reports, Receivables, Aged Receivables Account Type-Utilities-Customer Type: Quarters, Report Type: Total report option N/A

Export data to an excel sheet for faster manipulation (Excel data only),

No Action Required if account is in arrears less than 90days and under\$150.00

Water Accounts in arrears over 90 days and greater than \$150 should be sent a reminder with the next water bill. Re Check balance at that time.

Water accounts in arrears over 180 days and over \$200 should be sent a **Notice of Arrears** with note “Pay Arrears by _____ or a Notice of intention to Disconnect will be Served

Water accounts in arrears over 260 days and over \$200 should be sent a **Notice of Intention to Disconnect** with a note “Pay Arrears by _____ or a WATER SERVICE DISCONNECTION NOTICE will be served.

Water accounts in arrears over 365 days “Prior column” will be sent a **WATER SERVICE DISCONNECTION NOTICE** with 5 business days to pay in full. Check that a previous Notice of Intention to Disconnect has been sent to the client. You can find this information either on the Master sheet “Water Arrears, Notices and Plans” or in the client’s notes. If a Notice of Intention to Disconnect was not sent previously, send one before sending a WATER SERVICE DISCONNECTION NOTICE.

To process Notices for Water Account Arrears : A/R , Reports, collection , Notice of Arrears, Report Name: **Notice of Arrears/ Notice of intention to Disconnect Water Service/ NOTICE OF WATER SERVICE DISCONNECTION**, Single Record: client account #, Type : Utility, Interest :Totalled (shortens the statement), Print : Source, Report Options: check All interest as arrears & Include Non-Arrear balances (if not checked the balance that appears does not include the last six months)

Type in Message the notes required above and add other information e.g.: The payment plan agreed upon has not been followed. Thank You for the recent payments, unfortunately it was not enough to continue the water service.

Update Master sheet “Water Arrears Notices and Plans” and add to notes on client’s account for Notice of intention to Disconnect Water Service/ NOTICE OF WATER SERVICE DISCONNECTION only.

**Note: Water Accounts arrears for the current year will also appear on Customer account Statements sent with the Tax collection Policy.