

Funk, Richelle GCPE:EX

From: Funk, Richelle GCPE:EX
Sent: January 24, 2019 4:16 PM
To: Robb, Katie GCPE:EX
Cc: Zoeller, Sonja GCPE:EX
Subject: FYI: web-language - call volume mitigation.

Importance: High

FYI Katie,

Program is adding to these contact boxes that are on the SVT pages, such as this one:

<https://www2.gov.bc.ca/gov/content/taxes/property-taxes/speculation-and-vacancy-tax>



Contact Information

Contact us with your questions about the speculation and vacancy tax.

Toll Free:
1 (833) 554-2323

(Outside North America) Office:
1 (604) 660-2421

Email:
spectaxinfo@gov.bc.ca

Will add this phrase:

Agents are available to take your call from 8:00am to 8:00pm, 7 days a week.

let me know if you have any concerns. I do not.

They can put this up ASAP if we have no changes/additions.

r

Funk, Richelle GCPE:EX

From: Emery, Steven B FIN:EX
Sent: February 5, 2019 9:25 AM
To: Gillezeau, Rob FIN:EX; Sather, Kelly ENV:EX; Robb, Katie GCPE:EX; Zoeller, Sonja GCPE:EX; Funk, Richelle GCPE:EX; Peters, Melissa GCPE:EX; Khaira, Kally FIN:EX; Graboski, Anne FIN:EX
Subject: Maximus phone lines are down

Follow Up Flag: Follow up
Flag Status: Completed

We just received a call that Maximus phone lines (1-833 number) is down. I just tried it and it gave me a busy signal. I'll inform you once it has been resolved.

Steven Emery MPA, CPA, CMA
Executive Director, Property Taxation Branch
Revenue Division, Ministry of Finance

Trusted financial and economic leadership for a prosperous province

Funk, Richelle GCPE:EX

From: Funk, Richelle GCPE:EX
Sent: January 30, 2019 3:14 PM
To: Robb, Katie GCPE:EX
Cc: Zoeller, Sonja GCPE:EX
Subject: RE: FOR approval - KM: s.13

Understood.

R

From: Robb, Katie GCPE:EX
Sent: January 30, 2019 3:11 PM
To: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Cc: Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>
Subject: Re: FOR approval - KM: s.13

s.13

Katie Robb

Communications Director | Ministry of Finance
Government Communications & Public Engagement
M: [250.920.8371](tel:250.920.8371)

On Jan 30, 2019, at 2:33 PM, Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca> wrote:

Hi Katie,

Just checking in on this one.

Is it good to go? Has the MO approved?

r

From: Funk, Richelle GCPE:EX
Sent: January 30, 2019 9:22 AM
To: Robb, Katie GCPE:EX <Katie.Robb@gov.bc.ca>; Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>
Subject: RE: FOR approval - KM: s.13

s.13

From: Robb, Katie GCPE:EX
Sent: January 30, 2019 9:19 AM
To: Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: RE: FOR approval - KM: s.13

s.13

Katie Robb
Communications Director | Ministry of Finance
Government Communications & Public Engagement
O: [250.953.4865](tel:250.953.4865) | M: [250.920.8371](tel:250.920.8371)

From: Zoeller, Sonja GCPE:EX
Sent: Wednesday, January 30, 2019 9:17 AM
To: Funk, Richelle GCPE:EX; Robb, Katie GCPE:EX
Subject: RE: FOR approval - KM: s.13

Looks great to me. Katie?

Sonja Zoeller
Communications Manager
Ministry of Finance
Desk: 250-387-1248
Cell: 250-812-6844

From: Funk, Richelle GCPE:EX
Sent: January 30, 2019 9:16 AM
To: Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>
Subject: FOR approval - KM: s.13

Sonja,

I'd like to provide these KM for social media for approval, and then I will provide them to GCPE Digital for use. And then we will use them to retailor the outgoing voice/email messages as well.

s.13

for your changes and approval:

s.13

Funk, Richelle GCPE:EX

From: Khaira, Kally FIN:EX
Sent: January 25, 2019 2:09 PM
To: Peters, Melissa GCPE:EX
Subject: RE: FYI - Service BC system problem?

On it.

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Peters, Melissa GCPE:EX
Sent: January 25, 2019 2:02 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: RE: FYI - Service BC system problem?

Desk phone. But I just called again and that message is gone. So that's good.

Maybe just ask Service BC what that message was and why it was there? I called at 1:52pm and got the message 'we are experiencing system problems, please call back later'.

Melissa Peters
Ministry of Finance
250 356-5698

From: Khaira, Kally FIN:EX
Sent: January 25, 2019 2:00 PM
To: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: RE: FYI - Service BC system problem?

Were you calling via skype.?

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Peters, Melissa GCPE:EX
Sent: January 25, 2019 1:55 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: RE: FYI - Service BC system problem?

Yep – I just tried calling and got the same thing.

Melissa Peters
Ministry of Finance

250 356-5698

From: Khaira, Kally FIN:EX
Sent: January 25, 2019 1:53 PM
To: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: RE: FYI - Service BC system problem?

Oh crap...no. let me check.
Yikes.

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Peters, Melissa GCPE:EX
Sent: January 25, 2019 1:53 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: FYI - Service BC system problem?

Katie just called Service BC and immediate message was 'we are experiencing system problems, please call back later' – are you aware of this?

Melissa Peters
Ministry of Finance
250 356-5698

Funk, Richelle GCPE:EX

From: Emery, Steven B FIN:EX
Sent: February 5, 2019 9:31 AM
To: Gillezeau, Rob FIN:EX; Sather, Kelly ENV:EX; Robb, Katie GCPE:EX; Zoeller, Sonja GCPE:EX; Funk, Richelle GCPE:EX; Peters, Melissa GCPE:EX; Khaira, Kally FIN:EX; Graboski, Anne FIN:EX; Goss, Jordan T FIN:EX
Subject: RE: Maximus phone lines are down

Follow Up Flag: Follow up
Flag Status: Completed

Seems like we are back up. I just tried calling and got through. Maximus is on a call with Allstream to find out what is going on. I'll report back when we find out what's going on.

Steven Emery

Executive Director, Property Taxation Branch

From: Emery, Steven B FIN:EX
Sent: February 5, 2019 9:25 AM
To: Gillezeau, Rob FIN:EX <Rob.Gillezeau@gov.bc.ca>; Sather, Kelly FIN:EX <Kelly.Sather@gov.bc.ca>; Robb, Katie GCPE:EX <Katie.Robb@gov.bc.ca>; Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>; Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: Maximus phone lines are down

We just received a call that Maximus phone lines (1-833 number) is down. I just tried it and it gave me a busy signal. I'll inform you once it has been resolved.

Steven Emery MPA, CPA, CMA

Executive Director, Property Taxation Branch
Revenue Division, Ministry of Finance

Trusted financial and economic leadership for a prosperous province

Funk, Richelle GCPE:EX

From: Funk, Richelle GCPE:EX
Sent: January 25, 2019 11:54 AM
To: Thyvold, Olav FIN:EX; Von Buchholz, Garth FIN:EX; Luzzi, Kristina M FIN:EX
Cc: Peters, Melissa GCPE:EX; Finn, Heather GCPE:EX; Thomas, Dianne L FIN:EX; Khaira, Kally FIN:EX; Emery, Steven B FIN:EX
Subject: RE: Question: Notifying citizens - outages/call volume

And just stating what I should have stated before.

I wanted these 'messages' approved by everyone – and we're doing that here...

Including Steve, Jordan and the MO

The event of another online outage, which from the call I understood happened last night, and high call volumes

I didn't want everyone involved to hit this operational issues – and then have to track down executive/MO/ GCPE Fin to get this messaging approved during the weekend, etc.

I am not expecting these messages to go up now, as these triggers have been addressed.

Sorry if I wasn't clear.

Just future problem solving so Kally doesn't have to email me from away this weekend



r

From: Funk, Richelle GCPE:EX
Sent: January 25, 2019 11:03 AM
To: Thyvold, Olav FIN:EX <Olav.Thyvold@gov.bc.ca>; Von Buchholz, Garth FIN:EX <Garth.VonBuchholz@gov.bc.ca>; Luzzi, Kristina M FIN:EX <Kristina.Luzzi@gov.bc.ca>
Cc: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Finn, Heather GCPE:EX <Heather.Finn@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Subject: RE: Question: Notifying citizens - outages/call volume

Understood.

R

From: Thyvold, Olav FIN:EX
Sent: January 25, 2019 11:03 AM
To: Von Buchholz, Garth FIN:EX <Garth.VonBuchholz@gov.bc.ca>; Luzzi, Kristina M FIN:EX <Kristina.Luzzi@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Cc: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Finn, Heather GCPE:EX <Heather.Finn@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX

<Steven.Emery@gov.bc.ca>

Subject: Re: Question: Notifying citizens - outages/call volume

before this is implemented can we get Steve's approval to proceed.

The volumes of people going to the online direction are quite high relative to the phone lines. And the phone lines have a capacity limit. I'm worried that we will go from a problem due to an outage and add a problem of long phone wait times.

From: Von Buchholz, Garth FIN:EX

Sent: Friday, January 25, 2019 10:58 AM

To: Luzzi, Kristina M FIN:EX; Funk, Richelle GCPE:EX

Cc: Peters, Melissa GCPE:EX; Finn, Heather GCPE:EX; Thomas, Dianne L FIN:EX; Thyvold, Olav FIN:EX; Khaira, Kally FIN:EX; Emery, Steven B FIN:EX

Subject: RE: Question: Notifying citizens - outages/call volume

For outages, it looks like we can fit this abridged version:

s.13

From: Von Buchholz, Garth FIN:EX

Sent: January 25, 2019 10:20 AM

To: Luzzi, Kristina M FIN:EX <Kristina.Luzzi@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>

Cc: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Finn, Heather GCPE:EX <Heather.Finn@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>; Thyvold, Olav FIN:EX <Olav.Thyvold@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>

Subject: RE: Question: Notifying citizens - outages/call volume

The character limit prevents me from adding the whole message below. I can, however, add an abridged version:

s.13

From: Luzzi, Kristina M FIN:EX

Sent: January 25, 2019 10:04 AM

To: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>; Von Buchholz, Garth FIN:EX <Garth.VonBuchholz@gov.bc.ca>

Cc: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Finn, Heather GCPE:EX <Heather.Finn@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>; Thyvold, Olav FIN:EX <Olav.Thyvold@gov.bc.ca>; Khaira, Kally FIN:EX

<Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>

Subject: RE: Question: Notifying citizens - outages/call volume

Let's try that again, and this time include Garth!

Kristina

From: Luzzi, Kristina M FIN:EX

Sent: January 25, 2019 10:03 AM

To: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>

Cc: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Finn, Heather GCPE:EX <Heather.Finn@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>; Thyvold, Olav FIN:EX <Olav.Thyvold@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>

Subject: RE: Question: Notifying citizens - outages/call volume

Hi Garth,

Please see below. Can you please test these messages in the alert function for our website to determine best formatting and to see if we hit character limits or formatting issues such as conflicts with the main page banner graphic? Thank you!

Kristina

From: Funk, Richelle GCPE:EX

Sent: January 25, 2019 9:41 AM

To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Thyvold, Olav FIN:EX <Olav.Thyvold@gov.bc.ca>; Luzzi, Kristina M FIN:EX <Kristina.Luzzi@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>

Cc: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Finn, Heather GCPE:EX <Heather.Finn@gov.bc.ca>

Subject: Question: Notifying citizens - outages/call volume

Hi everyone,

Just problem solving on side of the pond.

We're wondering if this is possible:

s.13

If this is possible to add these messages automatically – I'm happy to take these messages up for urgent approval.

r

Funk, Richelle GCPE:EX

From: Funk, Richelle GCPE:EX
Sent: January 25, 2019 9:30 AM
To: Zoeller, Sonja GCPE:EX; Peters, Melissa GCPE:EX; Robb, Katie GCPE:EX
Subject: RE: Speculation tax call volumes

I am also concerned that the individuals phoning are those who face barriers or simply don't want to be the ones entering it.

We haven't begun to get into our major urban areas – where just number wise there will be more seniors, people whose primary language is not English, etc.

I agree with program that moving more calls to Tier 2 at this point is great.

But as I said on the call – we haven't begun to touch our biggest centres.

R

From: Zoeller, Sonja GCPE:EX
Sent: January 25, 2019 9:27 AM
To: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Robb, Katie GCPE:EX <Katie.Robb@gov.bc.ca>
Cc: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: RE: Speculation tax call volumes

Good point – this is just the beginning.

Sonja Zoeller
Communications Manager
Ministry of Finance
Desk: 250-387-1248
Cell: 250-812-6844

From: Peters, Melissa GCPE:EX
Sent: January 25, 2019 9:20 AM
To: Robb, Katie GCPE:EX <Katie.Robb@gov.bc.ca>; Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>
Cc: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: RE: Speculation tax call volumes

s.13

s.13 I think we need to be prepared for that to increase...

Melissa Peters
Ministry of Finance
250 356-5698

From: Peters, Melissa GCPE:EX
Sent: January 25, 2019 9:06 AM
To: Robb, Katie GCPE:EX <Katie.Robb@gov.bc.ca>; Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>
Cc: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: RE: Speculation tax call volumes

Yes – s.13 . Also it takes about 6-7 mins over the phone to complete the declaration, which is part of what is driving up the wait times.

s.13

Melissa Peters
Ministry of Finance
250 356-5698

From: Robb, Katie GCPE:EX
Sent: January 25, 2019 9:04 AM
To: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>
Cc: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: RE: Speculation tax call volumes

Are program staff breaking down declarations by phone vs online? I'm thinking we should add to our social content next week to help drive people to declaring online...fast, easy, no wait times. Thoughts?

Katie Robb
Communications Director | Ministry of Finance
Government Communications & Public Engagement
O: [250.953.4865](tel:250.953.4865) | M: [250.920.8371](tel:250.920.8371)

From: Peters, Melissa GCPE:EX
Sent: Friday, January 25, 2019 9:01 AM
To: Robb, Katie GCPE:EX; Zoeller, Sonja GCPE:EX
Cc: Funk, Richelle GCPE:EX
Subject: FW: Speculation tax call volumes

s.13 (bringing in 30 more Tier 2 staff to answer calls)
1 hour outage online last night between 10-11 (technical difficulties) – people would not have been able to declare

Melissa Peters
Ministry of Finance
250 356-5698

From: Brian Currie <brian.currie@maximusbc.ca>

Sent: January 25, 2019 8:58 AM

To: Shannon Naylor <shannon.naylor@maximusbc.ca>; Mousseau, Jeff CITZ:EX <Jeff.Mousseau@gov.bc.ca>; Leila George <leila.george@maximusbc.ca>; McLaughlin, Heather FIN:EX <Heather.McLaughlin@gov.bc.ca>; Sullivan, Deborah CITZ:EX <Deborah.Sullivan@gov.bc.ca>; Quill, Robert CITZ:EX <Robert.Quill@gov.bc.ca>; Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Boreen, Michael CITZ:EX <Michael.Boreen@gov.bc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Borrows, Erin CITZ:EX <Erin.Borrows@gov.bc.ca>; Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Harris, Richard CITZ:EX <Richard.Harris@gov.bc.ca>; Reading, Liz CITZ:EX <Liz.Reading@gov.bc.ca>; Luzzi, Kristina M FIN:EX <Kristina.Luzzi@gov.bc.ca>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>; Thomas, Dianne L FIN:EX <Dianne.L.Thomas@gov.bc.ca>; Brouwer, Deborah FIN:EX <Deborah.Brouwer@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>

Cc: Jeremy Scott <jeremy.scott@maximusbc.ca>

Subject: RE: Speculation tax call volumes

Good morning,

Please see below the up to date call volume received on Speculation tax queue – s.13

Thank you

Service BC Speculation Tax - calls received										
Day	Oct		Nov		Dec		Jan		Feb	
	Day	Calls	Day	Calls	Day	Calls	Day	Calls	Day	Calls
Monday	s.13							0	s.13	
Tuesday							1			
Wednesday							2	17		
Thursday							3	20		
Friday							4	23		
Monday							7	23		
Tuesday							8	27		
Wednesday							9	54		
Thursday							10	51		
Friday							11	50		
Monday							14	81		
Tuesday							15	56		
Wednesday							16	191		
Thursday							17	435		
Friday							18	329		
Monday							21	459		

Tuesday	s.13	22	332	s.13
Wednesday		23	424	
Thursday		24	1710	
Friday		25		
Monday		28		
Tuesday		29		
Wednesday		30		
Thursday		31		
Friday				
			4282	
Statutory Holidays				
GRAND TOTAL				s.13

Brian Currie
Service BC Team Lead

MAXIMUS Canada
716 Yates Street
Victoria BC V8W 1L4
Office: 737 822 1126

brian.currie@maximusbc.ca

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From: Brian Currie
Sent: Thursday, January 24, 2019 10:23 AM
To: Shannon Naylor; 'Mousseau, Jeff CITZ:EX'; Leila George; 'McLaughlin, Heather FIN:EX'; 'Sullivan, Deborah CITZ:EX'; 'Quill, Robert CITZ:EX'; 'Duncan, Peggy CITZ:EX'; 'Boreen, Michael CITZ:EX'; 'Eason, Jeannette CITZ:EX'; 'Borrows, Erin CITZ:EX'; 'Mann, Dawn FIN:EX'; 'Khaira, Kally FIN:EX'; 'Harris, Richard CITZ:EX'; 'Reading, Liz CITZ:EX'; 'Luzzi, Kristina M FIN:EX'; 'Rajeev Purewal'; 'Peters, Melissa GCPE:EX'; 'Dianne.L.Thomas@gov.bc.ca'; 'deborah.brouwer@gov.bc.ca'; 'rick.lambrick@gov.bc.ca'; 'anne.graboski@gov.bc.ca'; 'Ron.Hinshaw@gov.bc.ca'
Cc: Jeremy Scott
Subject: RE: Speculation tax call volumes

Brian Currie
Service BC Team Lead

MAXIMUS Canada
716 Yates Street

Victoria BC V8W 1L4
Office: 737 822 1126

brian.currie@maximusbc.ca

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Funk, Richelle GCPE:EX

From: Peters, Melissa GCPE:EX
Sent: January 25, 2019 2:15 PM
To: Khaira, Kally FIN:EX
Cc: Funk, Richelle GCPE:EX
Subject: RE: URGENT - Service BC system problem?

Thank you very much.

Melissa Peters
Ministry of Finance
250 356-5698

From: Khaira, Kally FIN:EX
Sent: January 25, 2019 2:14 PM
To: Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>
Cc: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Subject: FW: URGENT - Service BC system problem?

FYI

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 25, 2019 2:12 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Cc: Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: RE: URGENT - Service BC system problem?

Hi Kally,

I am not sure if that message was associated to our queue as we are not even close to our SIP trunk limit but I have sent it off to our IT team to investigate and to particularly look into web calls such as SKYPE.
Thanks

Rajeev Purewal
Director, Service BC
MAXIMUS Canada
716 Yates St.
Victoria BC V8W 1L4
rajeev.purewal@maximusbc.ca
Phone: (250) 405-3715

From: Khaira, Kally FIN:EX [<mailto:Kally.Khaira@gov.bc.ca>]
Sent: Friday, January 25, 2019 2:09 PM
To: Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Emery, Steven B FIN:EX
Cc: Duncan, Peggy CITZ:EX; Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Graboski, Anne FIN:EX
Subject: RE: URGENT - Service BC system problem?

Would it be possible to explore why that message may have come on?
ty

Kally Khaira
Director, Annual Property Tax
t: 778.698.9536 | c: 250.893.7102

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 25, 2019 2:02 PM
To: SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: RE: URGENT - Service BC system problem?

I have forwarded that you have had issues using Skype to the IT team.
Thanks Richard.

From: SBC Contact Centre Information CITZ:EX [<mailto:SBCCContactCentreInfo@gov.bc.ca>]
Sent: Friday, January 25, 2019 1:57 PM
To: Emery, Steven B FIN:EX; Khaira, Kally FIN:EX; Rajeev Purewal; SBC Contact Centre Information CITZ:EX
Cc: Duncan, Peggy CITZ:EX; Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Graboski, Anne FIN:EX
Subject: RE: URGENT - Service BC system problem?

My results:

Cell phone: Good
Landline: Good
Digital call through skype = "system issues" – does not connect.

Perhaps the report came from someone using Skype?

Richard

From: Emery, Steven B FIN:EX
Sent: January 25, 2019 1:56 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>
Cc: Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>
Subject: RE: URGENT - Service BC system problem?

I just tried calling, and I'm through as well.

Steven Emery

Executive Director, Property Taxation Branch

From: Khaira, Kally FIN:EX**Sent:** January 25, 2019 1:55 PM**To:** XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>**Cc:** Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>**Subject:** URGENT - Service BC system problem?**Importance:** High

Please can you advise and confirm if this is the case?

Kally Khaira

Director, Annual Property Tax

t: 778.698.9536 | c: 250.893.7102

From: Peters, Melissa GCPE:EX**Sent:** January 25, 2019 1:53 PM**To:** Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>**Cc:** Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>**Subject:** FYI - Service BC system problem?

Katie just called Service BC and immediate message was 'we are experiencing system problems, please call back later' – are you aware of this?

Melissa Peters

Ministry of Finance

250 356-5698

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From: [Funk, Richelle GCPE:EX](#)
To: [Robb, Katie GCPE:EX](#)
Cc: [Zoeller, Sonja GCPE:EX](#); [Peters, Melissa GCPE:EX](#)
Subject: RE: Question: Notifying citizens - outages/call volume
Date: January 25, 2019 9:45:00 AM

Absolutely.

s.13

Something opening / inviting like this?

R

From: Robb, Katie GCPE:EX
Sent: January 25, 2019 9:43 AM
To: Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>
Cc: Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>; Peters, Melissa GCPE:EX <Melissa.Peters@gov.bc.ca>
Subject: RE: Question: Notifying citizens - outages/call volume

Sounds good. Can we also add in #2 some kind of reminder/call to complete online? To see if we can get people onto the online declaration

Katie Robb

Communications Director | Ministry of Finance
Government Communications & Public Engagement
O: [250.953.4865](tel:250.953.4865) | M: [250.920.8371](tel:250.920.8371)

From: Funk, Richelle GCPE:EX
Sent: Friday, January 25, 2019 9:42 AM
To: Robb, Katie GCPE:EX
Cc: Zoeller, Sonja GCPE:EX; Peters, Melissa GCPE:EX
Subject: FW: Question: Notifying citizens - outages/call volume

KR,

I just asked program if it was possible to put up this notifications – or something like this – automatically up on our web properties:

s.13

....

Had a chat with Heather Finn following our morning call. And we problem solved and now we are seeing if this is possible.

I'll let you know if it is.

R

From: Funk, Richelle GCPE:EX
To: Finn, Heather GCPE:EX
Subject: SVT: Declaration - calls and outages
Date: January 25, 2019 9:15:00 AM

Heather,

Here is a draft email with the details – obviously, feel free to edit the suggested statement that I’ll see if we can have auto populated online.

R

s.13

Call volume stats:

Service BC Speculation Tax - calls received										
Day	Oct		Nov		Dec		Jan		Feb	
	Day	Calls	Day	Calls	Day	Calls	Day	Calls	Day	Calls
Monday	s.13							0	s.13	
Tuesday							1			
Wednesday							2	17		
Thursday							3	20		
Friday							4	23		
Monday							7	23		
Tuesday							8	27		
Wednesday							9	54		
Thursday							10	51		
Friday							11	50		
Monday							14	81		
Tuesday							15	56		
Wednesday							16	191		
Thursday							17	435		
Friday							18	329		
Monday							21	459		
Tuesday							22	332		
Wednesday							23	424		
Thursday							24	1710		
Friday							25			
Monday							28			
Tuesday							29			

Wednesday	s.13	30	s.13
Thursday		31	
Friday			
		4282	
Statutory Holidays			
GRAND TOTAL			s.13

Questions and Answers – Speculation and vacancy tax declaration

UPDATED Feb. 14, 2019

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TOP QUESTIONS

1. Is the Province engaging in negative billing with the speculation and vacancy tax?

- To be clear, no exempt British Columbian will have to pay the SVT and, as such, there is no “negative billing” aspect.
- The speculation and vacancy tax looks at how residential property is being used, whether it is being used as a principal residence, if it’s being rented, or if it’s underused or vacant.
- This process is essential to ensuring that foreign owners and satellite families start paying their fair share.
- The administration of the SVT closely follows that of the City of Vancouver’s Empty Homes Tax, where nearly all homeowners completed their declarations by the due date.
- It also closely mirrors the homeowner grant process that British Columbians already know.

2. Why was this method chosen for people to avoid being taxed?

- The Ministry of Finance comprehensively examined methods of collecting the data required.
- The speculation and vacancy tax was built off of a proposal crafted by many of the foremost economic thinkers in our province.
- The administration of the SVT closely follows that of the City of Vancouver’s Empty Homes Tax, where nearly all homeowners completed their declarations by the due date.
- The process also closely mirrors the homeowner grant process that British Columbians already know.

3. What will it cost government to administer this tax? How many new staff or services were hired to administer it?

- In 2019/20, the speculation and vacancy tax will provide an estimated \$185 million. All revenue raised from the tax will be spent on housing affordability initiatives in the area the tax applies.
- Largely, we are using existing resources within the ministry to administer the speculation and vacancy tax. To administer the tax in the long-term, some additional staff will be hired. We have also increased service support through the call centre.
- Poll after poll has shown that an overwhelming majority of British Columbians support our government's approach to tackling the housing crisis.

4. How much revenue does government project this tax will bring in?

- As reported in the Second Quarterly Report, the speculation and vacancy tax will provide an estimated \$87 million in revenue in 2018/19.
- In 2019/20, the tax will provide an estimated \$185 million.
- Revenue raised from the tax will be spent on housing affordability initiatives in the area the tax applies.

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DECLARATION PROCESS

5. Which areas of B.C. are covered by the tax?

- These areas are covered by the speculation and vacancy tax:
 - Municipalities within the Capital Regional District. This excludes Salt Spring Island, Juan de Fuca Electoral Area, and the Southern Gulf Islands
 - Municipalities within the Metro Vancouver Regional District, excluding Bowen Island, the Village of Lions Bay and Electoral Area A, but including UBC and the University Endowment Lands.
 - The City of Abbotsford
 - The District of Mission
 - The City of Chilliwack
 - The City of Kelowna
 - The City of West Kelowna
 - The City of Nanaimo
 - The District of Lantzville.

6. How many people will receive a letter?

- All residential property owners (approximately 1.6 million) in the designated taxable regions will receive a letter. Each owner on title receives a letter.
- The declaration letter will list all the residential properties a person owns in the designated taxable regions and will provide instructions on how to declare and claim their exemptions.
- The letter will be sent to the mailing address on file with BC Assessment.

7. What is the current speculation and vacancy tax rate?

- The speculation and vacancy tax rate varies depending on the owner's tax residency and satellite family status.
- For 2018, the tax rate is:
 - 0.5% of the property's assessed value for all properties subject to the tax.
- For 2019 and subsequent years, the tax rate is:
 - 2% for foreign owners and satellite families.
 - 0.5% for Canadian citizens or permanent residents of Canada (who are not members of a satellite family).

8. Why do residential property owners have to declare? Can't you determine ownership through BC Assessment?

- BC Assessment can help us determine ownership but not how the residential property is being used.
- The SVT looks at how a residential property is being used, whether it is being used as a principal residence, if it's being rented, or if it's underused or vacant.
- Property owners need to confirm if they or someone else lives in their unit.
- The process is also essential to ensuring that foreign owners and satellite families start paying their fair share.
- The administration of the SVT closely follows that of the City of Vancouver's Empty Homes Tax, where nearly all homeowners completed their declarations by the due date.
- The process being used here closely mirrors the homeowner grant process that British Columbians already know.
- The exemptions process also closely mirrors the federal Income Tax Act process for claiming income tax credits.

9. Do homeowners in the affected regions have to re-register each year to avoid the tax?

- The process closely mirrors the Homeowner Grant, which is annual.
- Over 99% of all British Columbians will be exempt from the tax.

10. How and when can residential property owners claim their speculation and vacancy tax exemption?

- In January and February, residential property owners living in areas where the tax applies will receive a declaration package in the mail.
- Once they receive the declaration package, which will include unique identifying numbers, they will then be asked to complete the declaration and exemption process online. In the event of a lost application form an owner can request a new form by calling 1-833-554-2323.
- If someone receives a tax notice because they did not complete their declaration, the notice will ask homeowners to contact the ministry if they think they received it in error. If they are exempt, the homeowner won't have to pay the tax.
- We understand that this is a new declaration process for residential property owners and staff are available to provide support. Anyone with questions should phone 1-833-554-2323. A tax specialist will be able to provide help and answer questions.

- Non-English speaking and reading property owners can receive assistance in multiple languages and declare over the phone at 1-833-554-2323.
- If a residential property owner believes they incorrectly completed their declaration and they should be exempt from the tax they can phone 1-833-554-2323 to make the necessary corrections or make the necessary corrections online.
- The call centre is open Monday to Sunday, 8am to 8pm. Their declaration can be then completed over the phone.

11. How long do residential property owners have to claim their exemption? What is the deadline?

- The deadline to declare is March 31, 2019. Residential property owners who do not complete their declaration before April 1, 2019 will receive a tax notice of assessment.
- Any exempt residential property owner who does not complete a declaration will receive a tax notice. However, if they are exempt from the tax – they will not have to pay the tax amount on the notice if they complete their declaration.
- The Ministry has a number of safeguards in place to help ensure that individuals who are eligible for exemptions receive them.

12. What happens if owners who should be exempt from the tax do not meet the March 31st deadline?

- Any exempt residential property owner who does not complete a declaration will receive a tax notice in the mail.
- If they are exempt – they will not have to pay the tax amount on the notice if they complete their declaration.
- If individuals are not exempt – they will have to pay the tax amount on the notice.

13. Who must complete the declaration process, and claim the exemption?

- All individuals listed on a land title, as well as corporations, partnerships and trusts that may be listed on a title, must declare. Individuals such as a life tenant or a registered occupier of a residential property must also declare.
- If your property has more than one owner, even if the other owner is your spouse, a separate declaration must be made for each owner.
- As part of the declaration process, each individual will be assessed for exemption, tax credit and/or tax amount.

14. Why are you requiring that both spouses who jointly own a home fill out forms?

- All individuals listed on a land title, as well as corporations, partnerships and trusts that may be listed on a title, must declare. Individuals such as a life tenant or a registered occupier of a residential property must also declare.
- If your property has more than one owner, even if the other owner is your spouse, a separate declaration must be made for each owner.
- Each owner must declare because everyone's tax situation is unique. For example, one spouse might earn income in B.C., but the other might earn international income and not

have to report it. Because the speculation and vacancy tax is a tax on owners, not property, each spouse would be assessed differently for their ownership portion.

- As part of the declaration process, each individual must claim their exemption, tax credit and/or tax amount.

15. Can someone other than the property owner complete the declaration on their behalf?

- Yes.
- The residential property owner can designate someone, such as an adult son/daughter, spouse, family member, accountant or notary, to complete the declaration and exemption process.
- The individual who completes the declaration on the property owner's behalf will be asked to declare online they have the property owner's permission to do so.
- The individual will also be asked to provide a form proving they have the residential property owner's permission.

16. Some residential property owners have 10, 20 or even more than 100 properties – isn't this an onerous process for them?

- The vast majority of residential property owners will only have to declare in respect of one residence.
- The online system has been designed to help all owners of multiple residential properties complete the declaration as easily as possible.

17. How long will it take residential property owners to complete the declaration process?

- The amount of time it will take residential property owners to complete the process and claim their speculation and vacancy tax exemption will vary.
- For the average exempt residential property owner we anticipate it will take just a few minutes.
- They can find information about the tax, exemptions and declaration process at gov.bc.ca/spectax
- If property owners are having difficulty declaring they can access help or complete their declaration process over the phone.
- Translation services are available by phone.

18. What if a property is owned by more than one individual – will each residential property owner have to apply for an exemption?

- All owners of the property who are on the title on Dec. 31 of each year are required to declare and claim their exemption.
- Each owner will receive a letter that provides them information that will help them complete their declaration, including unique identification numbers.
- Each individual owner will be assessed according to the percentage of the property they own.

19. How does someone determine if a property is their principal residence under the tax?

- For the Speculation and Vacancy Tax Act, a principal residence is the place a person lives more than anywhere else.
- Property owners can find more information online at www.gov.bc.ca/spectax

20. On what date is the tax liability determined?

- The tax liability date is December 31st of each year.

21. What if someone only owns a portion of a property that is in an area where the speculation and vacancy tax applies?

- Each owner must declare their portion (ownership percentage).
- Each owner must declare online at www.gov.bc.ca/spectax

22. What if a property is owned by a company or held by a trust? Who declares?

- All owners of residential properties in an area subject to the Speculation and Vacancy Tax Act must be declare.
- A trustee may declare for a trust, and any authorized individual may declare for a corporation. The person filling out the declaration should have information on the trust's beneficiaries or the corporation's shareholders and other key individuals on hand.

23. What if residential property owners are out of the province during the declaration period?

- Just as residential property owners must apply for their Home Owners Grant every year, residents must declare under the speculation and vacancy tax.
- Property owners will be able to declare and claim their exemption online.

24. What if I don't declare on time? Do I have to pay the tax even if I should have been exempt?

- Residential property owners who didn't declare by the deadline will receive a tax notice of assessment in the mail.
- If they are exempt – they will not have to pay the tax amount on the notice if they complete their declaration.
- If individuals are not exempt – they will have to pay the tax amount on the notice.

25. What if a B.C. property owner isn't eligible for an exemption – what happens next?

- Residential property owners who are not eligible for an exemption will receive a tax notice in the mail.
- Once they receive the notice they must pay the assessed speculation and vacancy tax amount on or before July 2, 2019.
- Property owners can pay their amount owing online through eTaxBC, through their financial institution or at a Service BC location. They will receive information once their declaration has been assessed.
- More information about payment options is available online at www.gov.bc.ca/spectax

26. My parents are seniors and they have received a tax notice because they didn't declare their principal residence – do they have to pay the speculation and vacancy tax?

- We understand that this is a new declaration process for residential property owners and staff are available to provide support.
- If they are exempt (for example, because they live in their home)– they will not have to pay the tax amount on the notice if they complete their declaration.
- We encourage any individual who is having difficulty declaring to phone 1-833-554-2323. A tax specialist will be able to provide the help necessary to complete their declaration.

27. If residential property owners have questions about the speculation and vacancy tax, where can they find answers?

- Property owners can find information about the speculation and vacancy tax online at www.gov.bc.ca/spectax
- They can also phone 1-833-554-2323.

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ACCESSIBILITY

28. What supports are in place for people who need assistance?

- Persons with disabilities who own their own home and need help understanding the SVT can go to TaxAid BC, offered through Disability Alliance BC
- More information is available at: <https://taxaiddabc.org/>
- Our call centre is set up to help people complete their declaration over the phone at 1-833-554-2323. Support is available in multiple languages.
- Our public information campaign also includes information translated into multiple languages to make sure we are reaching all B.C. homeowners.
- We worked with accessibility experts in designing our website so that it is accessible by screen readers.
- We also translated important website information so that the instructions are clear for people from non-English speaking communities.
- Homeowners can also designate someone, such as an adult son/daughter, spouse, family member, accountant or notary, to complete the declaration and exemption process.
- We will have additional outreach to seniors, non-English speaking communities, or any other homeowners who may need support completing their declarations.
- Our goal is to make the declaration process quick and easy for all B.C. homeowners.

29. If residential property owners have accessibility issues, are there resources to help them complete their speculation and vacancy tax declaration and exemption?

- Yes. Residential property owners can receive assistance and declare over the phone at 1-833-554-2323.

30. What if residential property owners do not read or speak English – where can they access the information they need to declare and apply for an exemption?

- Non-English speaking and reading property owners can receive assistance in multiple languages and declare over the phone at 1-833-554-2323.

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CALL CENTRE

31. What are the hours of your call centre?

- Agents are able to take calls 7 days a week, from 8:00 a.m. to 8:00 p.m.
- Agents are available to help answer questions.
- Non-English speaking and reading property owners can receive assistance in multiple languages and declare over the phone at 1-833-554-2323.

32. How many people are available to take calls at the centre?

- We have more than 250 trained agents working to help people over the phone.

33. I have heard of long wait-times for your call centre – what's the point if I have to wait X min.?

- Phone operators are working hard to respond to callers' inquiries as efficiently as possible.
- Each operator has received the required training to answer questions about the tax and complete declarations over the phone.
- If a someone has a complex and unique situation, our phone agents may seek the advice of our tax policy experts.
- Call volumes are lower at certain times of the week. On weekends, call volumes are lower in the afternoons.

34. I phoned for help and I couldn't understand the person who was on the phone. Who did you hire?

- All of our phone representatives are people who live in B.C. who have the right to work in our province.
- Each operator has received the required training to answer questions about the tax and complete declarations over the phone.
- We believe in their abilities to provide good service and answer questions for people who are calling in.

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EXEMPTIONS

35. The tax makes people report spousal separations, deaths, divorce, illness. Doesn't this go too far in invading people's privacy?

- The special circumstance exemptions for the speculation and vacancy tax are similar to exemptions for other taxes.
- For example, separation, death, medical expenses and much more are reported on income taxes.
- All taxpayer privacy and information is protected by law.

36. Why are you asking owners of one million homes to file a tax return to capture a few thousand speculators?

- This housing crisis was allowed to happen out of neglect, out of a lack of political will, and out of a focus on the few rather than all British Columbians.
- British Columbians widely support our government's steps to address this crisis, including the speculation and vacancy tax.
- Completing a declaration will take only a few minutes for the vast majority of property owners.
- The process closely follows the Homeowner Grant and Vancouver Empty Homes Tax approaches.
- By completing the declaration, British Columbians will help us identify speculators and empty homes, helping us crack down on housing speculation.

37. What are the exemptions?

- Residential property owners may claim exemptions for principal residence and for renting out their property.
- We have also put into place numerous exemptions that take into account a variety of circumstances and challenges people face.
- We do not want to penalize families dealing with difficult life situations like divorce or compromised health.
- That is why we have put, for example, exemptions for:
 - Persons with disabilities.
 - Individuals who have had to enter residential care.
 - Individuals who did not live in the principal residence as they underwent medical treatment.
 - Properties subject to the tax that were constructed or renovated during the year.
 - Death of an owner.
 - Spousal separation.

38. With so many exemptions, is this tax going to be effective?

- The tax is designed to target satellite families, foreign speculators and those with vacant homes.
- According to experts including RBC, Canadian Real Estate Association, and Sotheby's, our 30-point housing plan is helping to cool B.C.'s market.
- The housing crisis won't be fixed overnight, but the speculation and vacancy tax is essential in tackling the crisis.

39. Does the number of exemptions just show how unworkable this tax actually is?

- No.
- All taxes include a set of exemptions.
- For example, income taxes have basic income exemptions and the PST has hundreds of exemptions like food and electricity.
- These exemptions help ensure that the tax targets foreign and domestic speculators, satellite families, and money launderers who have helped fuel an overheated housing market.

40. What about parents who've bought places for their kids? Or kids who have bought a place for their parents? Will they have to pay the speculation and vacancy tax?

- Owners who are Canadian citizens will be exempt in this circumstance, provided the home is genuinely occupied by the adult child or parent.
- Owners who are not Canadian citizens or permanent residents will generally have to pay tax in this circumstance.
- The property must be occupied for at least three months of the year in 2018, and six months of the year in 2019 and beyond.

41. Is the exemption for spouses that work in different cities there to protect MLAs?

- No.
- Spouses often work in different parts of the province because they have no choice but to be in different regions for work.
- Couples working in forestry, mining, trades, technology and construction often have to live in different communities.
- To qualify, the spouse's principal residence will need to be closer to where they work.
- This tax isn't about penalizing spouses who have to live apart due to work.

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TAX CREDITS

42. Will all B.C. residents who aren't exempt from the tax get a tax credit?

- Please see the website for more information on tax credits www.gov.bc.ca/spectax

43. Will property owners in the taxable areas have to apply for their tax credit separately?

- Property owners will be assessed for the tax credit after the declaration process.
- The credit will be automatically applied to their assessed amount.
- Non-B.C. residents have to apply for their credit.

44. Can foreign corporations or trusts also claim the tax credit?

- Corporations can claim the credit in respect of their previous calendar year's net income attributed to B.C. using the same provincial income allocation rules used for income tax purposes.

- Trustees can claim the credit using the trust's total income from the previous year reported in B.C. for income tax purposes.
- For corporations and trusts that use non-calendar year fiscal years, the amount of income for a calendar year is taken by multiplying income from each income tax year that overlaps with the calendar year and prorating that income by the number of days in that income tax year that occur in the calendar year.

45. Why do foreign owners get a higher percentage tax credit than other Canadians?

- Other Canadians are taxed at a lower rate, so the rate for their tax credit is lower too.
- Foreign owners are taxed at a higher rate, so the rate of their tax credit is also higher.
- The amount of tax owed by foreign property owners will not be less than what an equivalent B.C. resident would pay.

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DECLARATION ERRORS, APPEALS & AUDITS

46. What if I get an assessment because I failed to complete a declaration – what should I do?

- Any residential property owner who does not complete their declaration before the end of March should make their declaration online promptly. Any individual that needs help completing their declaration can also phone 1-833-554-2323.
- If they are exempt – they will not have to pay the tax amount on the notice if they complete their declaration.
- If individuals are not exempt – they will have to pay the tax amount on the notice.
- They can make their declaration at www.gov.bc.ca/spectax

47. What if I filled out my declaration incorrectly and now it's telling me I have to pay when I should be exempt?

- If a residential property owner believes they incorrectly completed their declaration and they should be exempt from the tax they can phone 1-833-554-2323 to make the necessary corrections or make the necessary corrections online.

48. What if I don't agree with the notice of assessment? Where can I go to appeal my eligibility?

- Property owners that believe that the tax was not applied in accordance with the law in their specific circumstances may appeal their tax notice.
- The appeal process provides an impartial review of the application of the tax in a person's specific circumstance and examines whether the tax was applied in accordance with the law in that circumstance.
- A written notice of appeal must be provided within 90 days after the date of the notice of assessment.
- Property owners should note that the filing of an appeal will not delay the collection of the tax and it will not affect the accrual of interest on the assessed amount.

49. What will happen if residential property owners don't pay their assessed tax amount by July 2, 2019?

- Property owners who do not pay the assessed speculation and vacancy tax will face penalties and interest that will be applied to the assessed amount, as well enforcement and collection activities will begin.
- These activities may include but are not limited to the following: phone calls, collection letters, third party demands to banks and/or employers, set-offs, filing certificates of judgement in Supreme Court, registering liens on real and/or personal property and seizing assets.

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51. My strata won't allow me to rent out my empty residential property. Isn't it unfair that I now have to pay the speculation and vacancy tax?

- The speculation and vacancy tax will apply to residential strata properties that are not an owner's principal residence, and when it is not rented.
- All owners of property where a strata bylaw prevents rentals are exempt for 2018 and 2019 if the rental began as of Oct 16, 2018 and the rental restricts were in place prior to this date.
- There are near-zero vacancy rates in B.C. Many people in B.C. are unable to find safe and affordable housing.
- Our housing plan encourages the return of housing to the rental market, including vacant strata properties.
- This will help increase the amount of available housing in our communities.
- There are resources available for landlord and tenants at:
<https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>

52. Are strata councils going to be required to allow rentals, and if so when?

- There are near-zero vacancy rates in B.C. Many people in B.C. are unable to find safe and affordable housing.
- Our housing plan encourages the return of housing to the rental market, including vacant strata properties.
- This will help increase the amount of available housing in our communities.

- All owners of property where a strata bylaw prevents rentals are exempt for 2018 and 2019 if the rental began as of Oct 16, 2018 and the rental restrictions were in place prior to this date.
- This gives each strata two years to change their bylaws if they choose to do so.

53. What about purpose-built rental buildings, are they exempt?

- Owners of rental buildings with four or more housing units are exempt.
- In order to qualify the rental building must be primarily used for the purpose of long-term rental accommodation and must have four or more non-stratified apartment units.
- The owner will have to file a declaration in the first year in order to identify that their property meets the criteria in the regulation.
- This is because BC Assessment data was not specific enough to allow us to identify and automatically exempt these properties in the first year.
- After declaring this first year and confirming their rental building, owners will not receive a declaration letter in following years.

54. My family's recreational property is in an area where the tax applies – I thought this was about residential housing?

- We understand that some recreational properties will be in areas where the speculation and vacancy tax applies.
- Some B.C. communities have changed greatly over the last few decades and have become major urban areas that are attracting major real estate development.
- We are applying the speculation and vacancy tax to these areas because they have near-zero vacancy rates and people cannot find or afford housing.
- We are encouraging everyone who has an underutilized property to return it to the market.
- There are resources available for landlord and tenants at:
<https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>
- It's important to keep in mind that the tax only applies to properties valued at more than \$400,000.
- And for B.C. residents who choose not to, then they will only pay a 0.5% tax rate.

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PROTECTING PRIVACY

55. Who are you targeting with this tax?

- The speculation and vacancy tax (SVT) is an important tool to crack down on speculators who don't live and work in B.C., driving up housing costs and taking away homes from people.
- 99% of people in B.C. will be exempt from the SVT.

56. Why are you requiring people to claim exemptions? Don't you know who the speculators are?

- For too long, the previous government ignored the housing crisis and the consequences are being felt throughout B.C. with skyrocketing housing costs and record low rental vacancy rates.
- Because of the previous government's neglect, speculators, money launders and tax evaders have been able to run unchecked in our real estate market.
- Our government is taking steps to rein in speculative demand so people can find secure, affordable housing.
- We're making fair decisions based on data and information. The first step is knowing who owns and lives in real estate in our province, so people who treat the housing market like the stock market pay their fair share, while making sure the 99% of hardworking British Columbians who are exempt from the tax don't pay it.
- The SVT declaration gives the ministry critical information on real estate ownership in B.C., ensuring that the tax applies where it should by matching property and income tax information and allowing government to crack down on tax evasion.

57. Okay, but how does collecting SIN help identify speculators?

- 99% of people in B.C. will not pay the SVT.
- Social Insurance Numbers (SINs) are crucial to identifying whether home owners pay income taxes in Canada. If they do, they are exempt of the SVT through the principal residence exemption assuming they meet all other criteria. If they don't, they are subject to the SVT unless another exemption applies.
- Currently a BC home owner provides their name and contact information for the purposes of property tax. Without a SIN, government would be unable to know if a BC home owner is eligible for a principal residence exemption or the tax credit on the first \$400,000 value of a second home.
- SINs will also help conduct audits on the satellite family test as incomes will be compared to house values.

58. Doesn't government already have my SIN?

- SINs are collected separately through the income tax process.
- Previously, there was no coordination of this data to match B.C. home owners to their tax residence status. Doing so is critical to make sure that the 99% of British Columbians who own property and pay taxes in B.C. do not pay the SVT.

59. Why do I have to provide my social insurance number (SIN)? What is the government going to do with it?

- By collecting your SIN the B.C. government will be able to connect property ownership with income tax data.
- This will allow us to find satellite families or people who live in B.C. but pay little to no tax in B.C. or Canada.
- By providing your SIN you are helping ensure that everyone is paying their fair share of tax.

60. What if I don't want to provide my SIN? Can I still complete the declaration?

- No. If you are a Canadian, you must provide your SIN to complete the declaration and claim your exemption.
- Individuals who do not have a SIN will also be asked to provide an identifying number, such as their Business Number, trust Canada Revenue Agency account number and a provincial nomination number.
- If you don't provide your SIN or another accepted identification number, you won't be able to complete your declaration and you will receive a tax notice of tax owing in March – even if you are eligible for an exemption.
- There will be no exceptions.

61. How is government protecting my SIN?

- As with all taxpayer information, the B.C. government takes information privacy very seriously.
- The collection of the SIN occurs through the online declaration application eTaxBC.
- All information entered into eTaxBC is encrypted at the time of entry.
- The protection and confidentiality of taxpayer information are established through tax law.
- Individuals who violate the confidentiality under the law can face penalties such as fines and imprisonment.
- The online application, eTaxBC, is secure and approved to protect taxpayer information.

62. How is the government protecting my privacy and taxpayer confidentiality?

- As with all taxpayer information, the B.C. government takes information privacy very seriously.
- To protect taxpayer confidentiality, the letter will include two unique identification numbers: a declaration code and a letter ID. People can't access the declaration until they have received these unique identification numbers.
- The protection and confidentiality of taxpayer information are established through tax law.
- Individuals who violate the confidentiality under the law can face penalties such as fines and imprisonment.
- The online application, eTaxBC, is secure and approved to protect taxpayer information.

63. What information is the government sharing with Canada Revenue Agency?

- The Ministry of Finance has an existing information sharing agreement with the Canada Revenue Agency to share information between the two tax administrations.
- This same agreement will be utilized to share speculation and vacancy tax information with the CRA.
- The provincial and federal governments take the protection of private information seriously.
- Both the Canada Revenue Agency and the Revenue Division with the Ministry of Finance have internal processes in place to prevent the unlawful use of information.
- The use and exchange of private information is protected under legislation.

64. How does having this data help the government address housing affordability?

- By collecting identification numbers such as the SIN, the B.C. government will be able to connect property ownership with income tax data.
- This allows us to catch people who aren't paying their fair share of taxes, for example satellite families, money-launderers or someone who is claiming two principal residences for the Homeowner Grant.
- It will also help inform future housing and tax policy.

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VANCOUVER & SPECULATION AND VACANCY TAX

65. Vancouver already has the empty homes tax to return under-utilized properties to the market – why tax these property owners twice for the same purpose?

- The speculation and vacancy tax has two goals:
 - To ensure foreign and domestic speculators, satellite families, people with multiple homes and people with vacant homes pay their fair share.
 - And to return vacant or underutilized properties back to the market.
- The declaration of homes in the areas where the speculation and vacancy tax applies, including Vancouver, will also provide us valuable data that will be used to inform future housing policy decisions.
- Revenue raised from the tax will be spent on housing affordability initiatives in the area the tax applies.
- The speculation and vacancy tax is part of our 30-point plan to address the housing crisis in Vancouver and throughout B.C.

66. Is the speculation and vacancy tax the same as Vancouver's empty homes tax?

- No. These are two different taxes.
- The City of Vancouver's empty homes tax:
 - Only applies to homes in the City of Vancouver.
 - It is a tax on the property, so only one owner needs to declare.
 - The deadline to declare for the empty homes tax is Feb. 4.
 - The design is green and blue.
- The B.C. government's speculation and vacancy tax:
 - Applies to five taxable regions in B.C., including Vancouver.
 - It is a tax on property residential property, foreign owners and satellite families, so all owners must declare.
 - The deadline to declare for the speculation and vacancy tax is March 31.
 - The design is pink and purple.
- Owners in Vancouver must declare each year for each tax.
- More information on Vancouver's empty homes tax: <http://vancouver.ca/home-property-development/empty-homes-tax.aspx>
- More information on the Province's speculation and vacancy tax: gov.bc.ca/spectax

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DEVELOPMENT

68. What types of paperwork should I keep on record in case my file is audited in future years?

- An owner who claims an exemption must keep reasonable documentation for six years to establish that the requirements have been met.
- Examples for property development exemptions could include permit applications, project planning timelines, financing information, contracts with building contractors, occupancy permits.

69. Do my sites need to be side by side for a phased development? What about road placement?

- The sites do not need to be side-by-side but certain criteria must be met (section 43 SVTA).
- A "phased residential development" is a development of 5 or more residences on 2 or more residential properties if the development will be carried out in phases and every owner of the residential properties is the same person or a related person within the meaning of section 251(2) of the federal Income Tax Act.
- Owners are exempt where specific multi-unit residential developments are being built in phases on two or more residential properties if reasonable steps are being taken without undue delay to develop one of the residential properties.
- The exemption does not apply if any residences on the properties could have been occupied as a home for a period of 180 days in the calendar year.

70. What happens if there is an uninhabitable structure on land marked for development or a phased development?

- If the structure is assessed by BC Assessment as a Class 01(Residential) improvement, then SVT will apply to the assessed value of the structure unless an exemption applies.
- For 2018 only, there is an exemption available for properties that did not have a residence on them as of October 16, 2018 (section 26 SVTA). "Residence" means a detached house, cottage or other single-family dwelling; dwelling that is a strata lot; or an apartment. If the uninhabitable structure was not a "residence" then this exemption may apply for 2018.

- Alternatively, if the uninhabitable structure is a “residence” there is an exemption for a residence which becomes uninhabitable for 60 consecutive days in a particular calendar year for reasons beyond the owner's control (section 24 SVTA). This exemption is available in the year the property became uninhabitable, and in the following year if the property remains uninhabitable for at least 60 days in the second year.

71. What about my show homes that will be intentionally vacant during sales?

- There is no exemption for show homes.
- However, an exemption does exist for vacant new inventory (section 44 SVTA). There's no tax on a vacant, newly constructed residence that is part of a residential development, as long as that residence:
 - Is owned by the developer of the property
 - Has been offered for sale to the public this calendar year
 - Has not yet been occupied as a home.

72. How do we declare if the land is owned through a joint venture or corporation?

- Every person registered on the property title in the records of the Land Title Office must declare.
- The declaration should be completed by an individual authorized to declare on behalf of the corporation, joint venture or partnership.

73. If a developer has gone through the process of subdividing his property into an 80-lot subdivision, but the roads/servicing are not in place yet, does he need to produce 80 separate declarations, even though there is no way that any of those individual properties could be utilized for habitation yet? At what point do we need separate declarations vs one large parcel declaration?

- Once the subdivision is reflected in the records of the Land Title Office and separate land titles exist for each lot, a declaration must be completed for each lot.

74. What do I do if I feel my property was incorrectly assessed?

- Concerns with the assessed value or classification or your property should be directed to BC Assessment.
- The deadline for assessment appeals is January 31, 2019:
 - <https://info.bccassessment.ca/Services-products/appeals>
- If you receive a Notice of Assessment for tax owing from the Ministry of Finance, contact us at:
 - Toll Free: 1 (833) 554-2323
 - (Outside North America) Office: 1 (604) 660-2421
 - Email: spectaxinfo@gov.bc.ca

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