

## **FREQUENTLY ASKED QUESTIONS**

In response to the COVID-19 pandemic, the Town of Hanover has introduced measures to help ease the impact to property owners and residents. Please call the office at 519.364.2780 ext. 0 during regular business hours if you have any questions.

### **Payments for Taxes, Water/Sewer Billings and Other Accounts Receivable**

- **What has changed with these payments?**

A grace period of 30 days for taxes, water/sewer and accounts receivable invoices has been introduced. If a resident chooses not to pay their bill, no penalties will be charged on bills with due dates between March 1 and June 30 for 30 days past the original due date.

Example:

Water/sewer bills that are due on April 30, 2020 will not have penalty added until June 1, 2020.

Property taxes due on May 29, 2020 will not have penalty added until July 1, 2020.

Balances owing prior to March 1, 2020 will continue to accrue interest charges.

- **Are Pre-Authorized Payments (PAPs) continuing?**

Yes. PAPs will continue on the regular dates for water/sewer as well as property tax monthly and installment plans. If you wish to be removed from the PAPs plan, you will have to provide your written consent by e-mail to [ar@hanover.ca](mailto:ar@hanover.ca), by mailing a letter to the Town or dropping off a letter at the drop box located at the Civic Centre.

- **How do I pay when the office is closed to the public?**

Payments can be remitted by mail or by using the Civic Centre drop box located at the east side of the Civic Centre building. You can also use internet/telephone banking through your bank or sign up for the PAP plan [www.hanover.ca/documents-library/finance-and-taxes](http://www.hanover.ca/documents-library/finance-and-taxes). The account # to pay for internet/telephone banking is your water/sewer customer account # or the property tax roll # (19 digits starting with 4229). Postdated cheques are also accepted.

- **What if I have already dropped off a postdated cheque?**

Postdated cheques will be processed unless you provide a written request to hold the payment until a later date. Written requests may be submitted by email to [ar@hanover.ca](mailto:ar@hanover.ca), by mail, or left in the drop box located at the Civic Centre. This request should be received at least 3 business days before the date of the cheque to ensure adequate time for processing.

- **What if I pay my taxes through my mortgage?**

Call your mortgage holder to inquire about amending your mortgage payment as the taxes are incorporated in the mortgage agreement.

### **Garbage & Recycling**

- **Are Garbage & Recycling operations continuing as normal?**

Yes. The schedule has not changed. It can be found on the Town's website at [www.hanover.ca/garbage-and-recycling](http://www.hanover.ca/garbage-and-recycling)

- **How do I buy garbage bag tags?**

Bag tags at \$2.00 each may be purchased at local gas stations, all Circle K locations in Hanover, Giant Tiger, and the Town office. If you wish to purchase bag tags through the Town office, please either mail a cheque or put a cheque in our drop box with your complete mailing address and bag tags will be mailed to you. During this office closure time period only, you may call the office at [519.364.2780 ext. 0](tel:519.364.2780) during regular business hours and pay with your credit card. Your bag tags will be mailed to you. A minimum of 10 tags (\$20.00) is required for this service.

- **Is the landfill open regular hours?**

Yes, Tuesday, Thursday, Friday & Saturday 8am-3pm. Phone 519-364-4351.

- **Can I pay for my landfill account at the landfill?**

Yes. Payment may be made by cash, cheque, or interac.

### **Dog Tags**

- **When do I have to renew my dog tag?**

The due date for 2020 has been extended to April 30, 2020.

- **How do I pay for a dog tag?**

Payment can be made by mail or by using the Civic Centre drop box. Include the dog tag application form located online at [www.hanover.ca/applications-licences-and-permits](http://www.hanover.ca/applications-licences-and-permits) along with your cheque. During this office closure time period only, you may call the office at [519.364.2780 ext. 0](tel:519.364.2780) during regular business hours and pay with your credit card and your dog tag will be mailed to you.

### **Yard Sales**

- **Can I have a yard sale?**

No. Yard sales are suspended until further notice.

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