

Q1. I have not heard of the program before now. Why is the program not more widely advertised?

A. The Property Tax Rebate for Seniors Program is advertised through the Department of Seniors Publication and with various senior programs throughout the province. The program also appears on the Department of Community Services and Service Nova Scotia websites.

Q2. If I do not send in an application for the rebate before the program ends, and I am eligible, can I apply for this year's rebate when the program starts again next year?

A. No. If you do not submit your application by December 31st of the current year, you will not be eligible to apply for the current year's rebate. The Property Tax Rebate for Seniors is not retro-active.

Q3. My spouse/partner recently passed away, and I have an application in their name. What should I do?

A. You are not able to apply on behalf of your deceased spouse/partner. However, if you meet the requirements of the program you can contact our office for an application to be sent to you, or you can pick one up at your local Access Nova Scotia site. To locate an Access Nova Scotia Site or have an application mailed to you, please call 1-800-670-4357 or 902-424-5200.

You may also locate an Access Nova Scotia Centre at: <http://novascotia.ca/sns/offices.asp>

Q4. My spouse/partner and I each received an application in the mail. Can we both apply?

A. The Property Tax Rebate for Seniors is issued against the taxes paid at one civic address and therefore is only issued once per program year, per civic address. If you and your spouse/partner both received an application, please call 1-800-670-4357 or 902-424-5200. If you each picked up an application, please only send one.

Q5. I sent in my application and received a letter back indicating more information was needed to process my claim. Unfortunately I misplaced the letter and now the

program is over for the year. Can I still send in the information and receive my claim?

- A. When we receive an application that is incomplete, we will immediately send you a letter advising what information is required to finalize your application. You must submit the outstanding information before the program closes at the end of the year. The information must be received by December 31st or your claim will be closed for that year and cannot be reopened.

Q6. The property taxes are not in my name but I live in the house and am responsible for the property taxes. Do I qualify for the rebate?

- A. To be eligible for the Property Tax Rebate for Seniors, you **must own**, live in (at the time of the application), **and** provide proof that the property taxes were paid in full for the previous calendar year. Please note, if you have transferred ownership of the property to another individual, you are **not** eligible to receive this rebate.

Q7. I sold my home and bought a new house at a new address. Can I submit half the taxes from my previous address and my new address for this program year?

- A. No, at the time of application, you must be the owner of the property and regularly reside at the property for which a rebate is being claimed.

Q8. I have legally sub-divided my property into multiple properties so my children could build houses on the properties. The properties are all in my name, can these properties be included in my application for the rebate?

- A. No, as it is a program requirement that you must own the property and live on the property you are claiming the rebate on.

Q9. I have a Power of Attorney handling my affairs. Do I need to send in any additional information with my application?

- A. A copy of the legal document clearly showing Power of Attorney must be sent with your application. If you included this document with a previous year's application, please make

a note on the current application to let us know you provided the legal document in a previous year.

Q10. Do I have to apply for the Property Tax Rebate for Seniors each year?

- A. Yes, as a person's situation may change from year to year it is necessary to apply each year.

Q11. Will I receive an application in the mail next year (2018)?

- A. If on the application you signed Section 2 for consent for information exchange, we will mail you an application automatically next year, providing you receive the Property Tax Rebate for Seniors this year, and are still receiving the Guaranteed Income Supplement (GIS) or The Allowance in January 2018.

Q12. I have not always received an application automatically, some years I had to call in to have one mailed to me. Why did this happen?

- A. If there has been a disruption in your claim for Guaranteed Income Supplement (GIS) or The Allowance, or it has been stopped, etc. for any reason, you may not get an application. You may still be eligible, depending on your situation and are encouraged to call 1-800-670-4357 or in Metro at 902-424-5200. For information on GIS call Service Canada at 1-800-277-9914. Please provide proof that you were receiving GIS or the Allowance in **January 2017** with your application. Please **do not** provide a copy of your grant letter showing eligibility from July 2017, this is not acceptable.

Q13. I lost my application form. Where can I get a new one?

- A. You can download an application on line: www.accesssns.ca/seniors-rebate

Or, you can pick up a new application at your local Access Nova Scotia site. To locate an Access Nova Scotia Centre please call 1-800-670-4357 or 902-424-5200. You may also locate an Access Nova Scotia Centre on line: <http://novascotia.ca/sns/offices.asp>

Q14. Do you offer any other programs for seniors?

- A. There are many programs in place for seniors. To request a copy of the Department of Seniors Publication listing these programs, please call the Department of Seniors toll free at 1-800-670-0065.

Q15. I have received an application for my parent however they have passed away. Can I still submit the application to receive a rebate in the estate of?

- A. The intent of the Property Tax Rebate for Seniors Program is to assist seniors to help them stay in their home. For this reason, one of the eligibility requirements states that at the time of application you must be living in your home. If the application was sent to someone who passed away, the rebate cannot be issued to the estate.

Q16. How do I find out if I am eligible for the Guaranteed Income Supplement (GIS) or the Allowance?

- A. Please contact Service Canada at 1-800-277-9914.

Q17. How long after I send in my application can I expect to receive my rebate cheque?

- A. Due to the thousands of applications we receive in the first few weeks of July each year it can take up to 8 weeks before you receive your rebate cheque.

Q18. The rebate I received is half of what I expected. What do I do?

- A. As we receive so many applications and the tax information varies, sometimes a rebate is issued on the interim tax amount in error. If this happens or you suspect this may have happened, please give us a call at 1-800-670-4357 or 902-424-5200. We would be more than happy to review the application and re-issue any balance owing.

Q19. Do I need to cash my rebate cheque within a certain amount of time?

- A. YES. A government cheque becomes stale six months from the date of issue. You must cash your rebate within six months of the date on the cheque.

Q20. Is the entire tax bill eligible for a rebate?

A. No. There are some amounts appearing on your tax bill that are not included in the rebate amount. These are Resource Forest, Resource Land, and Commercial.

Q21. Are there any other reasons I would receive a rebate less than I expected?

A. Many municipalities in Nova Scotia offer qualified seniors a discount or rebate at the municipal level on the residential taxes. If you received a rebate from your municipality, this amount is deducted before we calculate the rebate issued by the province.

Q22. Can you show me examples of how my rebate is calculated?

<p>A. Example 1 – In this situation your property has a business component and as such the taxes contain a commercial tax amount. Because the commercial amount is not part of the residential taxes this is not included when we calculate your rebate.</p> <p>On Your Tax Bill</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Residential Taxes.....</td> <td style="text-align: right;">986.25</td> </tr> <tr> <td>Commercial</td> <td style="text-align: right;">486.28</td> </tr> <tr> <td>Fire Service.....</td> <td style="text-align: right;"><u>85.52</u></td> </tr> <tr> <td>Total Residential Taxes</td> <td style="text-align: right;">1558.05</td> </tr> </table> <p>How We Calculate Your Rebate</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Residential Taxes</td> <td style="text-align: right;">1558.05</td> </tr> <tr> <td>Less: Commercial</td> <td style="text-align: right;"><u>486.28</u></td> </tr> <tr> <td>Eligible Taxes</td> <td style="text-align: right;">1071.77</td> </tr> <tr> <td>50% of Taxes (Max 800.00).....</td> <td style="text-align: right;">535.89</td> </tr> </table>	Residential Taxes.....	986.25	Commercial	486.28	Fire Service.....	<u>85.52</u>	Total Residential Taxes	1558.05	Total Residential Taxes	1558.05	Less: Commercial	<u>486.28</u>	Eligible Taxes	1071.77	50% of Taxes (Max 800.00).....	535.89	<p>Example 2 – In this situation your property has a business component and as such the taxes contain a commercial tax amount. The municipality has also provided you a rebate.</p> <p>On Your Tax Bill</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Residential Taxes.....</td> <td style="text-align: right;">800.00</td> </tr> <tr> <td>Commercial</td> <td style="text-align: right;">486.28</td> </tr> <tr> <td>Fire Service.....</td> <td style="text-align: right;">85.52</td> </tr> <tr> <td>Discount.....</td> <td style="text-align: right;"><u>100.00</u></td> </tr> <tr> <td>Total Residential Taxes</td> <td style="text-align: right;">1471.80</td> </tr> </table> <p>How We Calculate Your Rebate</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Residential Taxes</td> <td style="text-align: right;">1471.80</td> </tr> <tr> <td>Less: Commercial</td> <td style="text-align: right;">486.28</td> </tr> <tr> <td>Less: Discount</td> <td style="text-align: right;"><u>100.00</u></td> </tr> <tr> <td>Eligible Taxes</td> <td style="text-align: right;">885.52</td> </tr> <tr> <td>50% of Taxes (Max 800.00).....</td> <td style="text-align: right;">442.76</td> </tr> </table>	Residential Taxes.....	800.00	Commercial	486.28	Fire Service.....	85.52	Discount.....	<u>100.00</u>	Total Residential Taxes	1471.80	Total Residential Taxes	1471.80	Less: Commercial	486.28	Less: Discount	<u>100.00</u>	Eligible Taxes	885.52	50% of Taxes (Max 800.00).....	442.76
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