

Revenue Services5100 Yonge Street, Lower Floor
Toronto, Ontario M2N 5V7DELIVERED VIA E-MAIL

December 13, 2019

Jutta Mason

E-mail: juttamason@gmail.com

Dear J. Mason:

Re: 137 Havelock Street
Assessment Roll # 1904-04-4-290-00800-0000-02

I am in receipt of your December 2, 2019 correspondence concerning the above-referenced property tax account. I apologize for the delay in responding.

In your correspondence you express concern that you were denied the total property taxes for the property located at 137 Havelock Street. You advise that you were cited *Municipal Freedom of Information and Privacy Act* (MFIPPA) on two occasions, however, when you submitted a Freedom of Information request you were provided with the information and would like clarification.

A review of the initial emails received on September 15 & 16, 2019 indicated that you were seeking information for the property located at 137 Havelock Street, specifically with respect to low-rise apartments, low-cost rooming houses, and taxes over the years. You should be aware that Revenue Services does not maintain any information with respect to low-rise apartments and low-cost rooming houses, and therefore your request was referred to Corporate Access and Privacy.

You should be aware that the total taxes of a property may be provided, given that any member of the public can access the assessment rolls at any City Clerk's office and further that the property tax rates are published on the City of Toronto's website. Therefore, this information should be available to a requestor; the only caveat is that the status of the account is still protected under MFIPPA. Therefore, going forward, Revenue Services will be in a position to disclosing total taxes levied.

Thank you for your comments, as they are valuable to us in our ongoing review of our customer service initiatives to improve our service. Our goal remains to provide exceptional service to the taxpayers of Toronto.

I trust this information is of assistance. However, should you have any further questions, please contact Tina Di Stefano, Manger, Customer Service at 416-392-7110.

Sincerely,

A handwritten signature in black ink that reads "Casey Brendon". The signature is fluid and cursive, with a long horizontal line extending to the right.

Casey Brendon
Director,
Revenue Services
toronto.ca/propertytaxesandutilities

CBR/TD/SM/ht

Doc#R2741

Copy: Mayor John Tory