

Share your input on Norfolk's 2026 Budget

Your input will help shape decisions about the services and spaces we use every day, like roads, parks, recreation, housing and emergency services.

Visit EngageNorfolk.ca to complete the survey (and be entered to win a \$50 gift card!)

6 ways to pay your property taxes

1. Pre-authorization plan

Looking for a simple property tax payment option that saves you time? Set up a monthly pre-authorization payment plan or automatic withdrawals on tax due dates.

Plans are:

- ✓ Flexible
- ✓ Convenient
- ✓ Budget-friendly

Scan the QR code or visit ServiceNorfolk to enroll

—flip the page for in person ServiceNorfolk Customer Service Desk locations.

Visit norfolkcounty.ca/PAP to learn more about the program, or to change your existing payment plan.



2. At your Bank

Pay at your Canadian bank or credit union in-person, by telephone banking, or through your bank's online banking website or mobile app. The payee is Norfolk County Taxes, the property roll number is the account number, and add a 0 on the end if 16 digits are required. To avoid late fees, please ensure you are aware of your bank's processing times. **Payment by e-Transfer is not available.**

3. In person at ServiceNorfolk

See locations and times on back.

4. By mail

Mail cheque and your tax stub to:

Norfolk County
50 Colborne St. South,
Simcoe ON N3Y 4H3

5. Online with a credit card

Visit norfolkcounty.ca/VCH. A service fee applies to credit card payments.

6. At a drop box

Drop boxes are located at County Administration Buildings, and Norfolk County Public Library branches.

Payment due dates



The first installment of your interim bill is due **August 29, 2025.**



The second installment of your interim bill is due **October 31, 2025.**

Late payments

If your tax payment is late, you'll be charged a \$10.35 fee when we send you a reminder notice. To avoid this fee, please make sure to pay by the due date shown on your tax notice.

Tax arrears

Property owners with accounts in arrears may discuss payment options by contacting 519-426-5870 or 226-NORFOLK, extension 1666.

Supplemental tax bills

Changes, additions or improvements to your property could result in a change to your property assessment and a supplemental tax bill. Supplementary taxes are in addition to the amounts already billed for property taxes and can apply to a maximum of three tax years. Supplementary bills are issued between August and December.

Reductions, cancellations or refunds

You may be eligible for a reduction, cancellation or refund of your property taxes based on certain circumstances or changes related to your property such as demolition or a building destroyed by fire. Visit norfolkcounty.ca/Adjustment for full criteria.

NEW! Manage your taxes online

Virtual County Hall (VCH) offers convenient online services, including:

- ✓ eBilling right to your email inbox
- ✓ Secure online payments
- ✓ Real-time access to tax notices, payments and transactions
- ✓ Easy contact updates

For **step-by-step instructions**, scan the QR code or visit norfolkcounty.ca/VCH.

Need help? Contact ServiceNorfolk at 519-426-5870 or 226-NORFOLK, extension 0.



Understanding government roles: Who to contact for specific issues

Issues are best managed when everyone understands the roles and responsibilities of different levels of government. For example, a Member of Parliament (MP) cannot make decisions about property taxes, just as a Mayor cannot make decisions about employment insurance. Find contacts at norfolkcounty.ca/Government.



Canada

Federal government is responsible for national and international affairs, including things like defence and employment insurance. **Contact your Member of Parliament (MP).**



Ontario

Provincial government is responsible for regional issues and providing services like healthcare and education. **Contact your Member of Provincial Parliament (MPP).**



Norfolk County

Municipal government, made up of Council, led by the Mayor, is responsible for infrastructure, such as roads and water, and local services like garbage collection and building permits.

The Councillor for your Ward is a member of Council and plays a role in shaping the community. **Contact your Councillor** to share feedback on municipal issues or community priorities.

Municipal staff help deliver services and programs. **Contact ServiceNorfolk** for questions or help with your tax bill, or other day-to-day municipal services. Contact details are below.



Norfolk County Council



Mayor Amy Martin

Phone: 519-426-5870 or 226-NORFOLK, extension 1248
amy.martin@norfolkcounty.ca



Ward 1: Tom Masschaele

Phone: 519-429-9736
tom.masschaele@norfolkcounty.ca



Ward 2: Linda Vandendriessche

519-688-6792
linda.vandendriessche@norfolkcounty.ca



Ward 3: Michael J. Columbus

Phone: 519-983-2932
michael.columbus@norfolkcounty.ca



Ward 4: Chris Van Paassen

Phone: 519-429-8260
chris.vanpaassen@norfolkcounty.ca



Ward 5: Doug Brunton

Phone: 519-427-3217
doug.brunton@norfolkcounty.ca



Ward 5: Alan Duthie

Phone: 519-427-3987
alan.duthie@norfolkcounty.ca



Ward 6: Adam Veri

Phone: 519-420-7932
adam.veri@norfolkcounty.ca

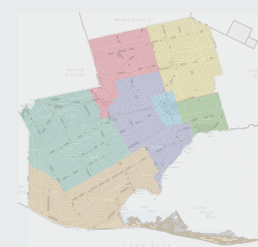


Ward 7: Kim Huffman

Phone: 519-429-4250
kim.huffman@norfolkcounty.ca

Not sure which Ward you live in?

Find Ward maps at norfolkcounty.ca/Ward



ServiceNorfolk

—Service—
Norfolk

Connecting you to
Norfolk County services

Online:

service.norfolkcounty.ca

Phone:

519-426-5870 or
226-NORFOLK, extension 0

In person:

Delhi Administration Building,
183 Main Street of Delhi,
Delhi, 8:30 a.m. to 4:30 p.m.,
Tuesday to Thursday

County Administration Building,
50 Colborne Street South,
Simcoe, 8:30 a.m. to 4:30 p.m.,
Monday to Friday

ServiceNorfolk is no longer available at 185 Robinson St., Simcoe