



Township of Brock – Frequently Asked Questions COVID-19

COVID-19 Specific Related Questions

Q1: What is social distancing?

A1: It is maintaining a distance between you and other people — in this case, at least two meters (six feet). Durham Region Health Department is recommending that all residents practice social distancing to help stop any transmission of the novel coronavirus (COVID-19) in the community. Social distancing means limiting the number of people you come into close contact with. The [Durham Region Health Department](#) has prepared a fact sheet with additional information on social distancing.

Q2: Is social distancing and physical distancing the same thing?

A2: Yes they are.

Q3: How many confirmed COVID-19 cases are there in the Township of Brock?

A3: The Region of Durham Health Department reports the number of cases for the Region and the eight area municipalities on their [COVID-19 Data Tracker](#).

Q4: How can I submit a complaint regarding an individual or business who is being non-compliant with an emergency order?

A4: You are asked to submit a [complaint online to the Township of Brock](#) or to DRPS.

Financial/Property Tax Related Questions

Q1: Are property tax payments being deferred?

A1: No, the 2nd installment of the interim taxes remains due on April 20th; however, penalty will not be applied to any outstanding taxes on May 1st and June 1st (penalty waiver for 60 days).

Q2: Do I need to apply for this?

A2: No. There will not be any penalty charged May 1st and June 1st to all properties in Township of Brock.

Q3: I've sent in postdated cheques, when will these be deposited?

A3: All postdated cheques on hand will be deposited on the dates specified on the cheque. If you would like to change the date you wish for your cheque to be deposited, you will need to contact the office and speak with someone in Treasury. Alternatively, you can email us treasury@townshipofbrock.ca, the details including your roll number; name of property owner; date of the cheque; and revised deposit date. We will make every effort to process your request.

Q4: What if I pay my taxes through a pre-authorized payment?

A4: Pre-authorized payments plans will be processed on the regular dates previously agreed to unless we receive a request for your payment or plan to be cancelled. This can be done by calling the office or by email, treasury@townshipofbrock.ca, well in advance of the withdrawal date.

Monthly plan on the 1st of each month

Arrears plan on the 20th of each month

Due date plan will be processed on the 20th of April.

Please contact the Treasury department at least seven business days prior to the withdrawal date. If any preauthorized payment plan is cancelled or altered, the April installment will have to be paid by an alternative method and automatic withdrawals would commence again with the Final installments.

Q5: I pay my taxes with my mortgage. Are the tax payments I make to my mortgage company deferred?

A5: Penalty deferral is for payments made directly to the Township of Brock. Your mortgage agreement provides your tax payment requirements.

Q6: Can I still pay my interim taxes in cash?

A6: Currently the Township of Brock office is closed to the public; cash payments can only be made in person through your financial institution.

Q7: What if I want to make interim tax payments on the original due dates?

A7: Anyone who is not affected financially in this Covid-19 Pandemic should continue to pay their property taxes on the due date. The waiver of penalty is designed to help those experiencing financial hardship during this difficult time.

Q8: How do I make a payment online?

A8: You can set this up with your bank's online banking website using your property roll number as your account number. Please refer to your bank for more information on how to set it up.

Q9: How can I find out how much I owe?

A9: A limited number of staff are still working at the Township of Brock office and are here to answer your calls at 705-432-2355. Please be patient as calls may not be returned immediately.

Q10: I have already paid all interim installments: can I get a refund?

A10: Interim installments already paid will not be refunded.

Q11: What if I still can't pay my taxes by the time penalty deferral has stopped?

A11: Please call the office to make payment arrangements once the Provincial Emergency has been rescinded.

Recreational Related Questions

Q1: Are the playgrounds opened?

A1: The playgrounds will open on Saturday, July 25, 2020. Please note that the Playgrounds are not sanitized and are "Use At Your Own Risk". Patrons have a responsibility to ensure those using the playground equipment are adhering to physical distancing requirements and proper hand hygiene.

Q2: Is the paved Sunderland Lions and Beaverton Lions walking trails at the fairgrounds still open?

A2: Yes. Effective Friday, May 22, 2020 the Sunderland Lions' and Beaverton Lions' walking trails are now open.

Q3: Is the green space in the parks opened?

A3: Green spaces in parks and throughout the Township, that aren't otherwise closed would remain open for walkthrough access, but individuals must maintain the safe physical distance of at least two metres apart from others.

Q4: Is the Beaver River Wetland Trail still open?

A4: The Lake Simcoe Region Conservation Authority (LSRCA) announced the phased re-opening of all Conservation Areas across the watershed by Friday, May 29, 2020. This includes the Beaver River Wetland Trail.

Hall/Arena Bookings

Q1: Due to the closure my booking was cancelled, when can I reschedule?

A1: Bookings for all Township facilities are suspended until further notice.

Q2: Due to the closure my booking was cancelled, when will I receive my refund?

A3: Refunds are currently being processed for all rentals that have been cancelled due to the closure. If you are planning to reschedule and would like us to not process a refund, we ask that you email bookings@townshipofbrock.ca

Fire Department

Q1: Is there a burn ban in place?

A1: Yes. Effective July 6, 2020, at 6:00 p.m., the Township of Brock implemented a **Total Burn Ban**. Until further notice, burning of any type, including Recreational, Open Air, Agricultural and the use of fireworks in the Township of Brock is strictly prohibited.