

TOWN OF WOLSELEY

Volume 1, Issue 01

 August 2026

Town Office Operation

Location: 610 Varennes Street; Box 310 Wolseley, SK S0G 5H0

Town Office Phone:(306) 698-2477

Town Office Email: townofwolseley@sasktel.net

OFFICE HOURS: Monday - Friday **8:30AM – 4:30PM** ****Closed 12:00 to 1:00**

***Office Hours Adjustment: 30 minutes in Am / 30 minutes in the PM**

Beginning the week of August 17 2026

To help staff get fully settled into the office each morning— and to ensure phone calls, emails, and messages are returned promptly — the office will be operating with **adjusted start hours** and **adjusted closing hours**. This small change gives staff the time needed each morning and at the end of the day to organize workspaces, prepare and finish up daily tasks, and catch up on communication so we can serve residents more efficiently throughout the day.

PAYMENT OPTIONS: Residents may pay by: Cash Cheque Debit Credit Card Online e-transfer (preferred) Bill payments through Credit Union, TD, BMO, Scotiabank **Doorslot:** A secure doorslot is available for after-hours payments. It is checked daily. A formal payment-processing policy will ensure payments are applied accurately.

COUNCIL MEETINGS: THE 1ST AND 3RD WEDNESDAY OF EACH MONTH

⇒ Meetings are open to the public, except when Council must enter a closed session for HR matters, long-term planning and FOIP

Tax Reminder – 2025 Taxes

Tax arrears letters have gone out as a **courtesy** reminder that **2025 property taxes were due December 31, 2025**.

2% compounding interest is now being applied.
Courtesy Letters have now gone out to residents with arrears.

If payment arrangements are required for property taxes or utilities, please contact the office as your payment plan will have to be presented to council for approval.

Elm Trees Tagged for Removal

Several elm trees (approximately 50) within the community have been tagged for removal due to disease or structural concerns.
Residents with affected trees on their private property will receive a letter next week outlining required actions and provincial Dutch Elm Disease regulations.
Removing diseased or hazardous elm trees helps protect Wolseley’s urban forest and prevents the spread of Dutch Elm Disease.

We appreciate residents’ cooperation in keeping our community safe and healthy.

2026 Property Tax Notices

The Town has identified a system error that affected some 2025 Property Tax Notices. For some properties, the municipal discount rates that normally appear at the bottom of the notice were not printed. Please be assured that all properties remain eligible for the municipal tax discounts, as follows:
July 3% August: 2% September: 1%

In addition, it was discovered that the discount was incorrectly applied to the Bridge Levy. The Bridge Levy is not eligible for the tax discount. As a result, when making your tax payment, you will notice an additional:
July \$11.55; Aug \$7.70; Sept \$3.85
has been added to correct this error.

We apologize for any confusion this may cause. After reviewing the situation, Council and Administration determined that issuing amended tax notices would result in unnecessary mailing and administrative costs. To help save taxpayers money, corrected notices will not be mailed. This notice serves as clarification of the applicable discounts and levy amounts.

If you have any questions regarding your property tax notice, please contact the Municipal Office and staff will be happy to assist you.

**NEW - Town of Wolseley Feedback Form
Now Available**

Have a question, concern, or suggestion?
We'd love to hear from you. Feedback Forms are available at the Municipal Office for residents to share their thoughts and ideas.

Once your form is submitted, the CAO will review it to determine whether the matter can be addressed through an existing bylaw, policy, or administrative process. If Council's direction or consideration is needed, the matter will be brought forward to a future Council meeting.

Once the review process is complete, you will receive a written response to your question, concern, or suggestion.

Governance Reminder: Individual councillors cannot make decisions on behalf of the Town.

Municipal decisions can only be made by Council as a whole through a resolution passed at a Council meeting.

Contacting Council: Residents are always welcome to contact Council members.

However, contacting the Municipal Office first often helps ensure questions and concerns are answered consistently, accurately, and as quickly as possible.

Messages & Communication

Phone Calls & Voicemails:

The office has been very busy, and we want to make sure everyone receives timely responses. Emailing is the quickest way for us to help you — it reduces delays and keeps communication organized, especially during high-volume periods.

The office continues to receive **over 40 voicemails in a single day**. With this many messages coming in at once, it takes time for staff to listen, sort, and respond to each one. Staff will answer the phone whenever they are able. If they are already assisting a resident, on another call, or in a meeting, the voicemail system will activate.

As we work through the backlog, we've put a temporary measure in place: **Voicemails will be returned within 24 hours.**

To help us keep things moving smoothly, please avoid leaving multiple messages — this increases the volume and makes it harder to catch up.

Thank you for your patience and understanding. Your cooperation helps us serve everyone more efficiently.

Understanding Municipal Workload

Approximately 10% of office time is spent assisting residents.

The remaining 90% is dedicated to:

- Legislative reporting to avoid financial penalties
- Records management
- Council preparation
- Bylaw and policy updates
- Financial administration



Public Notices & Resident Information

Official notices are posted at the Municipal Office, as per Public Notice Bylaw.

COURTESY postings can be found at: Wolseley Facebook Page; the Post Office, the Grocery Store **if time permits.**

Important Updates –

If you are looking for updates on **Council meeting times, dates, or special meetings**, please check to see if there is a posting at the **Municipal Office and / or the Town of Wolseley Website** before reaching out to individual councillors and/or phoning the office. **This helps ensure you receive the most accurate up to date information.**



Nuisance Abatement & Property Standards – Bylaw 20-05

We appreciate the many residents who take pride in their yards — it truly makes a difference in how Wolseley looks and feels.

To keep our community safe and welcoming, properties must be: • Neat and tidy • Grass cut regularly • Free of debris and hazards

More information is available under **Bylaw 20-05**

If a property remains out of compliance after notice, **finest may be applied to the tax roll.** This is always a last resort, and staff are happy to help explain expectations. Clean up letters will be going out soon to properties that are not compliant with this bylaw

Utility Billing Information

Wolseley's current utility billing structure: it is still an actual reading every quarter - which means 2 months estimated and the third month meters are read. On the months of meter reads – **you may note that your bill is over the minimum charge – this means you used more water than the minimum and your utility bill will be adjusted to your actual usage.**



Water Meter Read Months

January, April, July, October are Meter read months and your bill will be adjusted to your actual water usage for the previous 2 months.

Estimated Months - All other months are estimated based on historical usage

Bill Adjustments

Adjustments for over-minimum consumption occur only during the read months, which MAY result in a higher utility bill if you have used more water than estimated the previous month.

Residents have 30 days to pay their Utility Bill before interest of 2% compounding is added.

Utility Billing Options

Residents have a few different ways the Town could structure utility billing, and we'd like your feedback. Please let us know which option you prefer:

• **Monthly Billing:** Bills are sent every month; using the current system: month 1 & month 2 = estimated, month 3 = actual reading. This option provides smaller, more frequent payments and helps residents track usage regularly.

• **Bi-Monthly Billing:** Bills are sent every two months. This would be based on actual water usage and mailed every 2 months. This option reduces administrative costs and paperwork while still keeping billing predictable.

Quarterly Billing : Bills are sent every 3 months, on actual usage

• **Another Option You'd Like to Suggest** If you have an idea or a preference that isn't listed here, we'd love to hear it. Your input helps shape how services are delivered.

Utility Billing Survey — Return by August 31

***** 1 survey per household please*****

Please fill out and drop off at the Town Office or Mail: Box 310 Wolseley, SK S0G 5H0

Name: _____

Civic Address: _____

UTILITY BILLING PREFERENCE (Pick 1):

☐ Current system – billed monthly, month 1 & 2 = estimate, month 3 = read

☐ Bi-Monthly Billing – billed every 2 months on actual usage

☐ Quarterly Billing - billed on actual usage for 3 months

☐ **Another option You'd like to suggest—include in comment section**

Comments:

The Many Hats Municipal Staff Wear
Staff manage: Tax enforcement Utility billing
Bylaw enforcement Provincial deadlines
Grants and projects Resident inquiries
Payments and receipts Accounts payable and
receivable
The office is busy, and your patience is
appreciated.

Future Newsletters:

Our goal is simple:
clear, consistent communication
so you always know what's going on in your
town. Thank you for staying engaged and
helping us build a well-informed community.

The office is working to reduce expenses and increase efficiency. Changes will be communicated through utility bill mail-outs, quarterly newsletters, and posted notices.



Have a question, concern, or suggestion? We'd love to hear from you. Feedback Forms are available at the Municipal Office for residents to share their thoughts and ideas. Once your form is submitted, the CAO will review it to determine whether the matter can be addressed through an existing bylaw, policy, or administrative process. If Council's direction or consideration is needed, the matter will be brought forward to a future Council meeting. Once the review process is complete, you will receive a written response to your question, concern, or suggestion.

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Keeping pets under control helps protect other residents, pets, and property.
If you'd like more detail on this Bylaw such compliance as well as **penalties and fines for non-compliance**, please see **Bylaw 01-2021**