

PRESTO card distribution

Q and A for tenants

December 18, 2018

Who is eligible to receive a free PRESTO card?

Adults aged 19 or older living in Toronto Community Housing are eligible. They will receive a free PRESTO card in the mail courtesy of the TTC and Metrolinx. Toronto Community Housing is managing the mailout.

Why are individuals under age 19 not receiving a free PRESTO card distributed by Toronto Community Housing?

Toronto Community Housing is not distributing PRESTO cards for children and youth under 19 because they will be receiving a free PRESTO card through their school.

When will the PRESTO cards be sent to households?

PRESTO cards will be put in the mail in January. Due to the large number of cards being distributed, not all households will receive their cards at the same time. Households should expect to receive their cards by the end of January.

What if a tenant, or member of their household, did not receive a PRESTO card?

Additional cards will be mailed to tenants on request. These cards are for tenants who did not receive a PRESTO card in the mail. They are not replacements for lost cards.

If you would like to request a PRESTO card, please contact the Client Care Centre at 416-981-5500.

What if a tenant loses their PRESTO card, will they be able to get another one?

TCHC tenants will only receive one complimentary PRESTO card per person in their household aged 19 and older. If they lose their card, they will be responsible for purchasing a new card. Cards cost \$6 and are available at Shoppers Drug Mart locations, from Fare Vending Machines at TTC subway stations, at the TTC's Customer Service Centre above Davisville Station and online at prestocard.ca. Currently there are no plans to provide complimentary PRESTO cards beyond this year.

What if I already purchased a PRESTO card, can I get a refund?

Unfortunately PRESTO cards are non-refundable. The complimentary card can be kept as a spare.

How did the TTC and Metrolinx know how many PRESTO cards are needed by my household?

The TTC and Metrolinx will provide Toronto Community Housing with enough PRESTO cards for all household members aged 19 or older. Toronto Community Housing will manage the distribution of the cards.

Toronto Community Housing is committed to protecting the personal information of our tenants. We did not share names, contact information or any other personal information belonging to tenants with the TTC or Metrolinx.

Why do I need a PRESTO card?

The TTC is transitioning all fares to PRESTO cards. Metropasses will be discontinued after December 31, 2018 and tickets and tokens will no longer be available for sale after August 3, 2019. Tickets and tokens will be accepted until December 31, 2019.

Who do I contact if I have questions about PRESTO?

To learn more about PRESTO, visit ttc.ca/presto or call the PRESTO contact centre at **1-877-378-6123**.

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