

# COVID-19

## update for tenants



April 27, 2020

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## Paying your rent

A reminder that during the COVID-19 emergency, Toronto Community Housing **is not accepting walk-in rent payments**. You have several options for paying rent, which is due on the first day of every month.

**Pay by cheque.** Your cheque should be made out to “Toronto Community Housing” with your Tenant Account Number as the memo. You can deliver your cheque to Toronto Community Housing either through:

**Drop box.** Drop off a cheque or money order in the drop box at your Superintendent’s office or local Operating Unit office.

**Mail.** Mail a cheque to your Operating Unit office three to five business days before the first day of the month to allow time for delivery and processing.

**Pay using online banking.** Add “Toronto Community Housing Corporation” as a payee and make payments direct from your bank account.

**Pay using your telebanking system.** You can pay rent direct from your bank account over the phone.

**Pay using pre-authorized payment (PAP).** Sign up to authorize your bank to send your rent direct from your account to Toronto Community Housing on the first day of every month.

To learn more about these options or to get a PAP form, contact the Client Care Centre at **416-981-5500** or [help@torontohousing.ca](mailto:help@torontohousing.ca). PAP forms can also be downloaded from the [torontohousing.ca](http://torontohousing.ca) website.



Call **416-981-5500** to receive this notice in an alternate language or format.