

COVID-19

update for tenants



April 27, 2020

Updates to information on rent flexibility

If you have lost employment income because of COVID-19, you are eligible for the rent flexibility program. If you have not lost income, you are not eligible, and your full rent continues to be due on the first of each month.

COVID-19 mailer: We mailed a package in early April to each Toronto Community Housing (TCHC) household with information about the rent flexibility program. It included forms for rent adjustment or deferral and a Household Income and Assets Review form. This is **NOT** for your household's annual rent review. The package is for tenants who have lost employment income due to COVID-19 and wish to apply for rent relief.

Relief for rent-geared to income (RGI) households: We will work with you to recalculate your rent based on your change in income.

Relief for market rent households: We are offering options to defer a portion of your rent. You can elect to pay one-third, half or three-quarters of your rent for up to three months, then pay the balance over the following six to eight months as an additional payment to your regular rent.

All households must provide documentation of income loss. We will work with you if you do not have documentation, but you will need to submit it at a later date.

For more information or to get these forms, contact the Client Care Centre at **416-981-5500** or visit torontohousing.ca/covid-19.



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