

# COVID-19

## How to pay your rent

During the COVID-19 emergency, Toronto Community Housing (TCHC) will not be accepting walk-in rent payments. You have five options for paying rent, which is due on the first day of every month.

### 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.

### Telebanking



You can pay rent directly from your bank account over the phone.

### Online banking



Add "Toronto Community Housing Corporation" as a payee and make payments directly from your account.

### Pre-authorized payment (PAP)



Sign up to authorize your bank to pay your rent directly from your account on the first day of every month.



Make any cheques out to "Toronto Community Housing" with your Tenant Account Number as the memo.

To learn more about these options or to get a PAP form, contact the Client Care Centre at [help@torontohousing.ca](mailto:help@torontohousing.ca) or by calling **416-981-5500**. PAP forms can also be downloaded from [torontohousing.ca/covid-19](https://torontohousing.ca/covid-19).



To request this poster in an accessible format or for a translated version, please contact: **416-981-5500 | [help@torontohousing.ca](mailto:help@torontohousing.ca)**