

COVID-19

update for tenants

May 14, 2020

Be aware of fraud calls during COVID-19

Toronto Community Housing (TCHC) tenants continue to receive calls from fraudsters.

Lately, these callers are telling tenants that they are behind in rent payments for two to six months. Then the fraudsters give a different phone number to call back and arrange payments. If you get a call like this, **hang up immediately. It's a scam!**



TCHC staff do not take rent payments directly from tenants over the phone. If you are in arrears, your Tenant Services Coordinator will contact you and identify themselves.

If you've been the victim of fraud, report it to the Community Safety Unit at **416-921-2323** or to your local police.

Calls for wellness checks

Over the past weeks TCHC staff have made thousands of calls to tenants to check on their well-being. Staff are continuing to make these calls.

However, if you get a call and are unsure the caller is from TCHC, take the person's name and number, hang up and call our 24/7 Client Care Centre at **416-981-5500**. An agent will confirm whether the caller was from TCHC.

