

Rent payment options

Toronto Community Housing Corporation (TCHC) has put in place social distancing measures to protect public health and help slow the spread of COVID-19. These measures apply to monthly rent payments.

During the COVID-19 emergency, Toronto Community Housing **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. If you are paying your rent by cheque, it should be made out to “Toronto Community Housing.” Please include your Tenant Account Number as the memo.

Drop box

Pay your rent by dropping off a money order or cheque at the drop box at your Superintendent’s office or at your Operating Unit office.

Mail

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

Online banking

Pay your rent using your online banking system. You can add “Toronto Community Housing Corporation” as a payee and make payments directly from your bank account. Talk to your bank, credit union or trust company to learn how.

Telebanking

Pay your rent using your telebanking system. You can pay rent directly from your bank account over the phone. Talk to your bank, credit union or trust company to learn how.

Pre-authorized payment

Pay your rent using the pre-authorized payment system. Your bank, credit union or trust company will send your rent payment from your bank account directly to Toronto Community Housing on the first day of every month.

Download and complete the [Pre-Authorized Debit Agreement form \(PDF\)](#), and send it to your Operating Unit office. Please submit your completed form three to five business days before the first day of the month to allow time for delivery and processing.

NOTE: Both your bank and Toronto Community Housing will charge you a fee if there are not enough funds in your account on the first of each month to cover your rent payment.

Need help paying your rent?

Toronto Community Housing will offer flexibility to tenants who have lost employment income due to COVID-19 pandemic. To learn more, talk to your local staff or visit torontohousing.ca/covid-19.
