

Rent flexibility

Frequently asked questions | March 2020

If you are a tenant with employment income loss because of COVID-19, Toronto Community Housing Corporation (TCHC) will work with you so that your rent is manageable and your housing is secure.

What does “rent flexibility” mean?

Given that many tenants have suffered a loss of employment income due to COVID-19, we will work with affected households to reduce rent payments for rent-geared-to-income (RGI) households or defer rent payments for market rent households.

How will you help tenants in RGI households?

For RGI households, TCHC will recalculate the rent based on your employment income loss. If you do not have documentation of a layoff or employment income loss, we will determine what your adjusted rent rate would be until you can obtain the necessary documentation for a mid-year review.

How will you help market rent tenants?

For market rent tenants, including affordable rental tenants, TCHC will offer three options based on what your household can afford. You can choose to pay one-third, half or three-quarters of your rent for three consecutive months, then pay back the balance over six to eight months in addition to paying your regular rent.

Who is eligible for this program?

All tenants who have had employment income loss due to COVID-19 are eligible. We will apply different approaches for RGI tenants and market rent tenants (including affordable rental tenants). Tenants who have not had employment income loss are ineligible. We expect these tenants to pay their rent in full.

I'm an affordable rental tenant. Is there help for me?

Yes. If you have had employment income loss due to COVID-19, you are eligible for the rent deferral options we are offering to market rent tenants.

What is the process? How can I apply?

There is a form with instructions that you need to fill out a form and return it to TCHC. You can get the form by:

- Calling our 24-hour Client Care Centre at 416-981-5500
- Sending an email to help@torontohousing.ca
- Downloading the form at torontohousing.ca/covid-19
- Watching for a package that TCHC is mailing to every household

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