

## **Rent flexibility**

### **Frequently asked questions | March 2020**

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If you are a rent-geared-to-income (RGI) or market rent tenant who has lost employment income because of COVID-19, Toronto Community Housing (TCHC) will work with you to help make sure your housing remains secure.

#### **What does “rent flexibility” mean?**

We will be flexible with tenants who have suffered a loss of employment income due to COVID-19. We will reduce rent payments for affected RGI households and offer market rent tenants options to defer a portion of their rent payments for three months.

#### **How will you help tenants in RGI households?**

For RGI households, TCHC will recalculate your rent based on your employment income loss. Contact us for further details.

#### **How will you help market rent tenants?**

TCHC offers affected market rent tenants, including affordable rental tenants, options to defer a portion of their rent. Tenants can elect to pay one-third, one-half or three-quarters of their rent for the months of April, May and June, then pay the balance over the following six to eight months as an additional payment, on top of their regular rent.

#### **Who is eligible for this program?**

All tenants who can establish 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 as it is an important source of our operating revenue.

**How do I prove that I qualify?**

Both RGI and market rent tenants will need to provide documentation supporting their income loss. We will work with you if you do not have documentation, but you will need to submit the documentation once you obtain it in order to remain eligible for the program. Ineligible requests will be subject to retroactive adjustments.

**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](mailto:help@torontohousing.ca)
- Downloading the form at [torontohousing.ca/covid-19](https://torontohousing.ca/covid-19)
- Watching for a package that TCHC is mailing to every household

**Where can I get more information?**

This FAQ document will be updated on our website as more information becomes available. Our Client Care Centre is available 24 hours a day, 7 days a week, at [help@torontohousing.ca](mailto:help@torontohousing.ca) or **416-981-5500**.

We have also posted information about COVID-19, including prevention tips, at [torontohousing.ca/COVID-19](https://torontohousing.ca/COVID-19).

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