**Posting date: April 27, 2020**

**TENANT COMMUNICATION – RENT PAYMENTS**

We understand that you may be experiencing financial difficulties during this COVID-19 Pandemic. Some of you may continue to receive your regular payments through employment, Ontario Disability, CPP, Old Age Security, WSIB and EI. Others may be off work due to illness or told to self-isolate. In these cases, we encourage you to apply for benefits to provide assistance through the Canada Government website: https://www.canada.ca/en/services/benefits

To give tenants time to access these programs and deal with unexpected financial difficulties, the Corporation will not be issuing new N4 notices for late rent payment ( the first step in the Landlord and Tenant Board’s process to deal with tenant rent arrears) at this time. While the office is closed, tenants with current Landlord and Tenant Board orders and/or payment plans will be contacted by DRNPHC staff on an as-needed basis. We will make every attempt to be flexible in order to support individuals and families in our housing communities.

Here are the ways you can pay rent while our offices remain closed:

* pre-authorized bank withdrawals
* on-line payment through your bank (except for CIBC and Scotiabank)
* Payments can also be delivered through Canada Post by money order, bank draft or cheque
* Using the drop box by our main entrance (south side), at 28A Albert Street to drop off cheque or money order. Do not leave cash in the drop box.

You can reach us via e-mail at [drnphc@durham-housing.com](mailto:drnphc@durham-housing.com) or by calling 905-436-6610. We will return your call or e-mail as quickly as possible.

Thank you

DURHAM REGION NON-PROFIT HOUSING CORPORATION