

COVID-19 Coronavirus

Rental Payments, Financial Challenges and Communications

Rental Payments for April 2020

In order to limit visits to the office:

- For the months of April and May only, CRHC will be accepting rent payments by **credit card by phone only**.
- If you are paying by **cheque**, you can either mail it or put in the drop box at 631 Fisgard St.
- The CRHC will only be accepting **interact payments** by appointment.

Rental Payments for May 2020

- If you would like your rent to be withdrawn directly from your chequing account monthly through **Pre-Authorized Debit (PAD)** please complete the PAD form and email it to crdhousing@crd.bc.ca or put it in the drop box at 631 Fisgard St.
- [Pre-Authorized Debit Form](#)(PDF)

Financial Challenges due to COVID-19

During the COVID-19 crisis, CRHC wants to support tenants in maintaining their housing.

If you have experienced financial challenges directly related to the COVID-19 crisis:

- Please contact the CRHC office by phone or email immediately so we can help in this difficult time.
- Staff will explore each situation on a case by case basis.

If your income has NOT changed as a result of the COVID-19 crisis:

- The CRHC requires you to pay your rent in order to meet its financial obligations.

Communication with Tenants by Email

The CRHC would like to communicate with our tenants by email. In order to do this, we need your permission.

Please email crdhousing@crd.bc.ca. In the subject line write "Permission to email" and in the body of the email provide:

- your name,
- your address, and
- write: "I consent to receive emails from the Capital Region Housing Corporation."

You may withdraw your consent at any time.