



Everyone needs a home

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HFS Rent Collection Policy and Procedures

1. Rent is due on the first of every month.
2. Tenants can pay rent by the following methods:
 - Mailing a cheque or money order to head office;
 - Direct payment from OW, OSDP, or Trustee;
 - Pre-authorized debit;
 - Payment in person at head office;
 - Direct payment at HFS bank using specified deposit slip;
 - Placing a cheque or money order in the rent box (payments will be collected from the rent box on the 2nd business day of every month).
3. Monthly rental payments are processed the first week of the month.
4. By the 2nd week of the month, the accounts receivable report is analyzed to determine rental arrears.
5. An N4 (notice to terminate a tenancy early for non-payment of rent) will be sent to tenants who are in arrears by the 10th of the month. This form gives tenants a minimum of 14 days to pay or an application will be made to the Landlord Tenant Board (LTB). All LTB forms are completed with instructions from the LTB.
6. After receiving an N4, tenants may be able to make a repayment agreement with HFS staff based on the following: the amount of the arrears, payment history, behavioral issues, adherence to RGI income reporting guidelines, extraordinary circumstances where clients need support services, etc. This agreement must be approved by the Housing Supervisors and/or Managers. A repayment agreement can be approved for a maximum of 6 months. HFS will file a L1 application (application to evict a tenant for non-payment of rent or to collect rent the tenant owes) with the LTB, without further notice to the tenant, if there is any breach of a repayment agreement.
7. An L1 application will be completed for tenants who do not pay their rental arrears or do not have an approved repayment agreement on file by the termination date of the N4. All LTB procedures shall be followed to ensure success of the application. The application fee of \$190 will be charged to the tenant and will be included with rental arrears.
8. Tenants who are persistently late in paying their rent will be taken to the LTB as stated in clause 4(3) of the lease agreement.
9. Rental arrears will be collected throughout the month and deposited as they are received.

10. Bad debts for tenants who moved out or have been evicted are permanently written off quarterly and sent to a collections agency with approval by the Director of Finance. Allowance for doubtful accounts is calculated based on amounts due over 60 days.

11. HFS will adhere to section 26 of the Housing Services Act as follows:

26. (1) A household is ineligible for rent-geared-to-income assistance if a member of the household owes, with respect to a previous tenancy in any housing project under any transferred housing program,

(a) arrears of rent;

(b) an amount required by a service manager under section 56 of the Act or section 86 of the former Act; or

(c) an amount for damage caused by a current member of the household. O. Reg. 367/11, s. 26 (1).

(2) Subsection (1) does not apply with respect to arrears or an amount owed by a member of the household if,

(a) the service manager is satisfied that there are extenuating circumstances; or

(b) a member of the household has entered into an agreement, or made reasonable efforts to enter into an agreement, with the person to whom the arrears or amount is owed for the payment of the arrears or amount and the service manager is satisfied that the member is making or intends to make all reasonable efforts to repay the arrears or amount. O. Reg. 367/11, s. 26 (2).

(3) The arrears or amount owed by a member of the household is deemed, for the purposes of clause (2) (b), to be one-half of the actual arrears or amount owed if,

(a) a request has been made for the household to be included in the special priority household category and the request would be or has been granted; and

(b) the arrears or amount is owed with respect to a unit of which the member and the abusing individual were joint tenants. O. Reg. 367/11, s. 26 (3).

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- Created on June 11, 2015.
 - Updated and approved by HFS Management Team on June 5, 2019.
 - This Policy applies to all Homes First housing.