



THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

TBDSSAB
Housing Services
Division
Potential Postal Strike

TENANTS

Q. I normally mail my rent cheque/money order to TBDSSAB. What do I do if regular mail delivery service is interrupted?

- A. In the event of an interruption in mail delivery services, tenants are reminded that they are still responsible for paying rent and other charges within the normal time frames. There are several alternative payment options:
- The preferred method is to make your rent payment **by pre-authorized monthly withdrawal** from your bank account. This is convenient for you and ensures your rent is paid on time. Contact your Property Management Officer or your Property Management Clerk for more details.
 - **Cash, cheque or money order payments** can be made in person at the TBDSSAB office located at 231 May Street South, Thunder Bay.
 - **Telephone or Internet banking** is also available. Contact your Property Management Officer or your Property Management Clerk for more details.

Q. I live outside Thunder Bay. How do I make my rent payment?

- A. We are investigating pick up of rent payments by Housing staff. The place and timing is yet to be determined. Contact your Property Management Officer or your Property Management Clerk for more details.

Q. I mailed my rent cheque/money order in before the strike was called. What do I do?

- A. Contact your Property Management Officer or your Property Management Clerk. We may ask you to provide a replacement cheque, which will need to be delivered to our offices at 231 May Street South, Thunder Bay. When regular mail delivery service resumes and we receive the original cheque, we will contact you. If you mailed a money order, contact your Property Management Officer or your Property Management Clerk.

Q. Will there be a drop box provided at my building?

- A. For safety and security reasons, we will not be providing drop boxes for rent payments.

Q. My rent changes monthly. Can I still use pre-authorized monthly withdrawal?

A. No. Alternative payment methods could be cash, post-dated cheques or internet banking. Contact your Property Management Officer or your Property Management Clerk to make arrangements to submit documentation for rent calculations.

Q. I use a credit union for my banking. Can I make my rent payment through them?

A. Not at the current time. We are investigating making rent payments available through credit unions.

Q. I am on OW/ODSP. Can they pay my rent on my behalf?

A. Yes. Contact your OW/ODSP worker to sign up for pay direct.

Q. I normally send my annual rent review information to your office by mail? What do I do?

A. You are still responsible for having your annual rent review completed within the normal time frames. Contact your Property Management Officer, your Property Management Clerk or your Tenant Support Coordinator to make the necessary arrangements.

Q. I send my pay stubs in by mail. What do I do?

A. You are still responsible for submitting your information within the normal time frames. Information can be dropped off in person, faxed to the office or e-mailed to the Property Management Officer or Property Management Clerk. If you fax the information, please ensure your name and address is on the fax. Contact your Property Management Officer or your Property Management Clerk to make the necessary arrangements.

Q. How is Housing going to keep me informed during the strike?

A. Please watch for notices displayed in your building. You can also access our web-site at <http://www.tbdssab.ca>.