

April 6, 2020

## How to Pay Your Rent During COVID-19

Dear Residents,

As you are aware our offices are temporarily closed to the public to promote social distancing as recommended by Health Canada. We understand that everyone at this time needs to stay safe and spend as little time interacting in public as possible. As such Greenrock has amended our acceptable payment methods for rent to encourage social distancing and provide more remote options for rent payments. We also understand that many are experiencing difficult times financially and we want to offer assistance at this time for those who are in need. Please see below for our rent policy and alternative payment methods during this time.

### LMR deposit credit:

We understand many residents are enduring financial hardships and while the federal government has promised support, very few have received relief funds at this time. To help stimulate immediate relief to our residents, Greenrock is allowing you to apply for your last month's rent (LMR) deposit to be used as a credit towards your April 2020 rent payment.

We hope this will allow our residents the opportunity to gain further clarity on this evolving situation and learn more about what support will be available from the federal government going forward.

To apply, please download the form on our website [www.greenrockrs.ca/covid-19](http://www.greenrockrs.ca/covid-19) under the main heading GREENROCK NOTICES/FORMS under the Village Green Forms sub-heading and select the **Transfer of LMR Deposit Interest Form** or email [info@greenrockpm.ca](mailto:info@greenrockpm.ca).

### Other remote payment methods:

- Fill out a pre-authorized credit card payment form. Please visit [www.greenrockrs.ca/covid-19](http://www.greenrockrs.ca/covid-19) to download the form under the Village Green Forms sub-heading and select **Credit Card Pre-Authorization Form** and email it directly to [rmorra@greenrockpm.ca](mailto:rmorra@greenrockpm.ca).
- Automatic withdrawal through pre-authorization debit payments. Please visit [www.greenrockrs.ca/covid-19](http://www.greenrockrs.ca/covid-19) to download the form under the Village Green Forms sub-heading and select **Debit Pre-Authorization Form** or email it directly to [rmorra@greenrockpm.ca](mailto:rmorra@greenrockpm.ca).
- Paying Greenrock as a provider/bill through online banking, first add **Greenrock Property Management Limited** as a payee, followed by your seven-digit account number.

#### Online banking seven-digit account number setup:

First three digits = your building number	Last four digits = your suite number
40 Alexander Street = 040	If you live on floors 1 to 9, add a zero at the beginning
50 Alexander Street = 050	Example: Suite 101 becomes 0101
55 Maitland Street = 055	

Based on the information provided above, if you live at:

- 40 Alexander Street, suite 101 your account number will be 0400101
- 50 Alexander Street, suite 2705 your account number will be 0502705
- 55 Maitland Street, suite 1509 your account number will be 0551509

**Drop off a cheque or money order at 40 Alexander:**

- There is a secure and confidential mailbox at the superintendent's office located on the ground floor near the laundry room of 40 Alexander Street. Please place all cheques or money orders here and include your building and unit number on the cheque/money order.

**Drop off a cheque or money order at 50 Alexander:**

- There is a secure drop off location in the laundry room of 50 Alexander Street near the bathroom. Please place all cheques or money orders here and include your building and unit number on the cheque/money order.

**Drop off a cheque or money order at 55 Maitland:**

- There is a secure and confidential mailbox at the superintendent's office located on the ground floor near the laundry room of 55 Maitland Street. Please place all cheques or money orders here and include your building and unit number on the cheque/money order.

If you have already set up an automatic payment plan for your rent, please disregard this notice.

If you have any questions regarding how to pay your rent through the above options, please contact our office at 416-488-8779 or by email at [rmorra@greenrockpm.ca](mailto:rmorra@greenrockpm.ca) or [info@greenrockpm.ca](mailto:info@greenrockpm.ca).

Thank you for your cooperation during this time.

Kind regards,

Caroline Pharant  
Regional Community Manager