



## Social Services Department Housing Services

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**Policy Name:** Account Payment Policy      **Policy Catalogue #** HS 2023-PA 16.2

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**Department:** Social Services      **Approved by:** Director of Housing

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**Approval Date:** February 28, 2023      **Signature:** *Mark Duff*

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### 1.0 PURPOSE

To establish an Account Payments Policy that will inform tenants, increase County of Wellington, Housing Services (CWHS) and Guelph Non-Profit Housing Corporation (GNPHC) staff safety and help to encourage account payment system efficiency. This policy will clarify the methods of account payments accepted by CWHS and GNPHC, as well as, where and when tenant account payments will be accepted.

### 2.0 REVISION HISTORY

*Account Payments Policy 2014, HS 2014-PA16.0*

### 3.0 POLICY

The County of Wellington, Housing Services department and Guelph Non-Profit Housing Corporation seek to create a transparent and convenient account payment system for our tenants, while increasing staff safety and encouraging system efficiency.

#### 3.1 Tenant Account Charge Types

The current and former tenant account charge types handled by CWHS and GNPHC include the following:

- Rent, rent deposits, overpayment of subsidy charges, tenant maintenance charges, miscellaneous charges, legal fee charges, Municipality filed property standards fines, insufficient funds (NSF) charges & unit lock changes.

The Account Payments policy applies to all tenant account charges whether or not they are identified above.

### **3.2 Accepted Methods of Account Payment**

The following methods of tenant account payments are accepted by CWHS and GNPHC, unless otherwise stated:

- Bank Drafts;
- Certified cheques (only for first month's rent or rent deposit);
- Cheques;
- Family and Children Services EFT payment
- Interac Debit;
- Money Orders;
- Ontario Disability Support Program (ODSP) pay direct system;
- Online payment;
- Ontario Works (OW) pay direct system;
- Portable debit machine (not for regular rent payment)
- Post-dated cheques (only accepted after the first month's rent);
- Pre-Authorized Payments;

CWHS and GNPHC reserve the right to add or remove account payment methods. Any addition or removal of account payment methods will be formally communicated to tenants through written notices.

### **3.3 Account Payment Methods Not Accepted**

The following methods of tenant account payments are not accepted by CWHS and GNPHC, unless otherwise stated:

- Credit Cards;
- Cash (as of January 1, 2015).
- Cheques as payment for first month's rent or deposits

### **3.4 Who, Where and When: How to Make Account Payments**

Account payment methods (as established in section 3.2 of this document) may be made to staff who have been authorized by the Housing Director (or assigned alternate) to accept tenant account payments. The following are examples of staff that have been authorized to accept account payments from tenants:

- Reception Staff;
- Management Staff.

Account payment methods (as established in section 3.2 of this document) may be made only at the following payment sites:

- The County of Wellington, Housing Services and Guelph Non-Profit Housing Corporation main office at:  
138 Wyndham St. North  
Guelph, Ontario N1H 4E8
- Any other site, as formally directed by the County of Wellington, Housing Services or Guelph Non-Profit Housing Corporation, through written notice provided to the tenant.

Account payment methods (as established in section 3.2 of this document) may be made:

- Monday to Friday (excluding statutory holidays) 8:30AM - 4:00PM

Payment site access restrictions may unexpectedly or expectedly occur throughout the year, due to unforeseen complications and/or scheduled closures. A notice will be posted on the payment site(s) doors, with an expected closure timeframe.

#### 4.0 DEFINITIONS

N/A

#### 5.0 APPLICATION

This Account Payments Policy comes into effect on March 1, 2023. These rules will apply to all current and future tenants of the County of Wellington, Housing Services department and Guelph Non-Profit Housing Corporation.

#### 6.0 PROCEDURES

(See Account Payments Procedure)

#### 7.0 RELEVANT LEGISLATION & POLICY

N/A



Alternative Formats Available Upon Request