



Rent Payments and Resources during the COVID-19 Pandemic

Information for Tenants

Financial assistance and supports for rent arrears

Some residents may be struggling financially due to the COVID-19 pandemic, which may put some households at risk of eviction because of unpaid rent. The ban on residential evictions has now ended, and the Landlord & Tenant Board is processing eviction applications again. To prevent possible eviction, it is important to keep rent payments up to date.

If you are behind on your rent or at risk of eviction because you did not pay your rent due to COVID-19, you **may** qualify for emergency financial help. Please contact us at the City of Ottawa and we will assess your situation to see if you qualify for financial help.

How to apply

If you are **NOT receiving** Ontario Works or Ontario Disability Support Program (ODSP):
You can apply online or by phone:

Apply by phone

- **Call 3-1-1**, select language, then press **4** for Social Services, and **3** to speak with an agent.

Apply online

- Visit [Ontario Works](#) or [Emergency Assistance](#).

If you **are receiving** Ontario Works or ODSP:

- **Call your caseworker** or
- **Call 3-1-1**, select language, then press **4** for Social Services, and **2** to speak with a verification specialist.

For more information visit ottawa.ca/socialservices. Be sure to visit our [COVID-19 website](#) for other resources and help during COVID-19.

Resources

For information on housing loss prevention, contact the following agencies for help:

- [Action Housing](#) 613-562-8219
- [Housing Help](#) 613-563-4532
- [2-1-1 Ontario.ca](http://2-1-1.Ontario.ca) for Income and Housing Supports