



Operational Policy and Procedure

POLICY: Pre-Authorized Payment Policy
DATE: September 2026

Pre-authorized payment (PAPs) is an elective method for making monthly rent and parking payments via direct withdrawal from a bank account.

POLICY

1. Overview

By enrolling in the Pre-Authorized Payment (PAPs) program, you authorize the Greater Sudbury Housing Corporation (GSHC) to automatically withdraw your monthly rent and any other approved charges directly from your bank account.

PAPs is a convenient, secure, and reliable method of ensuring rent and other payments are paid on time each month.

2. Payment Timing

- Rent will be withdrawn on the 1st day of each month.
- Arrears payments will be withdrawn on the 5th day of each month.
- If the 1st or the 5th falls on a weekend or holiday, the withdrawal will occur on the next business day.
- You are responsible for ensuring sufficient funds are available on the withdrawal date.

3. Authorization Requirements

To enroll, tenants must provide:

- A completed Pre-Authorized Payment Plan form.
- A void cheque or pre-authorized debit form from their financial institution.

Your authorization remains in effect until cancelled in writing – see section 6 – or removal is warranted per insufficient payment – see section 4.

4. Returned Payments (NSF or Payment Failure)

A payment may be returned by your bank due to NSF, a closed account, incorrect information, or other reasons.



If a payment is returned:

- An Administration fee in accordance with the CGS Miscellaneous User Fee By-Law will be processed to the tenant account and the household will be informed of the fee in writing.
- The rent amount plus the Administration fee must be paid within 5 days online through your banking institution or at the GSHC office by cash, debit payment, certified cheque, or bank draft.

Repeated NSF occurrences will result in removal from the PAPs program.

5. Updating Banking Information

If your bank account or financial institution changes:

- You must notify **GSHC no later than the 20th of the month.**
- A new Pre-Authorized Payment Plan form and void cheque is required.

Failure to update your information may result in returned payments and NSF fees.

6. Cancelling Your Authorization

- You may cancel your PAPs authorization at any time by providing written notice at least 30 days in advance.
- Cancelling PAPs does not cancel or change any amounts owed under your lease agreement. You must make rent or arrears payments using another accepted method.

7. Removal of pre-authorized payment program

GSHC will remove the household from our PAPs program if either following condition is met:

- the household has more than two (2) NSF payments within a six-month period
OR
- the household has five (5) cumulative NSF payments regardless of the time between occurrences

8. Reinstatement

A household that has been removed from the ability to pay via PAPs may have their ability to make such payments reinstated if they demonstrate timely payments – on or before the first of the month – for a period of one (1) year.