



Housing

Updated - June 26, 2020

Public Advisory: Newfoundland and Labrador Housing Corporation Services Update

Effective June 29, 2020, Newfoundland and Labrador Housing Corporation (NLHC) is resuming full services with the following modifications:

Online and telephone access to programs and services by the general public remains the preferred method to support services; however, for more urgent matters, regional offices will continue to schedule office visits for clients by appointment only. To schedule an appointment please call: 1-833-552-2182.

Cash payments will not be accepted at this time. Tenants and clients paying rental, loan or mortgage payments should utilize other payment options such as online banking, telephone banking, existing pre-authorized payments, or cheque payments by mail.

SERVICES CONTINUING OR RESUMING AS PER NORMAL OPERATIONS:

Emergency Housing Line

- For anyone experiencing homelessness, please contact the emergency housing line at 1-833-724-2444.

Rental Housing and Maintenance Program

- NLHC will resume processing regular maintenance requests.
- Rental applications will be received and processed accordingly. Applicants must apply via NLHC's online application process (<https://www.nlhc.nl.ca/housing-programs/rental-housing-program/>). If you have any questions please call 1-833-552-2182.
- Garbage collection, janitorial services, snow clearing, etc. in buildings where these services are provided by NLHC.

Home Repair Programs (Provincial Home Repair, Home Modification and Home Energy Savings Program)

- Home Repair Programs applications will be accepted and processed accordingly. Applicants must apply via NLHC's online application process (<https://www.nlhc.nl.ca/housing-programs/>). If you have any questions please call: 1-833-552-2182.

Finance

- Payment and invoice processing.

For general inquiries related to NLHC services, please call 1-833-552-2182.

INFORMATION FOR MODIFIED SERVICES:

To pay online:

1. Ensure you have your 13 digit rental account number or eight digit loan/mortgage account number which can be found on your lease document or most recent correspondence from NLHC. If you do not have your account number, please email:

rentalaccountinformation@nlhc.nl.ca

2. Provide your financial institution with the NLHC Bill Payee name from the list below:

BILL PAYEES TO BE SELECTED BY CLIENT WHEN MAKING PAYMENT BY INTERNET BANKING	
RENT PAYMENTS BY CLIENTS	
Number of Digits To Be Entered in "Account Number" Blank: 13 (Do not enter spaces or dashes).	
Financial Institution	Bill Payee
Bank of Montreal	Newfoundland & Labrador Housing Lease
Bank of Nova Scotia	NFLD LABRADOR HOUSING RENTAL
CIBC	NEWFOUNDLAND & LABRADOR HOUSIN
Newfoundland & Labrador Credit Union And Other Credit Unions	NEWFOUNDLAND & LABRADOR HOUSING RENT
Royal Bank	NFD/LAB HOUSING CORP- RENTAL/LEASE
TD	NEWFOUNDLAND & LABRADOR HOUSING
LOAN OR MORTGAGE PAYMENTS BY CLIENTS	
Number Of Digits To Be Entered in "Account Number" Blank: 8 (Do not enter spaces or dashes).	
Financial Institution	Bill Payee
Bank of Montreal	Newfoundland & Labrador Housing Loan
Bank of Nova Scotia	NFLD LABRADOR HOUSING LOAN PMT
CIBC	NEWFOUNDLAND & LABRADOR HOUSIN
Newfoundland & Labrador Credit Union & Other Credit Unions	NEWFOUNDLAND LABRADOR HOUSING - MORTGAGE
Royal Bank	NFD/LAB HOUSING CORP-LOAN
TD	NEWFOUNDLAND & LABRADOR HOUSING