



Region of Waterloo
COMMUNITY SERVICES

Hello,

We would like to let you know that despite having to temporarily close our Welcome Spaces (reception) in Kitchener, Cambridge, and Waterloo, we are still here to serve you. Please see below for help on how to access the services you need.

Do you need Ontario Works?

- You can [apply online](#) or call 519-883-2100.
- If you know the name of your OW caseworker, call 519-575-4100.
- For all other OW inquiries, please call 519-740-5700.

Do you need to pick up an OW cheque?

Cheques are not available for pick up because our Welcome Spaces are closed. Please contact your caseworker or call 519-740-5700. Our staff will work with you to determine the best way for you to access your cheque.

Do you have a question about child care subsidy?

Please [email ccs@regionofwaterloo.ca](mailto:ccs@regionofwaterloo.ca) or call 519-575-4400.

Do you live in Waterloo Region Housing and need to pay your rent?

You can pay your rent in one of two ways. Please note that we cannot accept cash payments.

Rent cheques can be mailed to one of these locations:

- 235 King St. E., Kitchener N2G 4N5
- 99 Regina St. St., Waterloo N2J 4V6
- 150 Main St., Cambridge N1R 6P9

Paying through your bank online. How to set up pre-authorized rent payments:

You can pay your rent online through one of the banks below. You will need to go to your bank to obtain a pre-authorized debit form. Once you fill out the form, you can scan and fax it to: 519-893-8447 or mail it to one of the addresses below.

- TD Canada Trust
- RBC Royal Bank
- BMO Bank of Montreal
- CIBC
- Scotiabank
- TelPay (with a credit union)

How to add Waterloo Region Housing as a payee:

Log in to the bank's website and follow the instructions to add "Waterloo Region Housing" as a new payee. You will need your tenant number to use as your account number. If you have any questions, please contact your community relations worker or call 519-575-4400.

Do you need to deliver or submit documents?

You can mail documents to one of the following addresses:

- 235 King St. E., Kitchener N2G 4N5
- 99 Regina St. St., Waterloo N2J 4V6
- 150 Main St., Cambridge N1R 6P9

Do you need to apply for community housing?

[Apply online](#) or call 519-575-4400.

For all other inquiries, please call 519-575-4400.