



BC Rent Bank Toolkit

Workbook





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Part 1: Background and commonly asked questions

Questions to consider

1. Which of the promising practices highlighted were particularly helpful?

2. Which questions about rent banks remain?

Notes from this section

Part 2: Research your community



1. Cross-sector planning team

Inviting people to be part of your planning team is an important step in preparing for a rent bank in your community. This team should be diverse in their area of expertise to help develop a well-rounded program.

Suggestions are to keep your planning team to a reasonable size so that there is diversity, but your team does not become so large that forward momentum is difficult to achieve. We suggest 6-8 members.

Here is a reminder of people you might invite:

- You or someone from your staff that works on the frontline, directly with individuals in your community.
- Representatives from First Nations and Indigenous housing providers. Offer an honorarium.
- Representatives from marginalized groups in your community. Offer an honorarium.
- Someone from the local credit union who is familiar with microloans/character-based lending.
- An individual who is representative of the rent bank's target demographic. Offer an honorarium.
- A representative from your local municipal government, preferably who works in a housing-related department or position.
- Staff or board members from other not-for-profits that work on poverty and housing issues.
- Your organization's accountant or bookkeeper.
- A well-respected landlord.

Brainstorm section (list names of potential team members):

Finalized team list:

Team member name	Organization	Contact information	Area of expertise

2. Needs assessment worksheet

The answers your planning team records here will become the foundation of knowledge in developing a rent bank that is designed to meet your community needs.

1. What goal/purpose should a rent bank serve in your community (eviction prevention for renters, mortgage support for home owners, helping people who are homeless find housing)?

2. What are the indicators that there is a need for a rent bank in your community?

3. Are there existing services like a rent bank serving this population?

4. What are the needs of the target population?

5. Who should be able to access the loans from this rent bank?

6. How should individuals access the rent bank services (by referral from another organization, self-referral, online, by phone, in-person, combination)?

7. What steps should be involved in the loan assessment process?

8. What kind of fund should be created (loans for rent-arrears, loans for deposit on new housing, loans for overdue utilities, grants)?

9. What kind of activities could/should the rent bank provide (referrals to other organizations, individual advocacy, systemic advocacy, financial literacy support, other support such as helping acquire ID or a bank account)?

10. How should the repayment part of the service be handled?

11. Defaults on loans range from 35% to 50%. What can be done to ensure the highest possible repayment rate while still meeting community needs?

12. Like all program funding, funding rent bank activities is challenging. What ideas are there for ensuring the stability of both the staffing and the loan pool?

13. Who would be valuable partners for a rent bank in this community?

14. What steps should be taken to ensure the rent bank is as inclusive and accessible as possible?

Concluding thoughts

Having completed the needs assessment, what are some key ideas to carry forward from this exercise in the development of your rent bank?

What key questions still need answering? Or, what information still needs to be gathered to understand the needs of your community?

What surprised you the most about your community as you conducted this assessment?



3. Housing analysis

Conducting a housing analysis will help a team in a variety of ways. The first is in deepening and coming to a shared understanding of the realities of the rental market in the community, but the analysis also helps provide data for funding proposals and the design of the rent bank project.

Here are some suggested topics or areas to explore and record your answers:

Rental Index – <https://www.rentalhouseholdsindex.ca/en/#intro>

Score related to other communities in BC: _____

Score related to all communities in Canada: _____

Renter Households – <https://bcnpha.ca/>

Number of renter households in your community: _____

Cost – https://www.rentalhousingindex.ca/en/#cost_csd

Money (\$) spent on average in rent plus utilities: _____

Affordability – https://rentalhousingindex.ca/en/#affordability_csd

Proportion (%) of income renter households spent on rent and utilities: _____

Overspending – https://rentalhousingindex.ca/en#overspending_csd

Renter households who spent more than 50% on rent + utilities: _____

Income Gap – https://rentalhousingindex.ca/end/#income_csd

Additional income a household would need/year to make current rent affordable: _____

Overcrowding – https://rentalhousingindex.ca/en/#overcrowding_csd

Renter households who lived in units not suitable for household size and composition: _____

Bedroom Shortfall – https://www.rentalhousingindex.ca/en/#bedroom_csd

Minimum number of additional bedrooms in a community: _____

The Comparison Tool – https://rentalhousingindex.ca/en/#comp1_csd

Use to graph rents, incomes, overspending and overcrowding for multiple jurisdictions.

Rental Market Survey – <https://www.cmhc-schl.gc.ca>

Rental Vacancy Rates, Seniors Rental Housing, Urban Rental Market.

Affordable Housing Survey – <https://habitatsc.ca/?p=1366>

HART Housing Need Assessment Tool: <https://hart.ubc.ca/housing-needs-assessment-tool/>

Based on your research, what are the top 3 indicators that a rent bank would be helpful in your community?

1. _____

2. _____

3. _____

4. Qualitative data

Below is a list of suggested questions, but do not feel restricted to stick to these. As suggested in the Toolkit, there are several free online survey data software programs that your team can use, but here are a few other pointers:

- In all cases it is easiest for you to analyze the data if you offer specific answer choices.
- Include “Other” where an answer may be different from the ones you offer.
- If you have the time to review qualitative data, it’s often interesting and valuable to include a “Comment” field with every question so people can explain their situation if they desire.

Sample questions

- What type of housing do you live in?
- How long have you lived in your current residence?
- In the last five years, how many times have you moved?
- How much do you pay monthly for housing?
- What is your average monthly take-home income or salary?
- Have you ever struggled to pay the rent?
- If you have struggled to pay your rent, how often is this a challenge?
- In the past, how have you overcome rent shortfalls?
- Have you heard of the Rental Assistance Program?
- Have you ever struggled to pay your utilities bill?
- Have you heard of BC Hydro’s Customer Crisis Fund?

At the end of the survey, ask people if they are willing to provide their demographic information. These questions are important to identify who is and is not accessing rent bank services. The information can be used to make services more inclusive and accessible and advocate for policy change. For example, the BC Rent Bank asks for optional demographic information on age, race and ethnicity, Indigeneity, gender identity, sexual orientation, access to education, diverse ability, disability, and any accessibility barriers in the application process. It is important that this section is optional and it is clearly communicated that the data is confidential. It is important to always include a clear explanation of why the information is being gathered, what it will be used for, as well as “prefer to self-identify” and “prefer not to answer” options with these questions.

5. Landlords and utilities

Below list 3 – 5 landlords, landlord organizations, co-op housing, and/or not-for-profit organizations that are offering low-income housing units that may be helpful to foster relationships with for both information sharing about rent banks, and in the future, to have referrals.

6. Financial institutions

Use the space below to record information about key meetings held with local representatives from financial institutions in your community.

Just a reminder – financial institutions can help in some key areas:

1. Understanding of housing issues
2. Understanding of individuals needing rent bank services
3. Serve on loan review committee
4. Advocate for financial support
5. Help tell the story

Name of financial institution	Contact person	Contact details	Key area to help rent bank





Part 3: Develop your model

Developing decision-making protocols

You are at the point in your journey where you've come to a greater understanding of rent banks, and research indicates that a rent bank in your community would be a valuable resource. So, what next?

We have included in the Resource Section, copies of documents, processes and protocols that other rent banks have used. Please consult and use these as you see fit.

We remind you that there is not one way to operate a rent bank. We encourage you to develop a rent bank model that best suits your local community context and uses promising practices from other rent banks.

1. Choosing a host agency

Rent banks have historically been operated by not-for-profit agencies that have experiencing in working with vulnerable populations. There are any number of ways that a community can go about determining who might operate a rent bank.

Whichever route your community takes, it is recommended that a clear and transparent process is undertaken.

1. In your community, which are the lead agencies that are being considered?

2. What is the process you will use to determine a lead agency to operate the rent bank?

2. Developing decision-making protocols

Overview of the process

As mentioned in the Toolkit, having a flow chart or diagram that illustrates the process an individual will follow from the point of first contact through to the follow-up on loan recipients will be a helpful process to develop. See the Toolkit Appendix for a sample of a flowchart.

Will you develop this resource?

Loan eligibility

We have talked multiple times about loan criteria and ensuring transparency and clear communication about qualifying criteria. It is a promising practice by many rent banks to have this information posted online.

What eligibility criteria will your rent bank use?

Application process

Step 1: Pre-assessment

Having a pre-assessment process in place is important as there are many individuals who will not meet the criteria for a rent bank loan. To avoid frustration and time spent on completing a full application, the pre-assessment is a quick indicator of whether a person will likely qualify or if they should be referred to some other agency.

The BC Rent Bank pre-assessment form is included as an Appendix in the toolkit for your reference.

Will your rent bank have a pre-assessment form? _____

If so, will you provide this online? In paper copy? Both? _____

Step 2: Application & in-person meeting

If the person has met the criteria in the pre-assessment stage, then it is time to ensure that a full application with the required paperwork is collected and follow up is done with the applicant.

A promising practice is to arrange a meeting over the phone or in person with the individual to determine if they meet all the criteria to take on a loan.

Step 3: Review required paperwork

Here are some commonly held requirements by rent banks:

- 2 pieces of Canadian identification
- Recent household utility bills
- Proof of tenancy
- Proof of income - bank statements, pay stubs, etc.

For your rent bank, it is important to identify which documents will be accepted.

We have provided a list of suggested documents and encourage you to circle or highlight which will be used in your rent bank.

Step 4: Make the loan decision

Two pieces of ID (one with a photo)

- | | | |
|--|---|--|
| <input type="checkbox"/> Debit Card | <input type="checkbox"/> Canadian Immigration ID record | <input type="checkbox"/> Passport |
| <input type="checkbox"/> BC Services Card | <input type="checkbox"/> Credit Card | <input type="checkbox"/> Permanent Resident Card |
| <input type="checkbox"/> Birth Certificate | <input type="checkbox"/> Driver's License | <input type="checkbox"/> Secure certificate of Indian Status |
| <input type="checkbox"/> Canadian Citizenship Card | <input type="checkbox"/> Employee ID | <input type="checkbox"/> Student ID Card |
| <input type="checkbox"/> Canadian Forces ID | <input type="checkbox"/> Status Card | |

Proof of tenancy (one of the following)

- | | |
|--|--|
| <input type="checkbox"/> Eviction notice (if applicable) | <input type="checkbox"/> Rent receipts |
| <input type="checkbox"/> Lease/tenancy agreement | <input type="checkbox"/> Copy of rental payment ledger (from the landlord) |
| <input type="checkbox"/> Rental agreement | |

Proof of income (all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Two most recent pay stubs | <input type="checkbox"/> Last two years of Income Tax returns (self-employed individuals) |
| <input type="checkbox"/> Old Age Security Pension statement | <input type="checkbox"/> BC Early Childhood Tax benefit statement |
| <input type="checkbox"/> Income Assistance statement | <input type="checkbox"/> BC Climate Action Tax Credit statement |
| <input type="checkbox"/> Persons with Disabilities statement | <input type="checkbox"/> Child support/alimony payments |
| <input type="checkbox"/> GST Credit statement | <input type="checkbox"/> Persons with persistent multiple barriers statement |
| <input type="checkbox"/> Letter from employer noting salary or hourly wage and hour | |
| (Note: this document may put the applicant in an uncomfortable position of having to disclose to an employer that they are housing insecure; carefully consider if it is a required document). | |

Just a reminder that a promising practice in the loan review process is to have a committee or a senior person review the application and give the final approval.

What process will you follow? _____

If you incorporate a loan review committee, who will sit on this committee? _____

3. Supplementary supports

Will your rent bank offer supplementary supports (i.e. financial literacy support, access to donations, etc.)? Will this be done in-house? Will you provide referrals?

If not, will you partner with an agency that provides certain supports? If so, who might that be?

4. Process for loan approval

When a loan is approved, it is suggested the following key documents are put in place. Typically, these documents are drafted or at least reviewed by a lawyer, at the outset, as a template. Samples are provided in the Resource section. We suggest the following three documents be in place:

- Loan contract
- Promissory note
- Direct withdrawal form

5. Other processes

Here is a checklist of other processes we suggest are in place:

- Process for calculating loan repayment
- Process for following up on housing stability
- Process when a loan request is denied
- Process when a loan is not being paid
- If/when a person can re-apply for a loan

6. Secure funding

Securing financial partners who will lend to the sustainability of the rent bank is an important step.

Brainstorming as a planning team, what are some potential sources of funding that might help support the operation and loan costs associated with operating a rent bank? Beside each option, record the name of someone from your planning team who will follow up with that contact.

7. Evaluation

In the Toolkit, there is an extensive list of data points listed. Record below which of these options your rent bank will record and use as evaluative methods.

In addition, it is important the lead agency have a feedback format that allows applicants to provide input into the delivery of services.

Does the lead agency already have in place a feedback mechanism for participants of their programs?

If not, will one be developed? And how will that data be collected?





Part 4: Steps to launch

There is an assumption at this point in the Workbook that your planning committee has completed their work, that funding to operate a rent bank has been obtained, and that you are now getting ready to launch!

A reminder that BC Rent Bank will provide training and mentorship support. We ask that experienced rent banks be open handed with the resources they have developed and to share those with the rent bank coordinator that is being mentored. As a result, we will not be including all documents in this Toolkit.

However, here is a final checklist to run through as you get ready to launch and a way to ensure that you have key relationships, documents, policy and procedures in place.

- Staff is hired and trained
- Steps of engagement with rent bank applicants
- Loan application and agreement documents
- A financial record-keeping method for loan repayment
- A database management system for client files and loan files
- Key policies and procedures
- Promotion material for the program
- Relationship with the Ministry of Social Development and Poverty Reduction
- A loan review process
- Decision about additional services – advocacy, financial literacy, other housing crisis grants
- Relationship with community allies and other service organizations (referrals)
- First Nations and Indigenous organizations/housing providers
- Municipal, provincial and federal allies
- Resident tenancy advocates and educators
- Key landlords and property managers
- Utility providers
- Local financial institutions
- Key funders to help sustain program

Lastly, don't forget that BC Rent Bank is here to support you on this journey. Do not hesitate to reach out!



APPENDIX A : PRE-ASSESSMENT FORM



PRE-ASSESSMENT FORM FOR A RENT BANK LOAN

A few things for you to know:

- We are here to help
- Answer questions to the best of your ability - you don't need to get it "right"
- Plan 15-20 minutes to fill out this form

If you have more questions about this form, please [visit our help page](#).



1. Complete the pre-assessment form below



2. A case manager will contact you to discuss your application



3. If requested, submit bank statements, proof of tenancy & income, and ID



4. If approved, sign an agreement

I have read and agree to the [eligibility requirements](#).

I agree to submit the following documents as part of my application:

- 2 pieces of ID, one of which must be photo ID
- 3-6 months of bank statements
- A copy of my tenancy agreement
- A copy of my utility bill (if applicable)

YOUR CONTACT INFORMATION

Your legal first name: _____ Your legal last name: _____

Your preferred name (if different than your legal name): _____

Date of birth: _____ (DD/MM/YYYY)

What are your pronouns? _____

Pronouns may include she/her/hers, he/him/his, they/them/theirs

Preferred method of contact

Email: _____

Phone: _____ Alternate phone: _____

Email or phone is fine

Voicemail

- Please leave me a voicemail about my case
 Please do not leave me a voicemail about my case
 No preference

Preferred time for communication

- Weekday mornings Weekday afternoons

Your current residential address

Street address: _____
City/town: _____ Province: **BC** Postal code: _____

Living Situation

- I live alone I live with a roommate/roommates
 I live with my family (e.g. children, dependents, partner, spouse, common law partner)

Marital status

- Common-law Divorced Married Single Widowed Other: _____

of adults in the household: _____

Number of people in the household aged 19 and older.

of children / dependents in the household: _____

Number of people in the household 18 years and younger.

Select your housing type

- Apartment, house, or shared accommodation – *You rent and receive no subsidies on your rent*
 BC Housing - *You live in BC Housing-operated housing*
 Co-op housing
 Currently not housed
 PAD rent/RV rental - *If you are renting a trailer, mobile, and/or RV rental home*
 Subsidized housing - *You receive subsidies for your rent*
 I don't know
 Other: _____

How many bedrooms are you renting in your housing unit?

- 1 bedroom or less
 2 bedrooms
 3 bedrooms
 4+ bedrooms

Residency status

- Canadian Citizen Permanent Resident Refugee Claimant
 Temporary Foreign Worker Other: _____

YOUR CURRENT HOUSING SITUATION

Which of the following impacted your ability to pay rent or utilities? (check all that apply)

Family/personal crisis Health crisis Employment crisis Landlord issue Vehicle expense Personal safety Other: _____

Are you experiencing violence?

Yes No Prefer not to answer

Please describe your current crisis or the reason for your application.

Maximum 100 words

Which of the following sources of financial assistance have you pursued to resolve the housing crisis that you are in?

- Family - **Status of request** (received/waiting/declined): _____
- Friends - **Status of request** (received/waiting/declined): _____
- Canada Pension Plan (CPP) - **Status of request** (received/waiting/declined): _____
- Canada Pension Plan Disability (CPPD) - **Status of request** (received/waiting/declined): _____
- Employment Insurance (EI) - **Status of request** (received/waiting/declined): _____
- Guaranteed Income Supplement (GIS) - **Status of request** (received/waiting/declined): _____
- Income Assistance (IA) - **Status of request** (received/waiting/declined): _____
- Old Age Security (OAS) - **Status of request** (received/waiting/declined): _____
- Persons with Disabilities (PWD) - **Status of request** (received/waiting/declined): _____
- Worker's Compensation Benefits (WCB) - **Status of request** (received/waiting/declined): _____
- Social Assistance - **Status of request** (received/waiting/declined): _____
- I don't know
- Other: _____ - **Status of request** (received/waiting/declined): _____

What kind of assistance are you requesting?

Behind in rent

How much do you owe in unpaid rent? \$ _____ .00

Status:

- Already evicted / currently homeless
- Received eviction notice: Verbal
Date notice received: _____
- Received eviction notice: Written – 10 Day Notice to End Tenancy (RTB-30)
Date notice received and method of delivery: _____
- Received eviction notice: Written – One Month Notice to End Tenancy (RTB-33)
Date notice received and method of delivery: _____
- Received eviction notice: Written – Two Month Notice to End Tenancy (RTB-32)
Date notice received and method of delivery: _____
- Received eviction notice: Written – Enforcing an Order of Possession (RTB-103)
Date notice received and method of delivery: _____
- Other: _____
- None of these apply

Cannot make next month's rent
How much do you need for next month's rent? \$ _____ .00

Need first month's rent
How much do you need for first month's rent? \$ _____ .00

Gas/hydro (utilities)
How much do you owe for gas? \$ _____ .00
Name of utility provider: _____

How much do you owe for hydro? \$ _____ .00
Name of utility provider: _____

Status:

- Utilities already disconnected – **Disconnection date and format of notice:** _____
- Received utilities disconnection notice
How was this disconnection notice provided?: _____
- None of these apply

Damage/security deposit
How much do you need for damage/security deposit? \$ _____ .00

Pet deposit
How much do you need for pet deposit? \$ _____ .00

The total amount of assistance you are requesting:
\$ _____ .00

YOUR FINANCES

Income

Number of people in the household contributing to total monthly income (take home pay): _____

Total monthly income (take home pay) of all people in household that contribute to paying monthly household expenses: \$ _____ .00

Please select all of the income sources that you are accessing:

Select all that apply

- Casual employment
- Employed full-time
- Employed part-time
- Self-employed
- Child support / alimony
- Child tax benefits
- Canada Pension Plan Disability
- Employment Insurance (EI)
- Regular Income Assistance (IA)
- Canada Pension Plan (CPP) / Old Age Security (OAS)/ Guaranteed Income Supplement (GIS)
- Persons with Disability (PWD)
- Persons with Persistent Multiple Barriers (PPMB)
- Private / work disability pension
- Private / work retirement pension
- Tax credits
- Worker's Compensation Benefits (WCB)
- I don't know
- Other: _____

Do you receive any rental subsidies? (ex. SAFER, RAP, HPP, etc.)

Yes No I don't know

If yes, who provides your rental subsidy? _____

Expenses

Your monthly rent: \$ _____ .00

Your monthly gas, hydro, and/or water costs: \$ _____ .00

Total monthly expenses: \$ _____ .00

If you are moving, please provide your monthly costs at your **NEW location**.

Debts

-
- I/we have personal debts – Total personal debt: \$ _____ .00
- I/we have credit card debt – Total credit card debt: \$ _____ .00
- I/we have payday loan debt - Total payday loan debt: \$ _____ .00
- I/we have other debts/loans - Total other loan debt: \$ _____ .00
- I/we have a debt with a rent bank- Total rent bank debt: \$ _____ .00

Total debt: \$ _____ .00

Are you in bankruptcy or consumer proposal?

- Yes No I don't know

ADDITIONAL SERVICES OR SUPPORTS

- I would like information on additional resources and supports in the following areas (see below):
- I am unsure, but I would like to speak with a case manager about additional resources and supports.
- I do not want any further information at this time.

Potential areas of support (check all that apply):

- Accessibility and Support (ASL, language translator, legal support)
- Community Supports (2SLGBTQI+, 55+, cultural communities, Indigenous (First Nations, Métis, Inuit), Newcomers, etc.)
- Disability Supports (access, advocacy, health, financial)
- Financial (budgeting, debt management)
- Government Benefits (income assistance, PWD, rent subsidies, supplements)
- Health (counselling, mental health, recovery)
- Housing (advocacy, affordable housing, grants, subsidies)
- Physical Needs (clothing, food, personal items, shelter)
- Safety (experiencing violence/domestic violence, safe homes)
- Other: please specify _____
-

CONSENT AND AUTHORIZATION

- I consent to and authorize the following:

I understand that the information I submit on the Pre-Assessment form must be true, that the local rent bank will rely on the information I submit and if anything I submit on the form is not true, my application for a loan may be disqualified.

I understand that by submitting my Pre-Assessment form, I am giving my consent to the BC Rent Bank and the local rent bank(s) to collect, use and disclose my personal information as follows:

- to determine my eligibility for rent bank services, including reviewing and assessing my application and redirecting my application to a different rent bank where appropriate;
- to provide me with rent bank services, to administer any loan provided, to keep a history of my application, repayment history and any supplementary services offered, and to comply with legal requirements;
- for statistical purposes, after my information is anonymized so it can't identify me, to allow BC Rent Bank to understand the needs for rent bank services in BC and to improve rent bank services; and
- Information about me in files from any previous applications to a rent bank in BC may be reviewed if necessary as part of the Pre-Assessment and Application process.

I understand I can withdraw my consent at any time, but the rent bank may not be able to provide services. If I have any questions about this, I can ask the rent bank that is working with me.

I consent to being contacted to participate in a follow up survey to help BC Rent Bank assess the impact of rent bank services. I understand that I can choose at the time of the survey whether or not I want to participate and my choice will not affect what rent bank services I get.

I understand that the BC Rent Bank project and the local rent bank(s) provide services to help people with housing problems, but don't provide or guarantee housing, and I confirm that they are not responsible for my housing at any time.

I release the BC Rent Bank and the local rent banks and their employees, contractors, partner agencies and funders from any liability for act or omission done in the course of providing the rent bank services, including any supplementary services.

Notification Statement

The BC Rent Bank and its partners are committed to protecting your privacy. We collect your personal information to determine your eligibility for services, to provide you those services, and to properly administer and document those services, such as loans. We collect this information from the applications you fill out, and from previous applications you may have made to a rent bank in BC.

We also use your information, once anonymized, to evaluate whether the services we are providing are meeting your needs and to improve them for all British Columbians.

We are subject to BC's Personal Information Privacy Act (PIPA), which governs the collection, use and disclosure of your information, but also to financial law. This means we or the rent bank in your region may also need to collect information about you to ensure that we comply with those laws.

Our application form will ask for your consent to collect your personal information. Without your consent we may not be able to provide you with our services. It will also ask your consent to participate in a survey. You can refuse to participate in the survey without it affecting whether you receive our services.

BCRB helps to make these services available across British Columbia by providing this preassessment form, however it's local rent banks in your region who actually make decisions about your loan. We work with these partners to make sure that only the people who need to access your information to provide these services can access the information.

For more information, you may contact our Privacy Officer using the contact information is below.

Privacy Officer
312 Main St
Vancouver BC V6A 2T2
privacy@bcrentbank.ca
604-877-8453

For more details about our privacy practices click [here](#).

For more details about our Terms of Use, click [here](#).

By submitting this form, you consent to and authorize the statements listed above.

SUBMISSION INSTRUCTIONS

Once you have completed this form, please contact your local rent bank to submit.

To find your local rent bank, visit: <https://bcrentbank.ca/locations/>