

# RENT DROP BOX CLOSING

## FREQUENTLY ASKED QUESTIONS (FAQS)

### **When is the drop box closing?**

The rent drop box at 450 N. Church St. (GHA's Central Office) will close on **May 31, 2026 at 4 PM**. After this time, payments will not be accepted in the drop box. Please make sure you use one of the new payment options listed below.

### **Why is the drop box closing?**

The drop box is being removed to make rent payments more secure, faster to process, and easier to track. These new options will help make sure your payment is received and recorded on time.

### **What are my options for paying rent?**

You have several ways to pay your rent. You can pay online using Rent Café using a bank transfer (ACH), debit card, or credit card. If you are already using eBill Express, you may continue to use it at this time.

If you prefer to pay in person, you can use WIPS (Walk-In Payment System) at approved locations in Greensboro. Please note: payments can no longer be made at 450 N. Church Street after May 31, 2026.

You can also mail a check or money order. Continue using the address on your return slip to mail payments at this time. A new mailing address for check and money order payments will be provided before May 31, 2026. The remittance slip must be returned with all mailed payments. Be sure to also include your name and address on the check or money order so we can correctly apply your payment to your account.

### **What is GHA's preferred way to pay rent?**

GHA recommends using Rent Café, especially if you are setting up a new way to pay your rent. Rent Café is easy to use and offers a free payment option when using your bank account.

If you are already using eBill Express, you may continue to use it at this time. However, GHA plans to move all payments to Rent Café in the future.

### **Do I need a bank account to pay my rent?**

You will need a bank account if you want to pay online through Rent Café using a bank transfer (ACH) or debit card.

You do not need a bank account if you pay with a credit card, but there are third-party fees for both debit and credit card payments.

If you do not have a bank account, you can still pay your rent by using WIPS (Walk-In-Payments at approved locations) or by mailing a money order. If you mail a money order, the remittance slip must be returned with all mailed payments. Be sure to also include your name and address on money order so we can correctly apply your payment to your account.

# RENT DROP BOX CLOSING

## FREQUENTLY ASKED QUESTIONS (FAQS)

### **Are there any fees for paying rent?**

Some payment options have fees, depending on how you pay. GHA does not charge these fees. All fees are charged by a third-party vendor.

If you pay using your bank account through Rent Café (ACH), there is no fee.

If you pay with a debit card, the fee depends on the amount:

\$3.95 for payments under \$1,000

\$4.95 for payments from \$1,000 to \$2,000

\$9.95 for payments over \$2,000

If you pay with a credit card, there is a 2.5% fee.

If you pay in person using WIPS (Walk-In Payments), there is a \$3.99 fee.

### **How do I sign up for Rent Café?**

You will receive an email from your property manager at the email address GHA has on file for you by April 30, 2026. This email will include instructions to set up your Rent Café account. It will also include your WIPS number, which you can use for in-person (WIPS) payments.

If we do not have your email address, you will not receive this message. Please contact your property manager to add or update your email.

### **What if I do not receive the email?**

First, check your spam or junk email folder. If you still do not see the email, contact your GHA property manager to make sure your email address is correct. They can update your information and resend the invitation.

### **I don't have an email address. What should I do?**

You will need an email address to use Rent Café. If you do not have one or do not want to pay online, you can still pay your rent using WIPS at a payment location or by mailing a check or money order to the new address.

### **Is Rent Café safe to use?**

Yes. Rent Café is a secure system that is used to manage rent payments and account information. It is safe to use and will not send you spam messages.

### **Can I set up automatic payments?**

Yes. Rent Café allows you to set up automatic payments so your rent can be paid on time each month without having to log in each time.

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## FREQUENTLY ASKED QUESTIONS (FAQS)

### **What is WIPS and how does it work?**

WIPS stands for Walk-In Payment System. It allows you to pay your rent in person at approved retail stores in Greensboro— not at your property management office or GHA's central office. To use WIPS, you will need your WIPS number, which will be sent to you in your email. Take that number with you to a payment location to make your payment. Please note that at participating CVS locations, cash payments over \$200 require a valid ID. Be sure to keep your receipt as proof of payment.

### **Can I still pay by check or money order?**

Yes. You can mail a check or money order to the new address that will be provided before May 31. The remittance slip must be returned with all mailed payments. Be sure to also include your name and address on the check or money order so we can correctly apply your payment to your account.

### **Can I make a partial payment?**

No. GHA does not accept partial payments. The full rent amount must be paid.

### **When will my payment show up on my account?**

Payments are applied to the account within minutes of payment for all payments except mail. Mailed payments show up on the account within 24 hours of the payments being received.

### **Can I pay with cash?**

Cash payments are only accepted at WIPS locations. Remember that cash payments over \$200 at participating CVS locations require a valid ID.

# RENT DROP BOX CLOSING

THE RENT DROP BOX AT 450 N. CHURCH STREET

(GHA'S CENTRAL OFFICE)

WILL PERMANENTLY CLOSE AT **4:00 PM - MAY 31, 2026**



**NOW**

*Drop Box is Available*



**MAY 31, 2026 (@ 4 pm)**

*Last Day to Use the Dropbox*



**JUNE 1, 2026**

*Drop Box is Closed*

**PAYMENTS WILL NOT BE ACCEPTED IN THE DROP BOX AFTER THIS DATE**

You will need to use a new way to pay your rent. Payment options are listed below:

## PAYMENT OPTIONS



**DEBIT CARD | CREDIT CARD | BANK TRANSFER**  
VIA RENT CAFÉ OR E-BILL EXPRESS

See below for directions on how to set up your Rent Café account



**WIPS**  
(WALK-IN PAYMENTS)

Processed at several approved vendors throughout Greensboro.



**CHECK OR MONEY ORDER**  
VIA MAIL\*

\*A new mailing address for check or money order payments will be provided before May 31, 2026. Please watch for updates before mailing payments.

## GET READY NOW

- During the month of April, an invitation for Rent Café will be sent to all email addresses GHA has on file.
- This email will come from your property manager. It will include:
  - Instructions to set up Rent Café
  - Your WIPS number for in-person payments

**PLEASE ENSURE THAT WE HAVE YOUR CURRENT EMAIL ADDRESS**

Contact your property manager to update or add your email