

# 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. WIPS Registration letters were emailed on 5/15/26 to all email addresses GHA has on file. Contact your property manager if you did not receive one.

You may also mail a check or money order. There is a new mailing address for all check and money order payments. Payments should **not** be sent to 450 N. Church St.

The new mailing address is:

The Housing Authority of the City of Greensboro  
PO Box 604373  
Charlotte, NC 28260-4373

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.

# RENT DROP BOX CLOSING

## FREQUENTLY ASKED QUESTIONS (FAQS)

### **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. The new mailing address for payments is:

The Housing Authority of the City of Greensboro  
PO Box 604373  
Charlotte, NC 28260-4373

### **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.

# RENT DROP BOX CLOSING

## FREQUENTLY ASKED QUESTIONS (FAQS)

### **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.

### **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.

WIPS Registration letters were emailed on 5/15/26 to all emails GHA has on file. Contact your property manager if you did not receive one.

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

Yes. You can mail a check or money order to a new mailing address. Payments should not be sent to 450 N. Church St. The new mailing address is:

The Housing Authority of the City of Greensboro  
PO Box 604373  
Charlotte, NC 28260-4373

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.

## Dear Valued Resident,

The new payment options you were notified about are officially here—effective June 1, 2026. As part of this change, the rent drop box at our Central Office located at 450 N. Church St. will **permanently close** at **4:00 p.m. on May 31, 2026**. Payments will not be accepted in the drop box after this date.

As we have communicated over the past several months, we have made important changes to how rent payments are accepted. Those changes are now in effect. Please review the information below carefully and begin using your new payment method starting with your **June 1st payment**.

## HOW TO PAY YOUR RENT STARTING JUNE 1ST:



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

An email has been sent to all email addresses on file with GHA with instructions for setting up your Rent Café account.



**WIPS**  
(WALK-IN PAYMENTS)

Payments can be made at approved vendors throughout Greensboro. Registration letters were emailed on 5/15/26. Contact your property manager if you did not receive one.



**CHECK OR MONEY ORDER**  
VIA MAIL

Please include the remittance slip with all mailed payments and send to:  
The Housing Authority of the City of Greensboro  
PO Box 604373  
Charlotte, NC 28260-4373



## WHAT HAS CHANGED — EFFECTIVE NOW

- The drop box at our central office (450 N. Church St.) is permanently closed as of 5/31/26. Please do not leave payments there.
- If you pay by check or money order, you must use the new lockbox mailing address. Mail sent to our old address will not be processed.
  - The new address is below:

### NEW LOCKBOX MAILING ADDRESS

The Housing Authority of the City of Greensboro  
PO Box 604373  
Charlotte, NC 28260-4373

**SCAN FOR  
MORE INFO!**



We know that change can feel like a lot, and we appreciate your patience as we make these improvements. Our team is ready and happy to help if you have any questions or need assistance getting started with the new payment options.

Thank you for your continued partnership. We are committed to making your experience with us as easy and convenient as possible.

**THANK YOU!**

GREENSBORO  
**HOUSING**  
AUTHORITY