



**FOR IMMEDIATE RELEASE**

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**Lucas Metropolitan Housing Offers Online Bill Pay for Public Housing Residents**

**Toledo**, Ohio, June 10, 2021 - Lucas Metropolitan Housing (LMH) announced today that it has a new way to offer better customer service to its residents of the Low-Income Public Housing Program—online bill pay. As of June 1, 2021, residents have been able to access the online bill pay feature through the LMH website.

**Pay Your Rent Online!**

Lucas Metropolitan Housing is thrilled to announce the launch of our payment site to help you view bills and make payments quicker and easier! You are now able to view your LMH bills and make payments conveniently online.

**To get started:**

- Visit <https://www.lucasmha.org/pay-online>
- Enroll by creating an account with your own username and password.
- Residents will need their resident account ID number, located on their rent statements, to get started.
- To pay, residents can use their bank account and routing number, or credit or debit card number.
- Residents will receive an automated email confirmation that the payment has been processed.

**Why Pay Online?**

- Easily view and make payments online. Any Time, Any Where, Any Device.
- Ensure the security and accuracy of your payments.
- Eliminate checks, stamps, envelopes and additional trips.
- Reduce impact on the environment.

“Moving residents towards self-sufficiency is a key goal for Lucas Metropolitan Housing. Financial management skills and digital literacy are key components of self-sufficiency,” stated Joaquin Cintron Vega, LMH President and CEO. “LMH is willing to offer help to any resident in need of assistance in getting set up with online bill pay.” Interested residents should contact their Property Management office for assistance.

### **Online Bill Pay Tutorial – June 28 at 4p.m.**

In addition, LMH is hosting a tutorial event on June 28<sup>th</sup> at 4pm. Visit the LMH Facebook page on that date and time to attend and learn more about how to use this feature.

LMH Facebook Link: [www.facebook.com/LucasMetropolitanHousing](http://www.facebook.com/LucasMetropolitanHousing)

All residents will continue to receive rental statements through the mail. Residents will still be able to submit rental payments through existing methods, including dropping the payment off at the property management office and also through the mail. This new online feature is designed to make the process easier and more customer friendly for all residents.

### **About Lucas Metropolitan Housing**

Established in 1933, Lucas Metropolitan Housing (LMH) continues to provide affordable housing to adults, seniors and children in its Public Housing, Housing Choice Voucher, Mixed-Income and Market Rate housing units. LMH also provides a myriad of programs and opportunities designed to improve the total quality of life for our residents, with the ultimate goal of achieving self-sufficiency. The programs and services are the results of successful collaborations with numerous community partners.

Our current housing portfolio consists of 2,633 Public Housing units; 4,657 Housing Choice Vouchers; 322 Low-Income Housing Tax Credit units; 198 Market Rate units and 107 Homeownership Properties. There are approximately 17,500 people who reside in LMH properties. Lucas Metropolitan Housing partners with ALL people and organizations willing to exchange ideas and efforts to enhance Toledo, Lucas County and the world.

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