

Window Air Conditioner Removal and Exchange Program Frequently asked questions

How are you legally able to do this?

Currently, a tenant must get written permission to install a window air conditioner. Going forward, TCHC will no longer provide this permission for air conditioners unless it is in a window contained within a balcony. As well, staff will no longer provide consent to tenants who ask permission to install a window air conditioner in their home. Tenants who have already removed air conditioners for the season will not be allowed to re-install them except in a window that is contained within a balcony.

Who will do the removal work?

The work will be done by Building Up, a social enterprise and existing TCHC vendor with extensive experience in air conditioner removal. A security guard will accompany the Building Up team at each building.

What is the timeline for the removal and exchange program?

TCHC has already started to remove window air conditioners in multi-storey buildings that are not contained within a balcony. These units will be removed by December 25. Shortly thereafter crews will start to visit townhomes to remove air conditioners not contained within a balcony.

TCHC will install a new, energy-efficient floor-mounted unit as a replacement, in time for the 2020 cooling season. There is no cost to the tenant.

Who will own the replacement air conditioners: tenants or TCHC?

Tenants will own the new floor-mounted units. After the warranty expires, tenants will be responsible for their maintenance, repair and replacement.

How will the air conditioner exchange program work?

All tenants will receive 24-hours' notice that technicians will be coming to remove window air conditioners and make any needed repairs to windows.

- With the tenant's agreement, the technicians will remove the window air conditioner from the tenant's home in exchange for a free floor-mounted unit that will be installed in time for the 2020 cooling season.
- Tenants who keep their window unit will be given a notice advising that TCHC no longer permits window air conditioners to be installed except where the window is contained within a balcony. TCHC will encourage these tenants to take part in the exchange program.
- If the tenant is not home, the technicians will remove the air conditioner from the window, but not remove it from the tenant's home. The technicians will leave a notice explaining why the air conditioner was removed from the window and how the household can participate in the exchange program.

Should tenants remove the air conditioning unit themselves?

No. TCHC advises tenants not to try to remove the units on their own. The technicians hired by TCHC will remove the units safely and make any needed repairs to the window.

What about tenants who don't currently have an air conditioner but were planning to get one for next summer?

Only tenants who currently own a window air conditioner can take part in the exchange program.

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