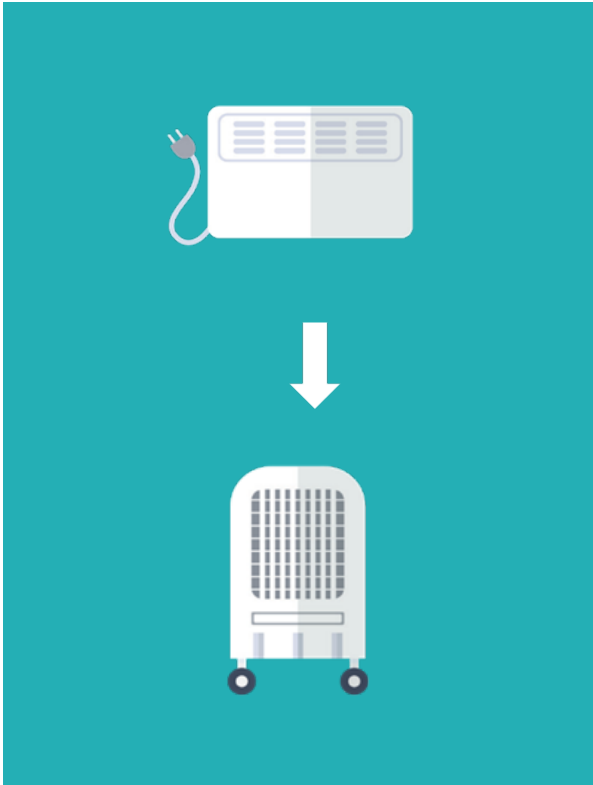




# Update on the window air conditioner exchange program



**In the interest of safety, Toronto Community Housing no longer permits tenants to install window air conditioners.**

We are using a phased approach to remove all window air conditioners from our buildings. Tenants can exchange their removed air conditioner for a portable floor model at no cost.

After taking proactive steps this winter to remove window air conditioners not contained within a balcony, **we are now inviting households that have already removed window air conditioners to join the exchange program.**

These tenants can call **416-981-5500** to exchange their removed air conditioner for a floor model at no cost. They can also send an email to **help@torontohousing.ca**.

All exchanges will be made in time for the 2020 cooling season.

Households that still have a window air conditioner contained within a balcony can continue using them until further notice.

**If you have questions, contact the Client Care Centre at 416-981-5500 or help@torontohousing.ca.**



To request this poster in an accessible format or for a translated version, please contact the Client Care Centre at the above phone number or email address.

Take down on or after May 31, 2020