

NOTICE

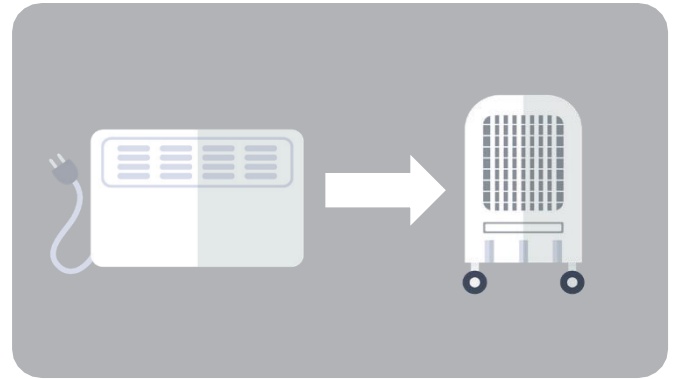
Window air conditioner exchange program: next steps



Toronto
Community
Housing

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** or email help@torontohousing.ca to exchange their removed air conditioner for a floor model at no cost.

Toronto Community Housing staff will be in your building in the coming weeks to help you sign up to receive a new portable floor model. Notices with dates and times for these visits will be posted shortly.

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 help@torontohousing.ca or **416-981-5500**.



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.