



Window Air Conditioner Exchange Program: Phase 2

Frequently asked questions

In the interest of safety, Toronto Community Housing Corporation (TCHC) no longer permits tenants to install window air conditioners.

This winter, TCHC took proactive steps to remove window air conditioners not contained within a balcony. Tenants can exchange them for a portable floor-model, at no cost, in time for the 2020 cooling season.

Now, TCHC is inviting tenants that removed their window air conditioners last fall to exchange them for a portable floor-model, at no cost.

How are you legally able to do this?

TCHC leases require tenants to get written permission to install a window air conditioner. In December 2019, TCHC announced it had rescinded this permission. Going forward, TCHC no longer permits tenants to install window air conditioners in their homes.

What is the timeline for the removal and exchange program?

TCHC began late last fall to remove window air conditioners not contained within a balcony and by late February 2020 had removed nearly 7,000 air conditioners from its buildings. TCHC will provide a floor-mounted unit as a replacement, in time for the 2020 cooling season, at no cost to tenants.

TCHC is now inviting tenants that have already removed their window air conditioners to exchange them for a portable floor-model at no cost.

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

Please define the 2020 cooling season.

Cooling season is from June 1 to September 30. Our goal is to complete all air conditioner exchanges by the end of May.

How will the exchange program work for tenants who have already removed their window air conditioners?

Tenants should contact the Client Care Centre at **416-981-5500** or help@torontohousing.ca to express their interest in taking part in the exchange program. The tenant's agreement to exchange their air conditioner will be recorded in TCHC's database. Later, staff will advise the tenant of when crews will be coming to their building to collect the window air conditioner and deliver the new portable floor model.

What if the tenant is not home?

TCHC cannot take away an air conditioner if the tenant is not at home. The tenant must be present to exchange their window air conditioner and sign for the delivery of the new floor model.

Can I reinstall my window air conditioner?

No. TCHC is not permitting tenants to reinstall a window air conditioner even if they want to put it in a window contained within a balcony. Tenants can exchange their window air conditioner for a floor model, at no cost.

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

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. Tenants looking to buy a new air conditioner should choose a floor model, as TCHC does not permit window air conditioners.

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

Will you provide every household with a new air conditioning unit?

All tenants who own a window air conditioner are eligible for the exchange program. TCHC is currently replacing window air conditioners that were removed from tenants' homes with a floor-mounted unit at no cost.

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

What are the benefits of floor-mounted air conditioners?

Portable floor-model air conditioners are safer. They are also self-evaporating, meaning there is no water reservoir to empty. In many cases they are quieter, more energy efficient and provide more cooling.

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

Tenants will own them. After the warranty expires, tenants will be responsible for the maintenance, repair and replacement of the unit.

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