

Conservation – Additional Questions and Answers

April, 2024

How can I request that the water quality of my building be tested?

Report the issue to your site superintendent. Your site superintendent will check if the water issue is due to ongoing construction, and then if needed they can put in a request for a water quality test.

I have leaks in my unit that were reported, but it has not been resolved. How can I get this addressed?

If you already received services from TCHC staff and we were unable to resolve the issue, contact solutions@torontohousing.ca. After investigating, the Solutions team will tell you what has been done to resolve your complaint. If resolving your complaint will take longer than seven business days, the Solutions team will let you know.

What is the required maintenance check interval for the washing machine vendor, Coinamatic?

Currently Coinamatic completes an annual maintenance service for both laundry machines (washer/dryers) and dryer ventilation.

Any additional servicing is completed on a case-by-case basis.

It has been requested that Coinamatic increase their maintenance service to a quarterly schedule rather than an annual schedule to match with increased service demand.

What is the policy on having humidifiers in tenant units?

Humidifiers are allowed in tenant units, but Toronto Housing does not supply them. It is a tenant cost to purchase. Humidifiers must be used with caution as overuse will result in mold.

Who is responsible for the repair of air conditioners that were distributed through TCHC's AC replacement program?

The program was designed so that TCHC covered the initial warranty period of 2 years. All warranties have now ended. The tenant owns the unit and, beyond warranty, is responsible for repairs and/or replacement.

Are tenants able to access user manuals for air conditioners that were distributed through TCHC's AC replacement program?

Yes. User manuals are available upon request by emailing conservation@torontohousing.ca

LEDs have been associated with some negative health effects. How is TCHC addressing this issue when changing building lighting to LEDs?

These negative health concerns were tied to the blue color temperature of LEDs. TCHC installs LEDs in warmer colour temperatures, 4000K and below, away from the blue intensities.

What is included in the Annual Unit inspection (AUI)? Can the following items be added?

- Enforcement of no personal washing machines policy
- Include check that thermostat and ventilation fans are working

The focus of the AUI is life safety (smoke detectors etc.). It is very difficult to add items, but we would be happy to take recommendations to the organization.