



Satellite Dishes on Balconies, Windows and Building Exteriors Policy

Version: 1.0

Policy Owner: Operations

Approval: Chief Operating Officer

Effective Date: July 2026

1. Purpose

To set out the requirements for unauthorized satellite dishes installed on balconies, windows, and building exteriors to protect health and safety, prevent property damage, and preserve building integrity across Toronto Community Housing (“TCHC”).

2. Scope

- 2.1 This Policy applies to unauthorized satellite dishes installed, attached, placed, or used on balconies, windows, or building exteriors at TCHC properties.
- 2.2 This Policy does not apply to satellite dishes supplied, installed, or approved in writing by TCHC; and
- 2.3 Equipment needed for a disability-related or medical need protected under the Ontario Human Rights Code may be considered through an accommodation process. TCHC will review requests individually and, where appropriate, identify reasonable solutions that do not create undue hardship or compromise safety, building integrity, or safe access for others.

3. Definitions

For the purposes of this Policy:

Authorized Satellite Dish: a satellite dish supplied, installed, or approved in writing by TCHC;

Balcony: an exterior platform / terrace that forms part of a residential unit or common area and includes any railing, guard, wall, slab, or related component;

Building Exterior: the outside of a TCHC building, including exterior walls, façades, roofs, window frames, sills, ledges, vents, and guardrails;

Prohibited Satellite Dish: a satellite dish not approved by TCHC that creates safety risks, damages building components, alters the building exterior/property, or interferes with operations; and

Satellite Dish: a dish, antenna, receiver, bracket, or associated wiring mounted on or near a balcony, window, or building exterior, including equipment attached to or supported by a roof, wall, panel, railing, guard, or exterior structure.

4. Policy Statements

TCHC provides safe, secure, and well-maintained homes and recognizes residents' right to reasonable enjoyment of their homes. However, that right must not create risks to health and safety, property, or building operations.

Unauthorized satellite dishes may create fire and life safety hazards, falling-object risks, damage to the building structure, and operational or maintenance impacts. TCHC implements this Policy by:

Prohibited Installations and Alterations

- 4.1 Prohibit unauthorized satellite dishes from being installed, attached, mounted, placed, or stored on balconies, window frames, sills, ledges, exterior walls, roofs, façades, and exterior building components;
- 4.2 For clarity, this includes satellite dishes, receivers, brackets, and associated wiring that are not supplied or approved by TCHC; and
- 4.3 Prohibit alterations that support unauthorized satellite dishes, including drilling, anchoring, cutting, fastening, sealing, routing wires through windows or doors, and modifying guardrails, walls, slabs, or other building components.



Removal, Enforcement, and Cost Recovery

- 4.4 Where safe to do so, require tenants to remove unauthorized satellite dishes immediately when directed by TCHC where there is safety, property, accessibility, or operational risk;
- 4.5 Unauthorized satellite dishes must be removed, and TCHC will prioritize the removal of any satellite dish that may pose health, safety, or other risks to persons or property; and
- 4.6 Hold the party responsible for costs related to unauthorized installation, removal, repair, damage, or emergency response, in accordance with applicable policies and procedures.

Accommodation

- 4.7 Review accommodation requests related to disability-related or medical needs individually and, where appropriate, identify reasonable alternatives or approved methods that do not create undue hardship or compromise safety, accessibility, or structural integrity.

5. Compliance and Monitoring

To support compliance with this Policy, TCHC will:

- 5.1 Develop and maintain procedures to support consistent interpretation and application of this Policy;
- 5.2 Maintain clear documentation, notice, communication, and escalation processes for inspections, accommodation requests, removal directions, and follow-up actions;
- 5.3 Monitor whether this Policy reduces safety hazards, unauthorized alterations, and damage to building components; and
- 5.4 Require all people and entities within scope to comply with this Policy. Non-compliance, or conduct that creates undue risk to TCHC, may result in

satellite dish removal, cost recovery, tenancy management, and/or action as appropriate.

6. Governing and Applicable Legislation

This Policy shall be read and applied with the Residential Tenancies Act, 2006, the Human Rights Code, the Fire Protection and Prevention Act, 1997, the Ontario Fire Code, the Occupational Health and Safety Act, and any other applicable legislation, by-laws, or regulatory requirements.

7. Related Policies and Procedures

Related documents may include tenancy rules, accommodation procedures, fire life safety procedures, notice templates, operational guidance, and other policies, standards, directives, or technical requirements governing satellite dish installation, removal, inspection, and cost recovery.

8. Commencement and Review

Version	Date	Description of Changes	Approval
1.0	July 2026	New Policy	Chief Operating Officer

Publication frequency: Every 5 years, or when there are changes to legislation, risk factors, or related documents that impact this Policy.