



DEEP RETROFIT CHALLENGE COMMUNICATIONS TOOLKIT

Designing Engagement • Supporting Change

Prepared by:



Introduction

The purpose of this toolkit is to assist multi-unit residential and/or commercial building owners with engaging their occupants and the surrounding community before, during, and after a deep energy retrofit. A deep retrofit is an extensive, holistic overhaul of a building's systems, utilizing best practices with the goal of significantly reducing energy consumption and greenhouse gas emissions. A deep retrofit is either a step or a leap towards net zero emissions. To meet the City's goal of reducing emissions from buildings to net zero by 2040, most buildings in Toronto will need to undergo deep energy retrofits.

The toolkit includes a set of communication tools that building owners can use for occupant engagement. Each tool is designed to be adaptable to the building's unique needs and retrofit intentions. This document is a guide on what the tools are, when they should be used, and how to make the most of them. It also includes a summary of research on best practices when engaging with occupants in a building undergoing a deep retrofit. These best practices can help guide users of the toolkit on how to use the tools effectively.

The tools in this document have been developed based on their ease-of-use for building owners and their effectiveness in engaging with occupants and the surrounding community. Their development was informed by research on best practices, prior case studies, and interviews with building owners undergoing deep retrofits. They are not an exhaustive set of tools, but we hope this document can serve as an effective starting point and encourage readers to continue thinking of ways to engage occupants, guided by the best practices research.

This toolkit offers the following tools:

- Project Timeline (PowerPoint template)
- Heat Pump Infographic (PDF file)
- Program Information (PDF file)
- Retrofit Co-Benefits (PDF file)
- Disruption Notice and Tips (PDF file)
- E-newsletter Template (Outlook template)
- Lawn Sign (PDF file)

All files are ready to be updated with your project information and then distributed. That could mean printed, sent digitally via e-mail, displayed on an elevator screen, or whatever method of distribution is most effective for your building. Tools like the Project Timeline and Newsletter are fully customizable to suit the unique nature of each project and building. Users of the toolkit may employ all or only some of the tools. They are each effective both on their own and when used together with other tools for a complete engagement package.

Customizing the tools: What's Needed

A computer with internet access is recommended for customizing the tools. Required software includes a modern internet browser (Chrome, Firefox, Edge, Safari) and a PDF reader (Adobe Acrobat, Foxit reader, Chrome, Edge, etc.). Microsoft PowerPoint and Outlook are required for editing the Project Timeline and Newsletter tools, respectively.

Disclaimers

Under no circumstances are the tools and advice contained within this toolkit to be used as a replacement for abiding regulations laid out in the Residential Tenancies Act, 2006 or any other laws. The occupant communication tools in this toolkit are about going beyond the minimum retrofit communication requirements and engaging meaningfully with occupants and residents, to not only educate them about the retrofit process and benefits but involve them as key stakeholders in the building's journey towards net zero.

Use of Logos

Any communication tools used with the City of Toronto logo must be sent to drc@toronto.ca for approval prior to sharing with occupants or to the public. Should you wish to send communications without this approval process, please remove any City logos beforehand.

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1 Best Practices

We researched buildings across Canada that underwent a deep energy retrofit while remaining occupied. We wanted to know how occupants were engaged before, during, and after the project, and whether engagement contributed to a better project. Our findings have been summarized below to assist other building owners during their own retrofit projects.

Deep Retrofit Challenge Best Practices for Communication and Engagement



Key Findings

Good engagement makes a good project.

In all the projects studied during the research phase, good engagement and communication with occupants was identified as crucial to the success of the project. Engagement creates buy-in from occupants and involves them in being part of the solution. Engagement both encourages and supports behaviour changes, and ensures the continued success of a deep retrofit project. Many case studies cited good engagement as a key reason why the retrofit was completed on time and on budget, and estimated that not sufficiently engaging occupants would have led to an increase in budgeted costs.

Community is a recipe for success.

The occupants and building staff (i.e. management, superintendent) are the experts of the building. Strong two-way communication between occupants, staff, property owners and contractors will reduce risks to the project, as a holistic understanding of the building is shared. Retrofit projects present an opportunity to foster community and a good rapport between occupants and property owners. This builds a strong foundation for engagement on ongoing and future projects. In addition, communication is more effective when a building's community is stronger and more active, as tenants can help spread retrofit news to others in the building.

Every building requires a unique approach

The following are key factors in deciding what communication and engagement approach is best for your building:

- Occupant demographics: family size, age, income level, tenancy, race, language spoken.
- Level of trust between stakeholders: can occupants trust that they will be included and engaged throughout the project and that it will be executed properly?
- Sense of community: occupants of newer buildings may not have had time to build a strong community.
- Have occupants previously expressed complaints regarding poor communication or distrust with the building owner or management? Are there lessons learned to be applied to the communication and engagement plan going forward?

General Practices and Recommendations

Understand the project and communicate any the benefits

Property owners, managers and contractors should know the project's schedule and its impact on occupants as early as possible. To build buy-in and support for the project, the benefits to the occupants, building, and the environment should be communicated. Finally, regular communication, beyond simple notices, should be implemented. These should allow for two-way engagement. Options include:

- Monthly newsletters via email, posted at elevators, mail room bulletin, door drops, etc.
- Create and maintain a building website. This gives occupants a landing page for information about the building, and could include FAQs, forms, contact information, and how-to guides that are easy for occupants to find.
- In-person or virtual information sessions to share details on the project and answer questions.

Engage occupants early and often

Understand the occupants, their needs, and the culture of the building. As noted previously, the community of a building are the experts. Provide them with informative milestone updates on the project regularly so that occupants feel connected. Monthly installments are suggested.

Throughout the project, try to incorporate and promote measures that provide additional co-benefits for the occupants and meet their needs. There may be some perceived wins for occupants, even if they are not directly related to the retrofit. For example, a project may involve upgrading outdoor lighting for increased efficiency, but an added benefit could be brighter lighting with fewer dark areas, creating a safer and more secure environment.

Establish a reliable communication channel or liaison person

Provide a single point of contact to occupants for all project-related concerns. This reliable communication channel or person will facilitate all communications between occupants, building owners, and contractors to ensure timely and accurate exchange of information. Finally, occupants should know how you will contact them with important information, whether it's through email, elevator notice, mail room bulletin, or door drop.

2 General Project Communications

Communication is the cornerstone of a positive and well-functioning community. As residents navigate their daily lives, effective communication serves as the bridge that connects them to the community inside and outside of their building. Large-scale renovation projects are a critical opportunity to focus on good communication: timely dissemination of information can make all the difference between confusion and clarity, frustration and cooperation.

Visual aids (posters, graphics, diagrams, etc.) convey crucial information in an accessible, digestible, and engaging way for residents of all backgrounds and lifestyles.

Timing and Usage

Communication tools and visual aids are most effective when strategic timing is considered. Developing and sharing these tools early in the retrofit process ensures you are engaging residents when their interest and attention are at their peak.

During the initial planning phase of a renovation project, property managers should lay the groundwork for effective communication by outlining the overarching goals, scope of work and timeline of the project. They should introduce residents to the project using tools like visual project timelines and project infographics, and set expectations for the type and frequency of communication they can anticipate throughout the project.

As the renovation project progresses, property managers should maintain regular communication with residents, leveraging timelines and project infographics to provide updates on key milestones, highlight any disruptions or inconveniences, and celebrate achievements along the way.

Upon completion of the retrofit, it's important to celebrate the achievement and share the milestone updates with occupants. If possible, also share any information about co-benefits realized such as GHG emissions reductions achieved, energy reductions, improved building thermal performance or reduced drafts, etc.

In this Section

Project Timeline

Heat Pump Resources & Infographic

Project Timeline Template

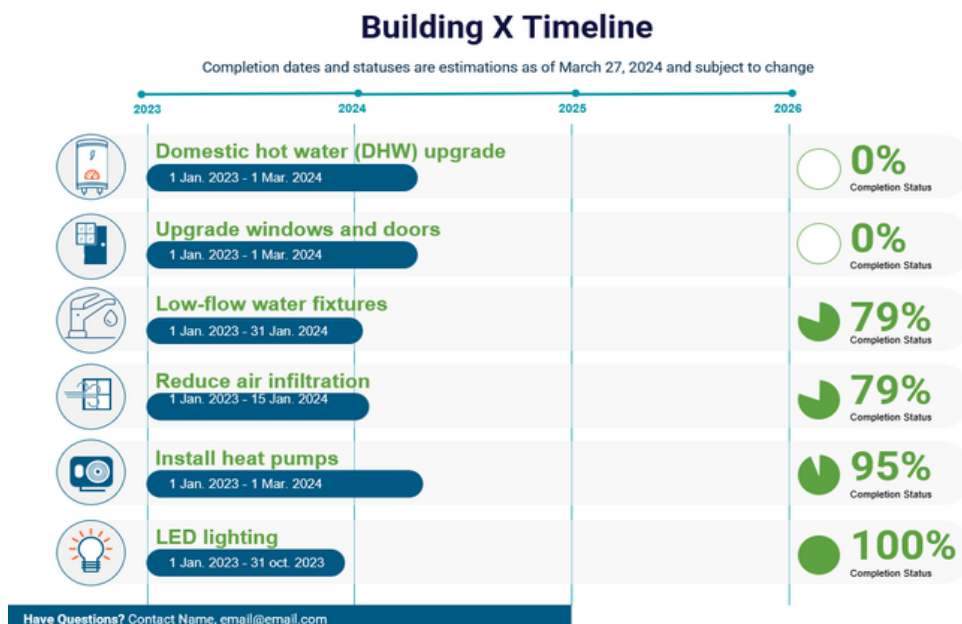
A timeline graphic is an effective way to communicate to occupants the retrofit commencement date and break down the retrofit measures into key milestones with estimated durations and completion dates for each. This illustration can help occupants visualize the project timeline, prepare for disruptions, and gain a better understanding of the complexity and magnitude of the retrofit project.

When making a timeline graphic, a challenge may be translating a detailed, technical project schedule into a simple high-level overview of the project. Building owners and project managers should identify and present significant milestones that may impact tenants rather than more technical aspects happening in the background. For example, a timeline that includes heat pump installation should have the date when occupants can use them as a completion date. On a high-level timeline graphic, occupants generally won't need to know internal details on heat

pump installation, such as when they are installed but not connected to power.

While timelines should strive to be precise and accurate, unexpected setbacks may occur for several reasons – material delivery delays, worker availability, permit delays, etc. Project milestones that are further into the future may also be more uncertain as they depend on completing earlier tasks. In these cases, a general window of time should be provided instead of a specific date that is likely to change.

A timeline should be shared with occupants as soon as a tentative schedule is determined. Building owners should plan to provide regular communication updates on progress and minor changes to the timeline. If circumstances necessitate significant changes to the timeline, it should be revised and redistributed to keep residents up to date. The template has room to provide a date for when the timeline was last updated.



Heat Pump Resources & Infographic

Occupants are often curious about what goes into a building retrofit. Helping them understand the work can encourage buy-in, especially as some measures and technologies included in the retrofit may not be common knowledge. While deep retrofits include a variety of measures, a common one is the installation of heat pumps. A frequent question from occupants is: “what is a heat pump?”, often followed by “I’ve heard of those, but I thought they didn’t work well in the winter”.

An infographic that explains heat pump technology at a high-level can help occupants visualize how they work and the changes that will be required to their building’s existing heating and cooling systems as part of the retrofit. Below is a list of heat pump information and resources that can be shared with occupants or incorporated into your communications.

Heat Pump Resources

Air-Source Heat Pump (ASHP) – sometimes called a Cold Climate Heat Pump (CCHP), which is a type of ASHP. The following is an excerpt from Natural Resources Canada’s website:

- Air-source heat pumps use the outdoor air as a source of thermal energy in heating mode, and as a sink to reject energy when in cooling mode.
- Air-Air Heat Pumps: These units heat or cool the air inside your home, and represent the vast majority of air-source heat pump integrations in Canada. They can be further classified according to the type of installation:
 - Ducted: The indoor coil of the heat pump is located in a duct. Air is heated or cooled by passing over the coil, before being distributed via the ductwork to different locations in the home.
 - Ductless: The indoor coil of the heat pump is located in an indoor unit. These indoor units are generally located on the floor or wall of an occupied space, and heat or cool the air in that space directly. Among these units, you may see the terms ‘mini-split’ or ‘multi-split’.
 - Mini-Split: A single unit is located inside the home, served by a single outdoor unit.
 - Multi-Split: Multiple units are located inside the home, and are served by a single outdoor unit.

Source: <https://natural-resources.canada.ca/energy-efficiency/energy-star-canada/about/energy-star-announcements/publications/heating-and-cooling-heat-pump/6817#b>

TIP: There are other kinds of heat pumps. Ask your Heat Pump contractor or supplier if they have any brochures or info sheets on their heat pumps, installation process, or list of co-benefits that they can share with you ahead of time so that this information can be shared with occupants.

- Air-source heat pumps use refrigerant as their heat transfer media. The refrigerant is the fluid that circulates through the heat pump, alternately absorbing, transporting and releasing heat.
- In heating mode, the outdoor unit expands the refrigerant gas until it is colder than the ambient air (even at extremely low temperatures). This temperature difference allows the outdoor unit to extract the heat and transfer it to the indoor unit(s) via refrigerant lines. Modern cold climate heat pumps can operate effectively down to as low as -33 °C.
- In cooling mode, indoor units absorb heat from the indoor air and transfer it to the outdoor unit, where it is rejected to the outdoor air. This results in a cold coil inside the indoor unit. A fan blows on this coil, providing cool air to the room.
- With variable refrigerant flow (VRF) heat pumps, separate indoor units can provide variable heating and cooling to different rooms/zones at the same time. These units can connect to a single or multiple outdoor units.

More Resources

You can also check out the web resources below for more information that can be shared with building occupants:

[Natural Resources Canada – Heating and Cooling with a Heat Pump](#)

This webpage provides background information on heat pump technologies. While it is intended for homeowners, it describes the most common types of heat pumps and what to consider when choosing, installing, operating, and maintaining a heat pump.

[BC Hydro – Heat Pumps](#)

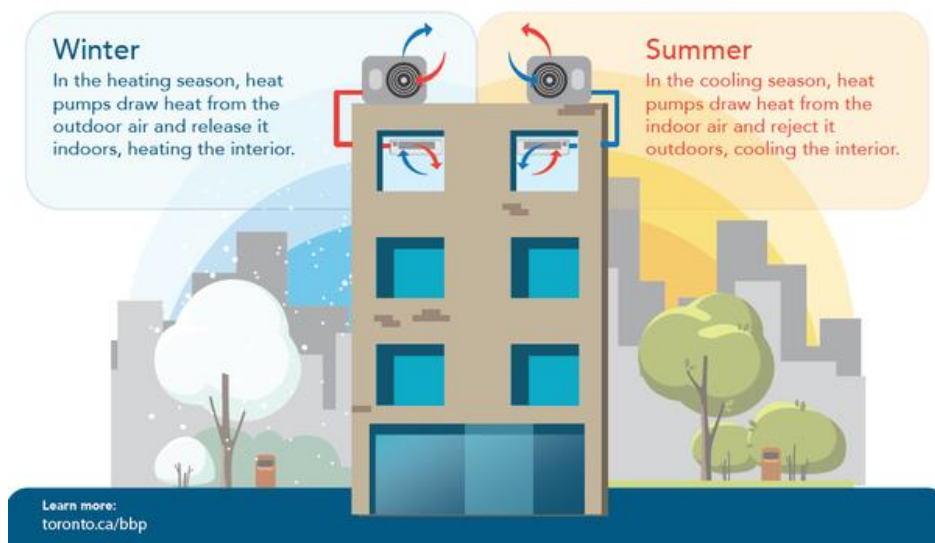
Includes two YouTube videos that explain how heat pumps work and the different kinds of heat pumps.

[Efficiency Canada – Canadian Heat Pump Myth Buster](#)

Focused on installing heat pumps in buildings, this article provides a handful of “myths” and answers about heat pumps, such as whether heat pumps can operate in Canada’s cold climates, or if the electrical grids have the capacity to support heat pump installation.

How Do Heat Pumps Work?

Heat pumps are a proven technology that have been used for decades, both in Canada and globally, to efficiently provide heating and cooling. A heat pump is an electrically driven device that extracts heat from a low temperature place (a source), and delivers it to a higher temperature place (a sink). The below diagram gives a general idea of how heat pumps work. For more information on our specific heat pumps you can visit www.xxxxx.com.



Deep Retrofit Challenge

3 Communications

Deep Retrofit Challenge - Key Messages

A set of key messages will help occupants understand the Deep Retrofit Challenge and the City's role in the retrofit of their building. The tool will also include space where building owners can provide information specific to the project at their building, including the expected reduction in energy usage and emissions, and estimated completion date.

The following highlights several key messages for integration into communication materials:

- Launched in 2022, the Deep Retrofit Challenge (DRC) is a City of Toronto program that awards grants to qualifying buildings to support deep energy retrofits. Eight buildings received approval to participate in the DRC.
- This building was accepted as a Participant in the DRC program, as our deep retrofit plans to significantly contribute to greenhouse gas (GHG) emissions reductions and energy savings.
- The DRC aims to accelerate the reduction of emissions from existing buildings in Toronto by supporting deep retrofit projects that can serve as a model and demonstrate replicable, cost-effective pathways for achieving similar deep energy reductions.
- The DRC is part of the City's TransformTO Net Zero Strategy, which aims to cut the City's community-wide emissions in half by 2030 and achieve net zero by 2040.
- Buildings are the largest source of GHG emissions in Toronto today, generating approximately 58% of community-wide emissions, primarily from the use of natural gas for space heating and hot water.
- Accepted Participants must demonstrate that their deep retrofits can achieve:
 - Minimum 50% reduction in the building's GHG emissions.
 - Minimum 50% reduction in total energy use intensity (EUI).
 - Maximum payback period of 20 years.
- Retrofits are expected to be completed by 2025. After an evaluation period, the City will develop and publicly release comprehensive case studies on the completed retrofits, including design details, utility savings, project costs and lessons learned. This is expected to be published in 2026.
- For residents interested in learning more about how the City is supporting building decarbonization, or to learn more about the DRC, visit: www.toronto.ca/bbp.

In this Section

Program Info Sheet

Retrofit Co-Benefits

Lawn Sign

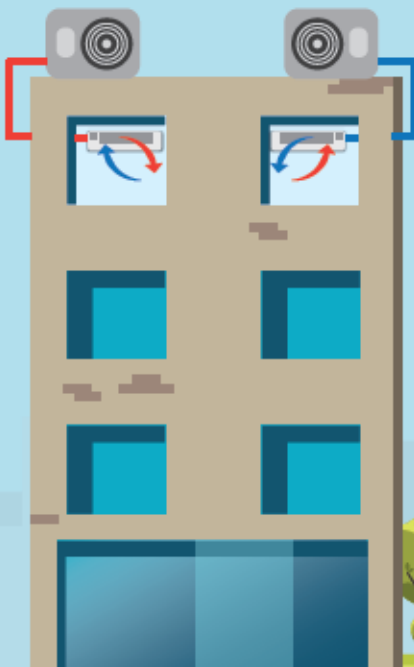
Program Info Sheet

This tool is most effective when provided to occupants at the beginning of the project, before construction begins, but can be used at any point in the process to share information with occupants.

What is the Deep Retrofit Challenge?

BUILDING OWNER CONTENT AREA

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What is the Deep Retrofit Challenge?

Launched in 2022, the Deep Retrofit Challenge (DRC) is a City of Toronto program that awards grants to qualifying buildings to support deep energy retrofits. Eight buildings received approval to participate in the challenge.

The challenge is part of the City's TransformTO Net Zero Climate Action Strategy, which has a goal of cutting the city's community-wide emissions in half by 2030 and achieving net zero by 2040.

ACHIEVING NET
ZERO
BY 2040



Buildings are the largest source of GHG emissions in Toronto today, generating approximately

58%

of community-wide emissions, primarily from the burning of natural gas for heating and hot water.



To be eligible for funding, the retrofits must achieve a:

Minimum 50% reduction
in the building's GHG emissions

Minimum 50% reduction
in total energy use intensity

Maximum payback of 20 years

Retrofits will be completed by early 2025. Once complete, the City will develop and publicly release comprehensive case studies on completion of the retrofits, including the retrofit designs, utility savings, project costs and lessons learned.



Retrofit Co-Benefits

Having occupants understand the co-benefits of the retrofit is one of the most effective ways of building support for the project. Occupants are more likely to be accommodating of the construction process and its possible disruptions if the engagement process helps them understand that the retrofit will lead to co-benefits and improvements to the place they call home. This is also an opportunity to reiterate that disruptions will be minimized as much as possible.

Deep energy retrofits benefit the environment, the longevity of the building, and the comfort of occupants. While some occupants may not notice a difference in their day-to-day lives upon completion of the retrofit, they generally support a cleaner and more efficient building. This tool explains various co-benefits in more detail. It is most effective when provided to occupants at the beginning of the project, before construction begins.

Retrofit co-benefits are one of the key messages to include in any of your communications to your occupants. The one-page template provided in this toolkit can be customized to align with the retrofit measures you plan to integrate. Below is a list of general retrofit co-benefits under the categories of 'environmental', 'building' and 'occupant wellness'. Taking the time to identify the co-benefits of your retrofit, and communicating them to the building occupants through engagement process, will strengthen buy-in and the outcomes of your project.

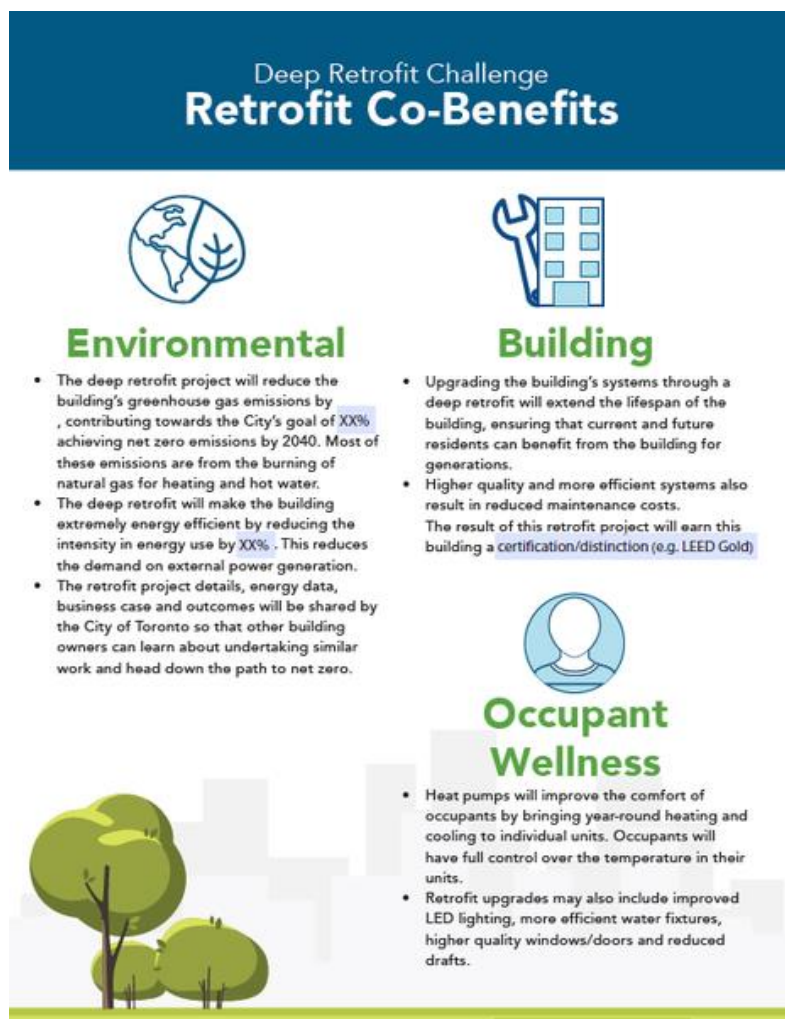
Environmental

- The deep retrofit project will reduce the building's GHG emissions by XX percent, contributing towards the City's goal of achieving net zero emissions by 2040. Most of these emissions are from using natural gas for heating and hot water.
- The deep retrofit will make the building extremely energy efficient by reducing the energy use intensity by XX percent.
- The retrofit project details, energy data, business case, and outcomes will be shared by the City of Toronto so that other building owners can learn about undertaking similar work and heading down their own path to net zero.

Building

- A third-party certification can be a great way to celebrate the achievements of your deep retrofit. Here are a few certifications and/or awards that could be explored:
 - [Natural Resources Canada's ENERGY STAR Certification](#)
 - Multifamily housing, commercial offices, senior and residential care facilities, and other building types can earn and display ENERGY STAR certification. A building's energy use is assessed and measured against similar property types.
 - Certification is obtained by benchmarking 12 consecutive months of metered energy data and earning an ENERGY STAR score of 75 or higher.

- [Canadian Green Building Council's Zero Carbon Building-Performance Standard](#)
 - For buildings that are looking to take into account all carbon emissions associated with building operations, including the use of on-site renewable energy and carbon offsets.
 - Certification requires an annual evaluation of building performance.
- **Building Owners and Managers Association (BOMA) - [BOMA BEST](#)**
 - A series of programs focused on both certification and building management tools that promote health, efficiency, cost-effectiveness, and low-carbon performance.
 - Both certification programs available focus on building efficiency and excellence.
- Upgrading the building's systems through a deep retrofit will extend the lifespan of the building, ensuring that current and future residents can benefit from the building for generations to come.
- Higher quality and more efficient systems also result in reduced maintenance costs.



Occupant Wellness

- Heat pumps will improve the comfort of occupants by allowing for year-round heating and cooling in individual units. Occupants will have full control over the temperature in their units.
- Other retrofit upgrades may include improved LED lighting, more efficient water fixtures, and higher-quality windows and doors.
- The addition of cooling, as well as envelope improvements, will improve control of indoor air temperature and promote climate resilience for all occupants.

TIP: Think about applying for a WELL certification. Transform your building for the betterment of occupant health and wellbeing. Even if you don't apply, there are many recommended building improvements to explore that can be added to your retrofit project, even at a low cost. Energy improvements are integrated in the WELL certificate, so you may already be that much closer to reaching a healthy building status.

Lawn Sign

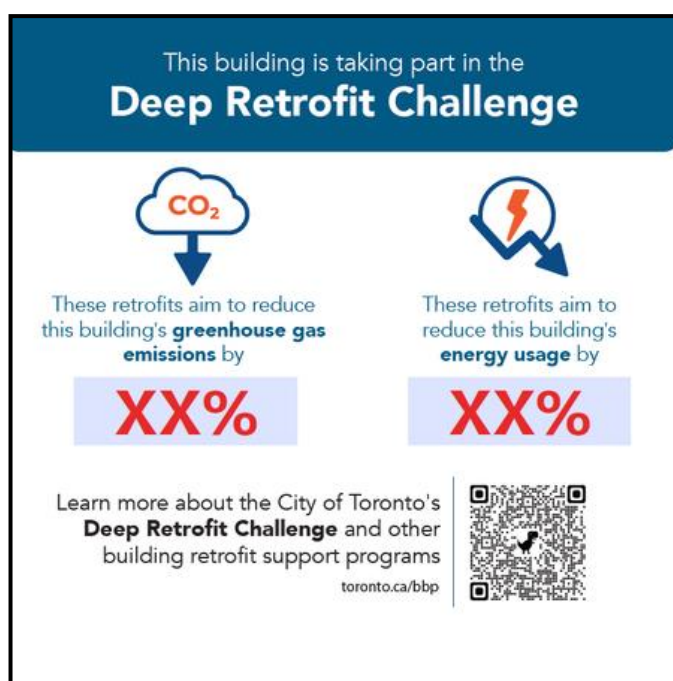
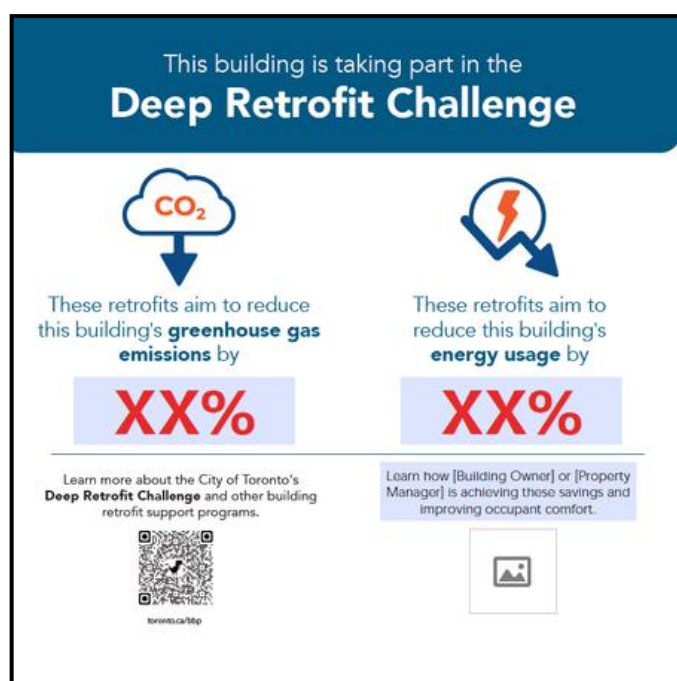
Many parts of a building's retrofit are invisible to the surrounding community. External upgrades, such as window replacements, may appear to be only an aesthetic upgrade rather than an energy efficiency upgrade. A lawn sign shares the key impacts of the building's retrofit: the reductions in GHG emissions and energy consumption, with the surrounding community.

Involving the wider community in your project is an important part of engagement, as it makes people feel good about being part of a community where people take care of the environment. It also promotes the benefits of deep retrofits, which may inspire other building owners and operators to do the same.

A lawn sign can be customized to reflect the goals of your project. Including QR codes can direct pedestrians and community members to your building's or company's website to learn more about the project, or to resources on deep retrofits in general.

Two versions of the lawn sign are provided with the toolkit. The first version has two QR code fields: one that directs to the City's Deep Retrofit Challenge website, and one that can be customized to link to the building's or building management's website.

Because not every building has its own webpage, the second version presents just one QR code that provides the City's information.



Occupant Wellbeing

4 Communications

Despite best efforts to minimize or avoid disruptions, they may be necessary during retrofit construction activities to allow workers to safely complete the necessary upgrades to the building's systems. How these disruptions are handled and communicated by the building owner or management is one of the biggest factors in how they are perceived by occupants. We will provide some tips to help ensure that your occupants feel involved and cared for throughout the retrofit process.

Disruptions can include: reduced access to certain areas, mandatory shut-off of power, water, and heating/cooling systems, and excessive noise.

To limit confusion and negative reactions from the occupants, communicate any possible disruptions with plenty of notice and multiple reminders to occupants. Be sure to abide by all existing regulatory standards.

The following are a set of practices that can be shared with occupants to help them prepare for disruptions, minimize impact and avoid any potential damage to their property or suites.

Gift Cards and Passes

Consider how service disruptions and construction noise may affect the occupants, and consider offering gift cards, passes or coupons to help mitigate those effects:

- If electrical service will be disrupted all day, offer food delivery coupons so residents don't have to worry about preparing meals.
- If water supply will be disrupted, arrange for day passes at a local fitness centre, so residents are able to shower and wash up.
- If electrical service is disrupted and/or there will be significant construction noise, arrange for work-from-home alternatives like a day pass to a local co-working space.
- If service interruptions must span multiple days, consider working with occupants to help them plan for alternative places to stay:
 - Incentivize staying with friends and families with gift cards, or rent bonuses.
 - Pre-arrange group rates on local hotel rooms.

Resources

Communities usually have free services that occupants can utilize to get out of the house and continue their day during disruptions. You can minimize the impact on occupants by providing a list of local resources that are available. Do some research and provide a list or map with some of these options, such as:

- Libraries.
- Early ON centres for families with young children.
- Community centres.
- Cafes and coffee shops with free wi-fi.
- Activities.
- Washroom facilities.

Accessibility

Give special consideration to how service interruptions will affect occupants with accessibility needs:

- How will elderly tenants or mobility device users enter and exit the building during electrical service interruptions?
- How will water shut-off affect elderly occupants with specific medical conditions, especially if home care visits are pre-booked?

These issues can be resolved by identifying affected occupants and working with them to create mitigation and safety plans on a case-by-case basis, in advance of the disruptions.

Case Study

During the deep energy retrofit of an eight-storey social housing complex, contractors assigned a tenant liaison person who worked directly with tenants to accommodate special needs and scheduling throughout the project. This allowed for an understanding of tenants' concerns and proactive strategies to address potential challenges. As a result, the project was completed on time, under budget, and with positive tenant feedback.

In this Section

Service Disruption Notices

Monthly Newsletter Template

Service Disruption Notices

Service disruption preparation cards can be distributed to occupants as part of your communication plan, in advance of scheduled disruptions. A good time to use this resource is when issuing a final reminder about an upcoming disruption, so that occupants are also reminded to implement the preparation measures. Building owners and managers should customize the sheets to ensure the suggestions are appropriate for their building's retrofit.

Water

Before

- Plan to shower or bathe before the scheduled water shut-off.
- Fill bottles, pots, and vessels for drinking and personal use
- Keep a bucket of water beside the toilet to assist in flushing solid waste.
- Have hand sanitizer available for cleaning hands.
- Do not run the washing machine or dishwasher if the cycle won't be finished before the shut-off.
- Remove all clothing from washing machine prior to shut-off, in case there is back flow.
- If an unexpected shut-off happens mid-cycle, remove any clothing from the washer to prevent damage.

During

- Do not turn on taps – accidentally leaving them open can cause a flood when the water comes back on if you're not there to monitor.

After

- You may experience a sudden burst of air from your tap or discoloured water. This is normal and should only last a few minutes.
- If your water is discoloured, run the tap until the water is clear.



NOTICE

Water Shut-Off

Month DD, YYYY

Start Time - End Time



Below are some hints to help manage the water shut off in the building



Prep for water shut off

- Fill bottle, pots, vessels for drinking and personal use. You can also fill your bathtub for longer outages.
- Keep a bucket of water beside the toilet to assist in flushing solid waste
- Have hand sanitizer available for cleaning hands.
- Do not run washing machine or dishwashers.
- If shut-off happens mid-cycle, remove any clothing to prevent damage



During water shut off

- Do not turn on taps – accidentally leaving them open can cause a flood when the water comes back on if you're not there to monitor.



After water shut off

- You may experience a sudden burst of air from your tap or discoloured water. This is normal and should only last a few minutes.
- If your water is discoloured, run the tap until the water is clear.

Have questions?

Management contact information



Electrical

Before

- Plan for backup power sources: batteries, portable chargers, or a power bank.
- Unplug small appliances and electronics to avoid damage from electrical surges.
- Prepare food for the outage time or plan an alternative.



NOTICE

Electrical Shut-Off
Month DD, YYYY
Start Time - End Time

During

- Do not open the fridge and freezer during the shut-off to keep them as cold as possible.
- The refrigerator will keep food cold for about 4 hours if unopened. A full freezer will keep its temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.
- Do not attempt to use the elevators.
- Notify your property manager if you have mobility needs during an outage.



Below are a some hints to help manage the electrical shut off in the building



Prep for electrical shut off

- Plan for back-up power sources: batteries, portable chargers, or a power bank
- Unplug appliances and electronics to avoid damage from electrical surges.
- Prepare food for the outage time, or plan an alternative



During electrical shut off

- Do not open the fridge and freezer to keep the cold in
- The refrigerator will keep food cold for about 4 hours if it is unopened. A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.
- Do not attempt to use elevators
- Notify your property manager if you have mobility needs during an outage



After electrical shut off

- Reset your clocks, automatic timers, and alarms.
- Don't turn all of your electronics back on at once, give it some time
- Double check freezer to ensure things have not defrosted

Have questions?

Management contact information



After

- Reset your clocks, automatic timers, and alarms.
- Don't turn all of your electronics back on at once, as this can cause a spike in electricity.
- Double-check the freezer to ensure frozen items have not defrosted.

Monthly Newsletter Template

A monthly newsletter is an effectively method of regular and ongoing communication with the occupants. It can provide general building updates, opportunity for occupants to build connections, and make people feel more connected to their home and community.

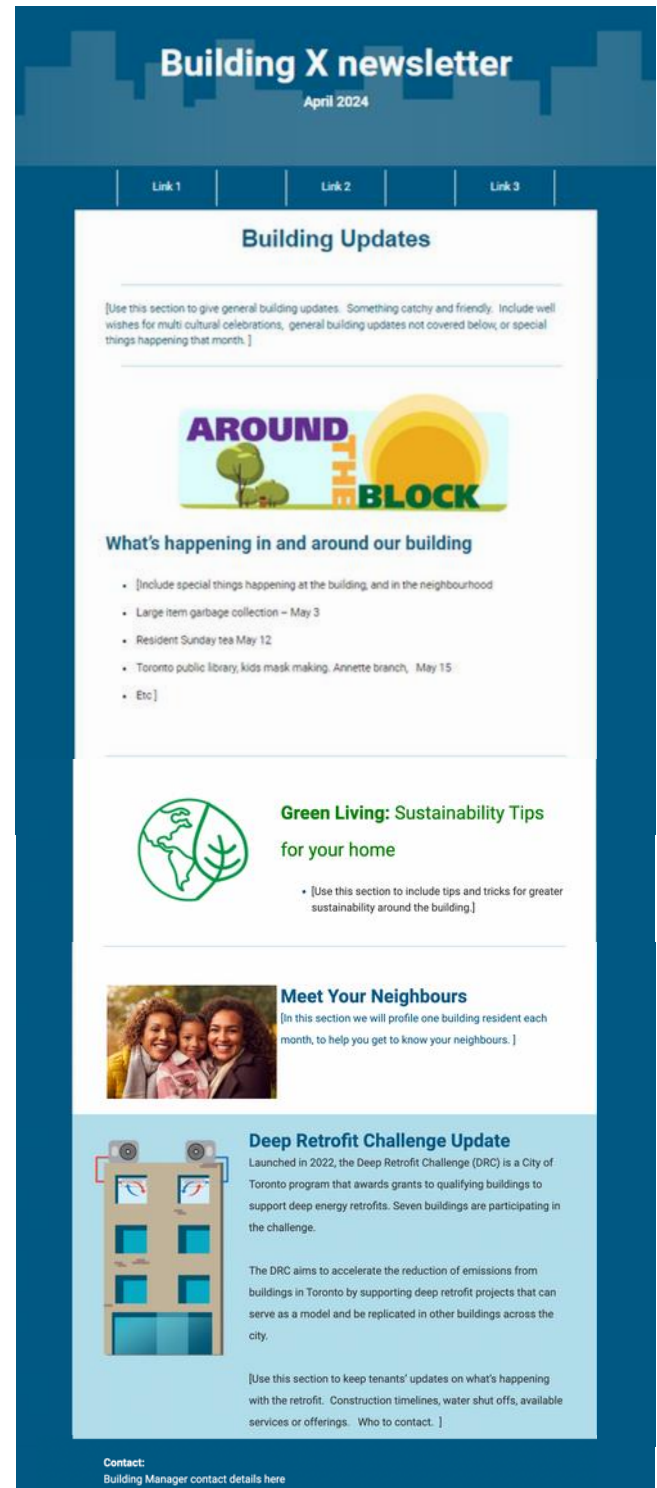
Adding a dedicated section about the deep retrofit project gives resident a reliable information channel, and allows you to provide updates on the project at regular intervals.

The information shared can include any of the information outlined in this toolkit, such as project milestones, disruptions, and events.

Bundling information together into a single recurring newsletter instead of multiple individual emails, each with less information, is also a way to avoid notice fatigue: where readers stop reading your communications due to the high volume of notices they receive.

The newsletter is effective before, during, and after the retrofit and should be used as an ongoing engagement tool beyond the deep retrofit process to continue with resident engagement and occupant wellbeing.

The full template is available as a Microsoft Outlook template file.



Contact Us



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