

Swansea Mews Response

Tenant Q&A #2 | Updated: June 10, 2022 |

Is there going to be another town hall meeting and if so, when? New Question

A second town hall has been scheduled for Tuesday, June 14, 2022, from 6-8:30 p.m. at the Humber College Lakeshore campus auditorium.

The first town hall meeting was held on Tuesday, June 7, at Humber College's Lakeshore campus. It was attended by Councillor Perks, TCHC's CEO and COO, as well as a number of subject matter experts from TCHC.

What happened on May 27?

In the early hours of Friday, May 27, a concrete ceiling panel broke away in a townhome unit in Block H of the Swansea Mews community. The ceiling panel landed on and seriously injured a person.

Why did the ceiling panel fall?

Based on a report by a structural engineer, we believe the cause dates back to the building's original construction. Further testing is needed to determine the extent of the issue and we can't rule out the possibility of a similar accident. As a result, our primary focus is ensuring tenant safety.

What steps are you taking to protect tenants' safety? Updated Answer

Your safety is our top priority. We are asking tenants to move to temporary accommodation because of the potential safety risk to

remaining in the community. As units are vacated, we will install temporary structural supports (shoring) to protect against the potential of another similar incident, allowing engineers to enter and inspect the units and determine whether more faulty ceiling panels exist. We recognize the disruption this will cause and we are working hard to make this transition as smooth as possible.

TCHC is installing structural supports in my unit. What will that look like and is it safe?

Updated Answer

Commonly known as shoring, these supports are steel or wooden beams that create a protective barrier inside a unit, allowing engineers to safely enter and conduct inspection of the ceiling panels. If the inspection confirms that there are no defective ceiling panels present, the plan is to remove shoring and clear your unit for you to return home. We are working with the City of Toronto's Chief Building Official to finalize this process.

I was told that I would only be out of my home for two weeks. Is that still correct?

New Question

Tenants may be out of their homes for longer than two weeks and we acknowledge that this initial timeline was not realistic. The situation is fluid, requiring us to change plans rapidly in response to new information. We apologize for the inaccuracy.

TCHC is reviewing its inspection plan to find ways to safely complete inspections faster, so that units can be cleared and tenants returned to their homes.

Once shoring is installed, can I return to my unit?

New Question

At this time, no. TCHC is exploring every option to minimize the

disruption of relocation. Currently, shoring is being installed to make the unit safe for engineers to enter and complete their inspection. If the inspection confirms that there are no defective ceiling panels present, TCHC’s proposed plan is to remove the shoring so that the unit can be cleared for you to return home.

I heard that my unit is being scanned. What does that mean?

Engineers will use electromagnetic image scanning to inspect every ceiling panel in every unit. This imaging will allow engineers to understand if your unit has a ceiling panel with the same defect as the panel that fell on May 27.

If I have moved out, why can’t someone check my unit now so that I can move back in sooner? New Question

TCHC is prioritizing temporarily vacated units. This means that vacated units will be inspected for the faulty ceiling panel faster and families can return home if the inspection confirms that there is no defective panel in the unit.

Can you provide the names of the contractors and engineering firms that are working in the community? New Question

Yes, please see below:

Contractors	Engineering Firms
Trinity Services Inc.	CS&P Architects Inc.
Uniqueco Building Restoration	WSP Global Inc.
PSP General Contractors	RJC Engineers
APlus General Contractors	
Alltra Building Restoration	

Can tenants see the engineering report that was completed after the fallen ceiling panel was inspected? New Question

Yes. TCHC will request a report from the engineering firm that summarizes their findings. These engineers have also agreed to attend the next town hall and take questions from residents.

Where will I live while I have to vacate my unit?

If you do not have family or friends that you can stay with, TCHC is arranging for a large block of dormitory residences at Humber Lakeshore Campus. A limited number of hotels are providing rooms, as well, based on availability.

To request temporary lodging, call the Swansea Mews hotline at 416-945-0900 or email swansea.mews@torontohousing.ca.

What should I take with me when I leave for temporary lodging?

We recommend that you bring all your prescription medicines and medical information, as well as ID, important papers and cards. This includes your driver's license, passport, health insurance (OHIP) card, insurance information, legal documents (birth certificates, social insurance cards, will, vehicle registration and ownership papers, marriage/divorce papers, etc.), financial records such as bank account information, credit and debit cards, and government benefits and retirement account statements. Pack other irreplaceable valuables and items, including glasses, contact lenses and other health-related items. If you have young children, bring formula or milk, bottles, baby food, diapers, and wipes, as well as clothing, toiletries, school supplies, toys and other items.

Is TCHC moving people to other units in the TCHC portfolio?

Updated Answer

At this time, TCHC is focused on securing temporary lodgings to allow engineers to shore units and complete further tests. A formal relocation process is not being planned at this time, but we will keep you informed of next steps as the testing progresses.

TCHC still maintains its pre-existing transfer policy for those with accommodation needs on the basis of a Human Rights Code identified ground, where those accommodation needs can only be met by a transfer. Those needs can include—but are not limited to—accessibility concerns, environmental exposure and mental health, for example. Families can apply through your local Tenant Services Hub or regional office, through the Client Care Centre (by email at help@torontohousing.ca or through phone at 416-981-5500), or by mailing your application to 931 Yonge St., Toronto ON, M4W 2H2, to the attention of the Intake Specialist.

All moves through the transfer program are permanent moves. Families that move through the transfer program will not have the right to return to a unit in Swansea Mews in future, in the event of a retrofit of the community.

Can I still go into my unit to get my things after I move to temporary lodging?

Updated Answer

Community Safety Unit officers or Allied Security's on-site guards will escort you to ensure your safety while in the building, which is under inspection by engineers.

To arrange this, call the Swansea Mews hotline at 416-945-0900 or email swansea.mews@torontohousing.ca.

What will happen to the things I leave in my unit?

Security will be posted 24/7 in the Swansea Mews community to monitor access and safeguard unoccupied units. When TCHC contractors are in your unit to install shoring, there will be a TCHC representative present.

I was given a Content Manipulation form and asked to sign it. What does this mean?

Updated Answer

As part of the work to install shoring, TCHC's contractor may need to move your personal belongings out of the work area and return them to the area once the work has been completed. When you sign this form, you give permission for this work to take place.

The original version of this form included a section that released TCHC from responsibility in the event that your property was damaged by the contractor. While this is a standard clause in many agreements both at TCHC and elsewhere, we have made the decision to remove the clause for this form.

A new version of the form is available for tenants. You can contact local staff to sign the new agreement and void the previous form, receiving a copy as proof that it was voided.

How will I access my mail and package deliveries?

New Question

TCHC is coordinating with Canada Post's Area Manager, who is responsible for Swansea Mews deliveries, to arrange for mail and package collection. More information will be provided when this arrangement is finalized.

If you have packages coming with a different delivery service, we suggest contacting them directly.

Will I be paying rent while I am out of my unit? Updated Answer

Swansea Mews tenants who vacate their units by June 15th will not be charged rent or parking for June 2022.

Who is covering the costs associated with having to leave my unit (i.e., transportation, personal items, toiletries, etc.)?

TCHC will be providing transportation, as well as gift cards so that you can purchase personal items, toiletries and other things to help during the time you are temporarily away from your unit.

Will TCHC cover the cost of food or other goods that expires while I am staying in temporary accommodations?

We are looking into this and will provide more information when available. In the meantime, we suggest contacting your contents insurance provider to see what coverage they provide for circumstances such as these. TCHC Community Services Coordinators can provide documentation for your insurance provider, if verification is required.

Can you give me some kind of documentation to prove to my employer/school that I've been impacted by this?

A Community Services Coordinator can draft a letter for your employer or school to confirm the details of the situation and the impact it is having on residents of the Swansea Mews community.

To request this, call the Swansea Mews hotline at 416-945-0900 or email swansea.mews@torontohousing.ca.

A lawyer has advised that we do not move.

New Question

What legal right do you have to make me move?

At this time, tenants are not legally required to leave their unit.

Tenants are being asked to move to temporary accommodation because there is an emerging public safety risk in Swansea Mews that could endanger them. TCHC is offering a safe alternative for tenants, until more information on the scale of the risk is available.

How can tenants access legal support?

New Question

There are a number of supports that tenants can access:

- Parkdale Community Legal Services
416-531-2411
<https://www.parkdalelegal.org/>
- Law Society's Referral Service
1-855-947-5255 or 416-947-5255
<https://lsrs.lso.ca/lsrs/welcome>
- ProBono Ontario
1-855-255-7256 or by web at:
<https://www.probonoontario.org/>

Is Swansea Mews going to be demolished for private condominiums? / Is this an excuse to kick Swansea tenants out and privatize the community?

No. There is no plan to do this. Even in revitalization projects like Regent Park or Lawrence Heights where older housing is demolished for new buildings, every TCHC tenant that leaves a community due to revitalization or refurbishment has the right to return to a new unit.

Why can't you move us out, revitalize the community and bring us back?

Revitalization is a long process, which takes years of planning, financing and approval by government before work can start. Prior to the incident on May 27, there was a plan for an extensive retrofit of Swansea in 2023. We are reviewing the timeline for this plan and will provide updates to the community when available.

What is included in the planned retrofit project for Swansea Mews? [New Question](#)

The planned retrofit includes the complete gutting and rebuilding of all units, all new interior finishes, as well as roofing work, repair of garage slabs, basement floor slabs, windows and exterior envelope upgrades.

What was the ReSet program? [New Question](#)

Swansea Mews was part of a work plan in 2016 called ReSet, which was intended to be a large-scale refurbishment of the community. ReSet was not funded, but TCHC continued advancing the designs and plans for Swansea Mews, preparing them to be put into action. TCHC has also invested approximately \$5 million in capital repairs in Swansea Mews between 2017 and 2021, through a dozen different projects in the community.

Do the Humber College units have kitchens? [New Question](#)

The Humber College units have kitchenettes, which include a small fridge and a microwave. People staying at Humber College will have access to the school's cafeteria meal plan at no cost, starting June 8, 2022.

Will TCHC pay for my gas costs if I need to drive further to get to work or school?

New Question

Tenants receive a daily \$25 incidental, on top of the meal plan provided at Humber College. This money can be used for gas, clothing or other items that you need.

Is food provided for me when I am in temporary accommodation?

New Question

People staying at Humber College will have access to the school's cafeteria meal plan at no cost. If your accommodation does not offer a meal plan on-site, you'll be provided with a daily per diem to pay for food.

I have pets, where can I be accommodated if I leave Swansea Mews temporarily?

New Question

TCHC has found a limited number of hotel rooms that will take pets, located in Mississauga and Vaughan. TCHC is contacting pet owning families as rooms become available to determine if they are willing to be accommodated in these locations.

This is a particularly busy time for hotels, and many hotels do not accept pets, making it difficult to find locations. We appreciate your understanding while we look for additional locations.

A fire occurred in Swansea earlier this year. What caused it and why were notices posted that asked people to put out candles and cigarettes?

New Question

This was an electrical fire, caused by faulty compressor switch in the fridge. The notices that were distributed were part of TCHC's monthly Fire & Life Safety education campaign. These were posted in all TCHC communities to spread awareness of helpful information. The notices were not a direct response to the fire in Swansea Mews.

What support is being provided to transport students to and from school?

New Question

TCHC is providing shuttle bus service from temporary accommodations to Swansea Mews so that students can continue to access their regular school bus routes.

Where can I get more information about what's happening in Swansea Mews?

TCHC has created a dedicated telephone hotline and an email inbox to receive and respond to questions from residents of Swansea Mews specifically.

Email: swansea.mews@torontohousing.ca

Telephone hotline: 416-945-0900

A webpage has also been created with community updates:
<https://www.torontohousing.ca/swansea-mews>



Call **416-981-5500** to request this handout in an alternate language or format.