



# Swansea Mews Update | August 5, 2022

## Message from CEO Jag Sharma

I am pleased to share the first issue of Swansea Mews Update, our email bulletin for Swansea Mews tenants. We've created the bulletin to keep you informed about the relocation process and the supports available to you. Coming issues will also include information about planning for the future of Swansea Mews.

We know the unprecedented events affecting your community have been stressful and disruptive. We deeply appreciate your cooperation and resilience as we work to get you and your families into stable, suitable homes as soon as possible.

We have created this email bulletin and other communications channels to give you timely updates. You can also use the tenant hotline to reach out if you need supports.

Jag Sharma  
President and CEO, Toronto Community Housing

## Plan for the future of Swansea Mews

Tenant safety continues to be our top priority. We are working with third-party engineers to develop a plan for Swansea Mews that is based on professional expertise and will put your safety first. At this time, we are unable to say when the plan will be ready. We will share it with the community as soon as it is ready.

We have received engineering reports and advice from experts that suggest it will take years before tenants can return to the community. We will continue to provide regular updates to you as soon as they are available.



Go to [torontohousing.ca/swanseamews](https://torontohousing.ca/swanseamews) for up-to-date information and resources.

## Donations from Stone Soup Network

The Stone Soup Network, a community partner, has collected donations to help tenants who have been displaced from the Swansea Mews community. Please review the details below for more information about these donations, including how to apply using the Stone Soup online form. Applications are due Thursday, August 11. Your information will be kept confidential and secure, and limited information will be given to TCHC only to confirm your household as Swansea Mews tenants who have been displaced.

### Information about how to apply:

Stone Soup will distribute funds equally to eligible households in August. This will be done by cheque. **To be eligible for these funds, Swansea Mews households must apply using the online form below.**

### How do I sign up?

The head of your household (listed on the lease) must go to <https://forms.office.com/r/UT8uDVSLDY> and fill out the form. Applications are due **Thursday, August 11, 2022.**

### Is my information confidential?

Stone Soup will keep all information private and secure. Limited information will be given to TCHC to confirm your tenancy through the following steps:

1. You will need to consent for Stone Soup to share with TCHC that you have applied for these funds.
2. Stone Soup will contact TCHC to disclose your household has applied.
3. TCHC will contact your household to confirm you have applied for this program. We will also get your consent to share with Stone Soup that you are a TCHC tenant who has been displaced from Swansea Mews.
4. TCHC will confirm with The Stone Soup Network that you (as the applicant) are a TCHC tenant who has been displaced from Swansea Mews.



### **Who do I speak to if I have questions?**

The Stone Soup Network is managing this relief fund. You can contact Kate Hoffman, the Stone Soup Network Junction High Park Local Director, if you have questions. You can reach her at **416-820-1805** or [katehoffman@stonesoupnetwork.ca](mailto:katehoffman@stonesoupnetwork.ca).

Stone Soup Network is a volunteer-powered community project of Windermere United Church. Go to [stonesoupnetwork.ca](http://stonesoupnetwork.ca) for more information about the Stone Soup Network. Go to [windermerechurch.ca](http://windermerechurch.ca) for more information about Windermere United Church.

## **Hotel Extension Notice**

Toronto Community Housing (TCHC) is working to support Swansea Mews tenants who are still living in hotels. We have gotten an extension on these hotel contracts. We are targeting an extension for these temporary accommodations until the **end of August**. If this date changes, we will let you know well in advance. Please review the attached Hotel Extension notice for additional information.

## **Safety protocols for accessing your unit**

For your safety and security, we are limiting access to Swansea Mews and to your unit. There is significant safety risk in entering your unit.

To get access to your vacated unit to retrieve your personal belongings, you must make an appointment with TCHC staff. You will not be allowed to access your unit without an appointment.

If you must return to Swansea Mews, please be aware of the safety protocols as outlined in the attached Notice to Swansea Tenants – Access to your unit.

## Latest relocation updates

Toronto Community Housing continues to work with Swansea Mews tenants living in temporary accommodation to move them to a relocation unit or another temporary accommodation. We are working hard to make this transition as smooth as possible.

As of August 4, we are in our fourth round of the relocation process and are still receiving acceptances from tenants that matched with a relocation unit this round. Please find below the latest numbers on our relocation efforts:

Status	Number of Households
Accepted a Relocation Unit	55
Moved to their Relocation Unit	33

**For current updates about the relocation process, please visit our Question and Answer page at:**

<https://www.torontohousing.ca/Pages/Swansea-Mews-FAQ>

### Supports

Tenant hotline: **416-945-0900** | [Swansea.Mews@torontohousing.ca](mailto:Swansea.Mews@torontohousing.ca).

Gerstein 24-Hour Crisis Line: **416-929-5200** | [gersteincentre.org](http://gersteincentre.org)

### Information

TCHC webpage: [torontohousing.ca/Swansea-Mews](https://www.torontohousing.ca/Swansea-Mews)

- Includes updated FAQs about the Relocation Process

# Notice to Swansea Mews tenants: Hotel room extensions



## Friday, August 5, 2022

Toronto Community Housing (TCHC) is working to support Swansea Mews tenants who are still living in hotels. We have gotten an extension on these hotel contracts. We are targeting an extension for these temporary accommodations until the **end of August**. If this date changes, we will let you know well in advance.

We understand these events have been stressful and disruptive. It is important that we move your household into longer term housing through the relocation process. We will work with you to create a plan for next steps. We are here to support you and your family to make the transition into stable housing as smooth as possible.

## Relocation process

Round four of the relocation process is concluding today (Aug. 5). Round 5 will begin on the weekend (Aug. 6-7).

For households in round 5, relocation team members will send you a list of available units. They will work with you to review all the units available for you. **It is important that you include as many units as possible on your Tenant Preference Form.** This helps get your family matched and into stable housing as soon as possible.

All tenants have a right to return to Swansea Mews when it is safe to do so. Each household will sign a relocation agreement with TCHC to confirm that.

## Questions?

For more information or if you have a specific request, contact the hotline at **416-945-0900** or [swansea.mews@torontohousing.ca](mailto:swansea.mews@torontohousing.ca).



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

# Swansea Mews

## Access to your unit

Toronto  
Community  
Housing



## **For your safety and security, we are limiting access to Swansea Mews and to your unit.**

**There is significant safety risk in entering your unit. If you must return to Swansea Mews, please be aware of the following safety protocols:**



- We have put up a perimeter fence around the Swansea Mews property and restricted access to the property as required by the Superior Court judgment.
- We have sealed the door of every unit.
- CCTV cameras have been installed on site for security purposes.
- Security staff are now on site 24x7 at each building.

**To get access to your vacated unit to retrieve your personal belongings, you must make an appointment with TCHC staff. You will not be allowed to access your unit if you haven't made an appointment.**



- Please call the tenant hotline at 416-945-0900 or email [Swansea.Mews@torontohousing.ca](mailto:Swansea.Mews@torontohousing.ca).
- It is very important to call ahead for an appointment. This gives us time to make sure the right safety procedures are in place for you to go back inside your unit.
- A maximum of two people will be allowed to enter the unit at a time. Leaseholders can authorize someone else to enter their unit, but they must provide proof.

## Please note the following requirements for your visit:



- You must provide photo ID and sign in and out at the security desk. TCHC has the ability to deny you access if you are not on the lease and if you do not have authorization from the leaseholder to enter the unit.
- You must sign an “Assumption of Risk and Waiver of Liability” form before you enter the site.
- TCHC staff will give you a hard hat, safety boots and mask, and they must be worn while you are onsite. You must return these items at the end of your visit.
- A security guard will accompany you to and from the unit.
- Maximum time allowed in the unit is three hours. If you need to stay onsite for longer than that, you must let TCHC staff know when you are scheduling your visit. There must be a valid reason, and TCHC staff have the ability to deny longer access.
- We highly discourage you from bringing children under 12 on site.



If you have questions or concerns about accessing your unit to retrieve your belongings ahead of your planned move to your relocation unit, please contact the Relocation hotline at 416-981-4771 for more details.

We understand this whole process has been disruptive, but your personal safety is our top priority. Please help us to keep you and your family members safe by following these guidelines if you must return to the community.



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