



## Swansea Mews Update #5 | September 9, 2022

This is the fifth issue of Swansea Mews Update, our email bulletin for Swansea Mews tenants.

This issue has information about:

- Relocation update
- Claims process and furniture
- Back-to-school supplies
- Canada Post forwarding mail
- Municipal election voters' list

As always, you can use the tenant hotline to reach out for supports or information.

### Relocation update

To date, 62 households have signed leases and 61 have moved in to their relocation unit.

Round 7 began on September 2. We held open houses for available units in the east, central, and west areas of the city, and have extended the deadline for submitting your household's selection of units to September 12.

We strongly encourage all Round 7 households to select as many units as possible on your forms. This will help us to match your household to a suitable unit in order to relocate you and your family to stable, long-term housing as soon as possible.

We continue to make every effort to find rent-ready and available units to offer you. This includes working with the City of Toronto to find units with other non-profit housing providers, such as YWCA.

**Unfortunately, there are no additional YWCA units available in Round 7** and we do not expect any additional units of this kind in future rounds.

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If you have any questions about the relocation process, call **416-981-4771** or email [SMrelocation@torontohousing.ca](mailto:SMrelocation@torontohousing.ca).

### **Claims process and furniture**

As a reminder, you should report any cases of missing, stolen or damaged property, including furniture, to the Community Safety Unit (CSU) at 416-921-2323. An operator will take down your information, and a CSU officer will call you back to complete the report over the telephone.

Your completed report will be sent to TCHC's claims team, which will contact you about next steps in the claims process.

Toronto Community Housing will not provide funds to buy new furniture for your relocation unit.

Some furniture costs may be available through Ontario Works or the Ontario Disability Support Program. Talk to your case worker to explore what options may be available for your situation.

### **Back-to-school supplies**

Backpacks with school supplies will be provided for Swansea Mews children ages 6 to 12. TCHC staff will be in contact with families for distribution of the backpacks at their current locations.

### **Canada Post mail collection**

A reminder that TCHC has coordinated with Canada Post to arrange for mail and package collection for Swansea Mews tenants.

Your mail and parcel deliveries are available for pickup at 145 The West Mall between the hours of 9 a.m. and 5 p.m., Monday to Friday.

When collecting your mail, you'll need a piece of photo ID with your mailing address. Visit [canadapost.ca/id](https://canadapost.ca/id) for information about what identification Canada Post will accept.

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### Municipal elections voters' list

The 2022 Toronto Municipal Election is October 24. Eligible voters must vote in the ward where they live. The deadline to update your address or other information on the voters' list is Friday, September 23.

You can use the MyVote web application [www.toronto.ca/elections/myvote](http://www.toronto.ca/elections/myvote) to update your information until September 23, or use email at [VoterRegistration@toronto.ca](mailto:VoterRegistration@toronto.ca) or call 311 until October 14.

After October 14, you can add yourself to the voters' list at the voting location where you go to vote on election day.

For more information:

- Toronto Elections Voters' List webpage: [www.toronto.ca/city-government/elections/voter-information/how-to-vote/voters-list/](http://www.toronto.ca/city-government/elections/voter-information/how-to-vote/voters-list/)
- Toronto Elections webpage: [www.toronto.ca/elections](http://www.toronto.ca/elections)

### Supports

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

Relocation hotline: **416-981-4771** | [SMrelocation@torontohousing.ca](mailto:SMrelocation@torontohousing.ca)

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

### Information

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