

Toronto
Community
Housing



Swansea Mews Update

February 17, 2023

This issue of the Swansea Mews update newsletter has information about:

- Mail forwarding and pick-up
 - Internet sticks
 - Maintenance requests
 - Access to the site
 - Next steps for the site
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Swansea Mews emergency response completed

The Swansea Mews crisis was a traumatic event that dramatically affected the lives of you and your neighbours. Toronto Community Housing is deeply sensitive to the displacement, concern and confusion that you experienced during this time. We are grateful to you for your engagement in the process to relocate you and your family to a new relocation unit.

On Friday, February 24, TCHC will officially end the emergency response to the Swansea Mews crisis. This decision has been made because the relocation of households will be complete by mid-

February, and relocated tenants are now settling into new communities.

To support you going forward, TCHC would like to communicate final guidance and information to your household to help complete your transition.

Mail forwarding and pick-up

In 2022, Canada Post began rerouting mail to Swansea Mews, holding it at the Cloverdale Mall Canada Post location (250 The East Mall, Store #158). Canada Post has informed us that they will begin to return any remaining items at this location to the sender.

We recommend that you contact any organizations that regularly sends you mail (like banks, government agencies, healthcare providers) and update your mailing address, if you haven't already done that.

Internet sticks

In 2022, Rogers Wi-Fi sticks were given to households in temporary accommodation to allow online school and remote work to continue. The service to these Wi-Fi sticks has ended. If you still have a Rogers Wi-Fi stick, please contact Swansea.Mews@torontohousing.ca to arrange return.

Maintenance requests

As you settle into your relocation units, it's important that you get to know who your local TCHC staff are. All requests for maintenance, services or other concerns must be directed to them. You can also contact the Client Care team at **416-981-5500** to request assistance.

Going forward, the Swansea Mews relocation team will no longer be your point of contact.

Access to Swansea Mews ending

As the relocation process completes, TCHC is reminding relocated households that they will no longer have access to Swansea Mews. If your household has moved to your relocation unit and signed an N11 form to give up your unit in Swansea Mews, February 27 is the last day you can access your old unit to remove belongings. Anything left behind will be treated as something that you have abandoned and will be disposed of safely. If you have questions or concerns about this, please contact Swansea.Mews@torontohousing.ca.

Next steps for the Swansea Mews site

We have been working with partners and experts to find the best and fastest resolution to the issues at the Swansea Mews site. Based on engineering studies, it is now clear that there is no path towards fixing this problem with the buildings in their current condition. Toronto Community Housing is also paying daily costs to maintain the community as-is. This is money that could be used for future rebuilding. To limit costs and move forward in the most efficient manner, TCHC is starting a process that will lead to a demolition permit for the site. We do not have a timeline for demolition or rebuilding at this time.

The first step will be to ask our Board for their approval to apply to the City of Toronto for a permit to demolish the buildings. This will happen at the February 24th Board meeting. We are committed to replacing the units that will be demolished. Swansea Mews tenants that successfully completed the Swansea Mews relocation process tenants have the right to return when rebuilding is complete.

Supports

Tenant hotline

416-945-0900

swansea.mews@torontohousing.ca

Gerstein 24-Hour Crisis Line

416-929-5200

gersteincentre.org

Information

TCHC webpage

torontohousing.ca/swanseamews

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