

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.
- 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.