

Toronto
Community
Housing



Swansea Mews Relocation

Information and Next Steps

June 14, 2022



Relocation

What is the difference between Temporary Accommodation and Relocation?

Temporary Accommodation	Relocation
<ul style="list-style-type: none">• Hotels and dorms, where families will be staying for a short period of time• You do not have all of your belongings and furniture with you• You do not pay for rent with Temporary Accommodation	<ul style="list-style-type: none">• All of your belongings and furniture are moved from Swansea Mews to your Relocation unit• You will sign a lease for your Relocation unit• You will have a choice to return to Swansea Mews once the ceiling repairs / refurbishment is complete or remain in your Relocation unit• If you return to your Swansea units once ceiling repairs are complete, you will have to relocate again for the future refurbishment



Relocation

Who will be moving and what are the requirements?

- All tenants will be part of a Relocation process to secure stable housing
- Tenants currently residing in temporary accommodation at Humber College will be relocated first as the lease with the college is expiring soon
- Decisions made will be done with consideration of the Human Rights Code and Crisis Transfer Policy
- Tenants currently living at Swansea Mews, hotels and other temporary accommodation will be relocated next
- **All tenants will have a right to return**



Relocation Documents

1. Toronto Community Housing Relocation Policy

- Guides the relocation process for all TCHC communities
- Lists tenant rights and obligations
- Confirms TCHC's commitments and obligations

2. Swansea Mews - Tenant Relocation Agreement

- Outlines rights and responsibilities for relocation and returns
- Confirms move-out date
- Confirms acceptance of relocation unit
- Confirms Right to Return
- Confirms what moving costs are provided to all tenants



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Relocation Process



Step 1: Notification

- Tonight's meeting serves as the start of the formal Relocation process to move you into stable housing
- We will explain the steps in the Relocation process
- You will receive a handout outlining these steps and your rights in the Relocation process



Step 2: Unit Selection Process: Random Draw

- The first step in the selection process is the Random Draw meeting
- All families in Swansea Mews are randomly given a number
- When it comes to matching you with a relocation unit, Relocation staff matches your preferences to available units using the Preference Form
- If two households have the same preferences, they will be matched in order of their draw number
- You have the option to attend the draw meeting
- It will be held virtually via a Webex meeting **tomorrow June 15th**. Link will be provided via TCHCs website



Relocation Process



Step 3: Choosing a unit

- You will receive a list of units, and you can speak with relocation staff to review all units that match your household qualifications
- You will rank preferred units on a Tenant Preference Form
- Relocation staff will match your preferences to available units using the Preference Form. If two households have the same preferences, they will be matched in order of their random draw number



Step 4: Offer Letter

Once your choices have been reviewed, you will receive an offer letter for a relocation unit

- Relocation staff always try to give you your first choice of unit
- You have an opportunity to view the unit
- You must sign and return the Acceptance/refusal form to TCHC
- If you don't return this form, TCHC will assume you are refusing the unit



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Relocation Process



Step 4: Offer Letter

Once you are sent an offer of a Relocation unit, you can:

- 1. Accept the offer** – sign a lease for the Relocation unit and get ready to move.
- 2. Decline the offer** – your households goes into Round 2.





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Relocation Process



Step 5: Moving

- TCHC pays for all moving costs
- Reimbursement of costs to disconnect and reconnect your existing telephone, cable television, internet, gas, water and hydro
- 4 months of mail forwarding





Final Comments on Relocation

- All households will be **right-sized** into the unit they are eligible for
- We will work with households in arrears to sign a Repayment Agreement
- For tenants still residing at Swansea Mews, priority will be moving you to a temporary accommodation to ensure safety of your family





Relocation & Return Process

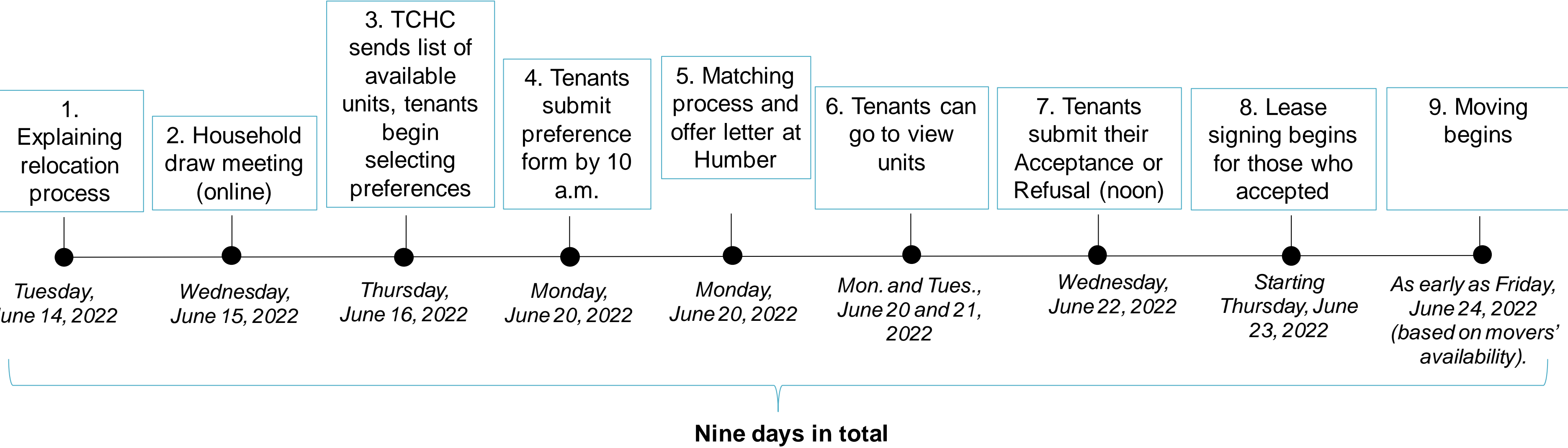
Event	Date	Details
Explaining relocation process	Tonight, June 14	In person, Humber College Lakeshore campus
Household Random Draw Meeting	Wednesday, June 15	Video (WebEx) meeting
TCHC to send out available units for each household	Thursday, June 16	At Humber College + by email
Deadline for Humber tenants to submit their preferences	Deadline: Monday, June 20 at 10:00 a.m.	
Matching process	Monday, June 20 10:00 a.m. to 12:00 p.m.	
Offer letters go out	Monday, June 20 at 12:00 p.m.	On site at Humber College
Tenants to view units	Monday, June 20 and Tuesday, June 21	Organized by relocation team
Tenants submit their Acceptance or Refusal	Deadline: Wednesday, June 22 at 12:00 p.m.	
Lease signing for tenants who Accept, arrange for moving	Thursday, June 23 onwards	
Moving begins	Friday, June 24	Subject to movers availability

If you have any questions about this process, please call our hotline at **416-945-0900** or reach out by email at **Swansea.Mews@torontohousing.ca**

Swansea Mews: relocation process



Round one: Humber College group

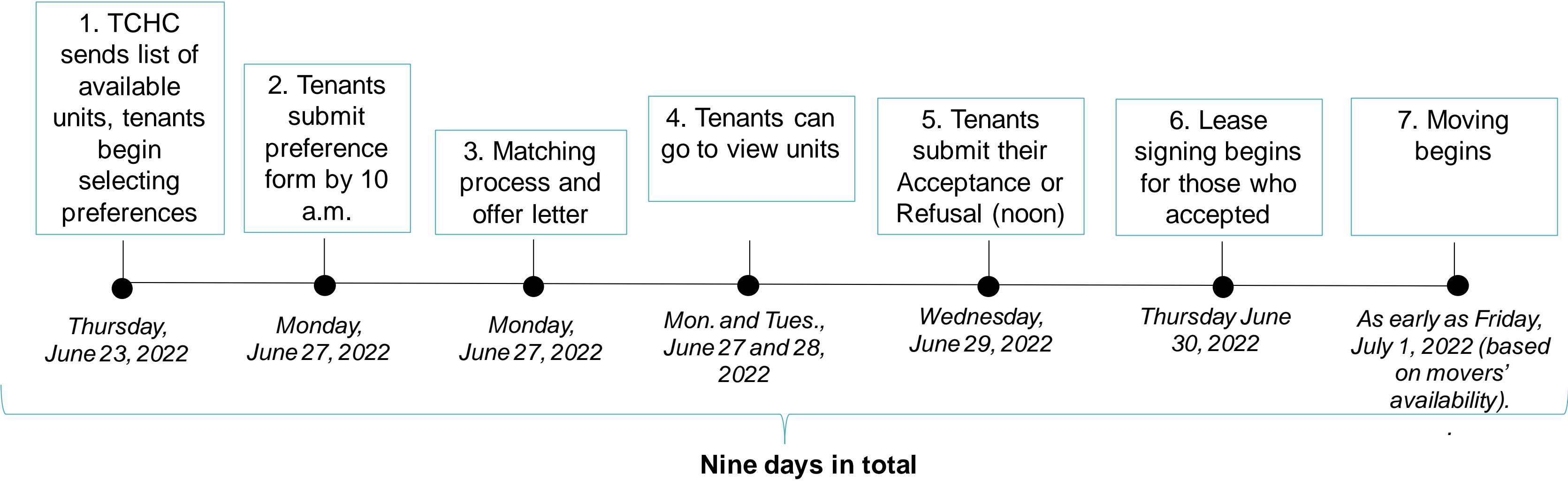


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Swansea Mews: relocation process



Round two onwards: Swansea Mews group



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Thank you!
Questions?

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