

Swansea Mews emergency repairs

Tenant Q&A | Last updated: June 2, 2022 |

What happened?

In the early hours of Friday, May 27, a large concrete panel broke away from the ceiling in a townhome unit in Block H of the Swansea Mews community. The ceiling panel landed on and seriously injured a person, who was transported to hospital.

Why did the ceiling panel fall?

Based on a report by a structural engineer, we believe the cause dates back to the building's construction. Further testing is needed to determine the extent of the issue and we can't rule out the possibility that a similar accident won't occur again. As a result, our primary focus is ensuring tenant safety.

What steps are you taking to protect tenant safety?

Your safety is our top priority. We are taking immediate steps to install temporary structural supports (shoring) in occupied units to protect against the potential of another incident. All Swansea Mews residents will need to temporarily vacate their units for approximately two weeks while this work is being done. We recognize the disruption this will cause and we are working hard to make this transition as smooth as possible, getting you back home when shoring has been installed.

TCHC is installing structural supports in my unit. What will that look like and is it safe?

Commonly known as shoring, these supports are steel or wooden

beams that create a supporting frame inside a room. Beams will stand against the walls of a room, connected to other beams that run across the ceiling. Together, they form a protective barrier in the unlikely event that a ceiling panel were to come loose. We are installing the supports as a precaution, based on the advice of engineers who inspected the buildings.

I heard that my unit is being scanned. What does that mean?

TCHC contractors will use electromagnetic imaging to inspect the ceiling panels in every unit. This imaging will help engineers to understand if your unit has a ceiling panel that is the same as the panel that fell on May 27.

Where will I live while I have to vacate my unit?

If you do not have family or friends that you can stay with, TCHC is arranging for a large block of dormitory residences at Humber Lakeshore Campus. A number of hotels are providing rooms, as well, based on availability. Email swansea.mews@torontohousing.ca to request temporary lodging or call the Swansea Mews hotline at 416-945-0900.

What should I take with me when I leave for temporary lodging?

We recommend that you bring all your prescription medicines and medical information, as well as ID, important papers and cards. This includes your driver's license, passport, health insurance (OHIP) card, insurance information, legal documents (birth certificates, social insurance cards, will, vehicle registration and ownership papers, marriage/divorce papers, etc.), financial records such as bank account information, credit and debit cards, and government benefits and retirement account statements. Pack other irreplaceable valuables and items, including glasses,

contact lenses and other health-related items. If you have young children, bring formula or milk, bottles, baby food, diapers, and wipes, as well as toys and other items

Is TCHC moving people to other units in the TCHC portfolio?

At this time, TCHC is focused on securing temporary lodgings to allow engineers to shore units and complete further inspections. A formal relocation process is not being planned at this time, but we will keep you informed of next steps as the investigation progresses.

Can I still go into my unit to get my things after I move to temporary lodging?

Community Safety Unit officers will escort you to ensure your safety while in the building, which is under inspection by engineers. To arrange this, call the Swansea Mews hotline at 416-945-0900 or email swansea.mews@torontohousing.ca.

What will happen to the things I leave in my unit?

Security will be posted 24/7 in the Swansea Mews community to monitor access and safeguard unoccupied units. When TCHC contractors are in your unit to install shoring, there will be a TCHC representative there to oversee.

I was given a Content Manipulation form and asked to sign it. What does this mean?

As part of the work to install shoring, TCHC's contractor may need to move your personal belongings out of the work area and return them to the area once the work has been completed. When you sign this form, you give permission for this work to take place. If you do not sign the Content Manipulation form, the installation

of shoring will be delayed, along with your eventual return to the unit.

Will I be paying rent while I am out of my unit?

Local staff have recommended that Swansea Mews tenants not be charged for rent or parking costs in the month of June. More updates will be provided when a final decision is made.

Who is covering the costs associated with having to leave my unit (i.e., transportation, personal items, toiletries, etc.)?

Toronto Community Housing will be providing transportation, as well as gift cards so that you can purchase personal items, toiletries and other things to help during the time you are temporarily away from your unit.

Will TCHC cover the cost of food or other goods that expires while I am staying in temporary accommodations?

We are looking into this and will provide more information when available. In the meantime, we suggest contacting your contents insurance provider to see what coverage they provide for circumstances such as these. TCHC Community Services Coordinators can provide documentation for your insurance provider, if verification is required.

When will I be allowed to return to my unit?

As soon as shoring has been installed, you will be contacted about arranging return to your unit. We expect shoring to take approximately two weeks, but you will return sooner if possible.

Can you give me some kind of documentation to prove to my employer/school that I've been impacted by this?

A Community Services Coordinator can draft a letter for your

employer or school to confirm the details of the situation and the impact it is having on residents of the Swansea Mews community. To request this, call the Swansea Mews hotline at 416-945-0900 or email swansea.mews@torontohousing.ca.

Is Swansea Mews going to be demolished for private condominiums? / Is this an excuse to kick Swansea tenants out and privatize the community?

No. There is no plan to do this. Even in revitalization projects like Regent Park or Lawrence Heights where older housing is demolished for new buildings, every TCHC tenant that leaves a revitalization community has the right to return to a new unit.

Why can't you move us out, revitalize the community and bring us back?

Revitalization is a long process, which takes years of planning, financing and approval by government before work can start. Prior to the incident on May 27, there was a plan for an extensive refurbishment of Swansea Mews. We are reviewing the timeline for this plan and will provide updates to the community when available.

Is there going to be a townhall meeting and if so, when?

There will be a townhall meeting for tenants. We are aware that some tenants have requested this townhall be held before the community moves to temporary accommodations. TCHC will be providing an update on the timing and format of the townhall as soon as possible.

Where can I get more information about what's happening in Swansea Mews?

TCHC has created a dedicated telephone hotline and an email inbox to receive and respond to questions from residents of Swansea Mews specifically. Client Care staff will also be receiving regular updates to assist staff that contact the call centre.

Email: swansea.mews@torontohousing.ca

Telephone hotline: 416-945-0900

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