



Swansea Mews Update

Item 7

July 28, 2022

Board of Directors

Report: TCHC:2022-56

To: Board of Directors (the “Board”)

From: President and Chief Executive Officer

Date: July 21, 2022

OVERVIEW:

The purpose of this report is to provide the Board of Directors with an update on Toronto Community Housing’s response to the partial concrete panel collapse at Swansea Mews and the Order to Remedy an Unsafe Building and Emergency Order subsequently issued by the City’s Chief Building Official.

On May 27, 2022, the underside of a structural concrete panel detached and fell in a bedroom of a townhome unit in Block H of the Swansea Mews community. This portion of the concrete panel landed on and seriously injured a person, who was transported to hospital.

Following this incident, TCHC evacuated Block H and offered temporary accommodation to any households who wished to vacate their homes, and engaged third-party structural engineers, WSP, to identify the factors that contributed to the incident. This team was also underway with designs for a future, deep retrofit project and, therefore, had an extensive familiarity with the site. Initial engineering reports found defects dating back to the construction of Swansea Mews which could not have been detected by routine inspections.

On June 12, 2022 the Chief Building Official's (CBO) issued an Order to Remedy Unsafe Condition and an Emergency Order to TCHC to relocate Swansea Mews tenants until such time as work is completed that will make it safe for tenants to return. TCHC's long-term plan is to relocate households from temporary accommodation into stable, suitable housing that meets their specific needs. A relocation agreement for transfer within the TCHC portfolio, signed with each eligible household, will provide a right to return to the Swansea Mews community.

On July 4, 2022, the order from the CBO was confirmed through the City's application to Superior Court. The Superior Court directed that Swansea Mews should not be occupied unless and until such time as the Emergency Order was lifted by the City and the CBO.

As of July 10, 2022, all Swansea Mews households were successfully evacuated to temporary locations. We are grateful for the incredible work done by our staff on the ground at Swansea, the support of the City and our other partners, and the cooperation of our tenants in making it happen. This has been a significant undertaking and represents the closure of the first key phase in our response to the Swansea Mews emergency.

The Emergency Operations team continues to be dedicated to the work of supporting tenants and getting them moved into relocation units through the second phase of the response.

Temporary Accommodations and Supports:

Swansea Mews households are currently located at six different temporary sites, and a number of households have also been moved into their new relocation units within the TCHC portfolio. Tenants living in temporary locations continue to receive financial assistance from TCHC in the form of per diem payments. Each temporary location has consistent and assigned staff on site seven days a week.

TCHC has implemented a specialized team that is taking a focused case management approach to supporting vulnerable tenants through the evacuation and relocation process. This team of a Manager and three Community Services Coordinators is focused on connecting vulnerable

household with the supports and services they need to be comfortable in their temporary locations and to successfully transition to their relocation units.

A dedicated hotline has also been set up for Swansea Mews tenants who need supports. Tenants can reach out by phone at 416-945-0900 or by email at Swansea.Mews@torontohousing.ca.

Relocation Process:

TCHC's Relocation Process has been implemented for all Swansea Mews households. Three rounds of the process have been completed and over 40 households have been matched with their new relocation units. TCHC has a dedicated team supporting the moving process and tenants are being supported on site with packing services as they move to their new units.

A number of tenants have reported to staff that despite all the stress of the situation they are pleased with their new units and are happy to be settled into somewhere that they can make a home.

SIGNATURE:

"Jag Sharma"

Jag Sharma
President and CEO

STAFF CONTACT:

Richard Grotsch
Seniors Director Business Operations and Incident Commander - Swansea
Mews Response
416-981-4054
Richard.Grotsch@torontohousing.ca