



Swansea Mews Tenant Relocation Questions and Answers June 14, 2022

Toronto Community Housing (TCHC) is acting to support tenants following an order from the City of Toronto's Chief Building Official to vacate Swansea Mews until work can be completed to make it safe for tenants to return.

Tenants have already, or are in the process of, relocating to temporary accommodation, like a hotel or dormitory. The next steps will be to relocate households from this 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 Swansea Mews.

We recognize the disruption this will cause and we are working hard to make this transition as smooth as possible.

The relocation process into more long-term stable housing (for the duration of the construction work) will follow a process already established at TCHC under the Relocation Policy. It includes a random draw for a household's spot in the selection queue, unit selection process, offering, and more.

1) How does the random draw work?

The draw process will take place via Webex. All Swansea Mews tenants can watch the livestream. All household addresses (names are not used for privacy reasons) are placed in a drum that will be used for the draw. Addresses will be pulled out of the drum and read out with their draw number on the livestream.

2) How many units are available for relocation?

TCHC is prioritizing the Swansea relocation above all other priorities across the portfolio. As units become vacant, we are holding them for this process. New units become available on a daily basis.



3) How does the selection process work?

After the draw process, TCHC will provide you with a list of units you are eligible for. You will have time to review the list and select the units you are willing to move to. On the selection form, you will place these units in order of your preference. We encourage you to list as many units as you can that you would be willing to move to. This will increase your chances of being matched to a unit quickly.

4) I got a very high number in the random draw. Does that mean I won't be matched with a unit?

TCHC staff will work with you until you are matched with a unit. The random draw number is used to determine who gets an offer of a unit when there is more than one household who wants the same unit.

Example: Tenant A (draw number 35) and Tenant B (draw number 47) both select 123 Applewood Lane as their first choice. In this case, Tenant A would receive an offer for 123 Applewood Lane. TCHC staff would then review the second choice unit for Tenant B, and offer it to them (as long as they had the lowest draw number, or were the only tenant to choose that unit). This process continues until everyone is matched with a unit.

5) What if I don't want any of the units that are available?

We encourage you to put all units that you would consider moving to on your selection form. If you do not select any units, or you decline the unit you are offered, you will be put into the next round of relocation unit matching. New units come into the relocation pool on a regular basis, so there could be new units that will be a better fit in a later round, although there is no way to know if that will happen. If there are units in this first round that would work for your family, we strongly encourage you to list them on your selection form.

6) My kids have their own bedroom now. Will they need to share a bedroom in the new unit?

If your children currently have their own bedroom at Swansea Mews, you will be eligible to keep that unit size in relocation. For example, if



you are in a three-bedroom unit, and you have two daughters and they each have their own room now, the list of units you are eligible for will include three-bedroom units. The list of units you are eligible for will also include two- bedroom units, since the occupancy standards allow for two children under 18 of the same gender¹ to share a bedroom. You will have a choice of two-bedroom and three-bedroom units. We encourage you to be open to smaller units that meet your family's needs, as it will expand the options you have and make it possible for you to move sooner.

7) If I accept a smaller relocation unit, can I move back into the larger size unit when I move back to Swansea Mews?

Yes, as long as you are still eligible for the larger sized unit you can move back into the larger unit when you move back to Swansea Mews. In the example above, if both your daughters remain members of your household then you would remain eligible for a three-bedroom unit.

8) How do I know you will let me move back to Swansea Mews when it is repaired?

TCHC will sign a relocation agreement with you. This is a legal agreement between you and TCHC and it outlines your right to return to Swansea. If you would like to have your own legal counsel review the agreement before you sign it, we encourage you to do so.

9) Will my rent increase?

If you are an RGI tenant your rent will continue to be calculated in accordance with the RGI Rules.

10) How long will I have to decide on my unit preferences?

This relocation process is happening very quickly because we want to get you matched with a relocation unit as soon as possible. You will

¹ For clarity, gender includes: male, female, trans male, trans female, non-binary, two spirit, not listed and prefer not to answer.



receive a list of units you are eligible for, and then you will have four days to make your selections and put them in order of preference.

11) Can I visit the units I am interested in before I rank my preferences?

You can visit the communities of units you are interested in if you like but unfortunately we cannot accommodate visits into the units before you submit your preferences. TCHC Relocation Staff are available to answer your questions about units and communities you are interested in.

12) Can I visit the unit I am offered before I accept the offer, especially to see inside the unit?

Yes. Once you have received an offer for a unit you will have the opportunity to visit and tour that unit before you make a decision.

13) What happens if I don't accept the unit I am offered?

If you decline a unit you are offered, you will be placed into the next round of the selection process. You will be provided with another list of the units you are eligible for and will go through the selection process again.

14) What happens if I owe arrears?

If you are in arrears and do not have a repayment agreement with TCHC, you will need to enter into a repayment agreement for the arrears. Your Tenant Services Coordinator can help you with this process.

15) I have a three-bedroom unit, but my children have moved out and now I live alone. Can I move into a new three-bedroom unit?

Having too many bedrooms for the number of people living with you is called being overhoused. If you are an RGI household and are overhoused, the list of units you are eligible for will be based on your current household size. In this case, you would be eligible for a one-



bedroom unit. We are required by the Housing Services Act to right-size all RGI households when they move into another unit.

16) Will I have to pay for movers?

TCHC will pay for your moving costs to move out of your home in Swansea Mews and also to move back into the community after it is repaired or rebuilt. We will not, however, pay the moving costs to move households back into Swansea Mews where the unit has too many bedrooms for the number of people living there (overhoused).

For more information about the relocation process, please reach out by phone at **416-945-0900** or by email at Swansea.Mews@torontohousing.ca.
