



Swansea Mews Update | September 23, 2022

This is the sixth issue of Swansea Mews Update, our email bulletin for Swansea Mews tenants.

This issue has information about:

- Relocation update
- Supports available
- Routine maintenance requests at new unit
- Reminder: Canada Post mail collection
- Reminder: municipal elections voters' list

You can also use the tenant hotline to reach out for supports or information.

We know this situation has been stressful and traumatic. Our teams are here to support you, and we ask that you respect our staff as they carry out this work. Any abuse or harassment of TCHC staff will not be tolerated.

Latest relocation updates

To date, 66 households have signed leases and moved to their relocation unit.

We started Round 8 this week. We strongly encourage all remaining households to select as many units as possible on your forms. This will help us to match your household to a suitable unit in order to relocate you and your family to stable, long-term housing as soon as possible.

We continue to make every effort to find suitable and available units to offer you. This includes working with the City of Toronto to find units with other non-profit housing providers. Please know that we are working with limited quantities of housing and not all preferred housing types or providers are available going forward. We do not have any additional single-family homes in the pipeline. We do not expect any additional single-family homes to be available going forward.



If you have any questions about the relocation process, call **416-981-4771** or email SMrelocation@torontohousing.ca.

Supports available with Toronto District School Board

The Toronto District School Board has support services available for Swansea Mews children. If you would like your children and/or household to receive these services, please connect with your school principal.

If you are not sure who your school principal is, go to tdsb.on.ca/Find-your/School to find the school contact details. You can also contact the School Board at **416-397-3000** or GeneralInquiries@TDSB.on.ca for more information.

Routine maintenance requests at new unit

If you have routine maintenance requests in your relocation unit, please contact the Client Care Centre at **416-981-5500** or help@torontohousing.ca. They will arrange for someone to address the issue. You can also speak directly to your new Superintendent.

Reminder: Canada Post mail collection

A reminder that TCHC has coordinated with Canada Post to arrange for mail and package collection for Swansea Mews tenants.

Your mail and parcel deliveries are available for pickup at 145 The West Mall between the hours of 9 a.m. and 5 p.m., Monday to Friday. When collecting your mail, you'll need a piece of photo ID with your mailing address. Visit canadapost.ca/id for information about what identification Canada Post will accept.



Reminder: municipal elections voters' list

The 2022 Toronto Municipal Election is October 24. Eligible voters must vote in the ward where they live. The deadline to update your address or other information on the voters' list is Friday, September 23.

How to update your information:

- go online to the MyVote web application at toronto.ca/elections/myvote until September 23
- email at VoterRegistration@toronto.ca until October 14
- call **3-1-1** until October 14

After October 14, you can add yourself to the voters' list at the voting location where you go to vote on Election Day. You can also sign up to vote by mail. More information is available at toronto.ca/elections.

Supports

Tenant hotline: **416-945-0900** | Swansea.Mews@torontohousing.ca

Relocation hotline: **416-981-4771** | SMrelocation@torontohousing.ca

Gerstein 24-Hour Crisis Line: **416-929-5200** | gersteincentre.org

Information

TCHC webpage: torontohousing.ca/Swansea-Mews