



April 8, 2024

**Matt Mahoney, Acting Mayor and Councillor
City of Mississauga**

Dear Mr. Mahoney,

I understand the challenges that our decision to cease operations at Heritage Glen Retirement Residence has caused the residents and their families. Chartwell has been, and continues to be, committed to support them during this transition and our focus is on providing that support. Timely and regular communication with all affected stakeholders, engagement of third-party transition specialists, financial assistance in excess of regulatory requirements, and offers of discounted accommodation at other Chartwell residences are just some of the examples of this commitment.

In less than three weeks, our teams have successfully found alternative accommodations for 83 of the impacted residents. We are committed to working with the remaining residents in the same respectful manner and we are confident that we will find acceptable alternative accommodations for them within the time frame outlined in our notice.

However, like you, we share a sincere concern related to the important group of residents whose rent requirements and care needs are either significantly below the cost of living in a traditional retirement residence or who require a long-term care placement. We have attempted to work with city and regional staff to prioritize this group of residents for urgent relocation to subsidized housing spaces or long-term care beds operated by the City of Mississauga. Your help would undoubtedly go a long way in supporting those constituents.

While the aging infrastructure of the building made it unsustainable to continue as a retirement residence, which had been operating at less than 60% capacity and has been declining for several years, its future use as a multi-residential building will add much needed capacity to Mississauga's rental inventory for all age groups, including seniors. In fact, while the vacancy rate of retirement residences in Peel is approximately 15%, the multi-residential vacancy rate for the Greater Toronto region is only 1.5%. This conversion will add much needed inventory to Mississauga's housing stock.

We remain committed to fully supporting our residents through this transition and hope to count on your support.

Sincerely,

A handwritten signature in black ink, appearing to read "V. Volodarski".

Vlad Volodarski
Chief Executive Officer

Head Office

7070 Derrycrest Drive, Mississauga, ON L5W 0G5

tel. 905-501-9219 • fax. 905-501-0813 CHARTwell.COM

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