

Deputation - Jackie Yu
Item 5 - Report on Business Arising from the Public Meeting Minutes and GCHRC Action Items Update
GCHRC Public Meeting - April 11, 2023

Written deputation- Jacqueline Yu

GCHRC Item 5 Business Arising from the public Meeting Minutes and action item update # 3 Deputation Policy.

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Good morning Mr. Chair Smith and the Board of Directors.

My name is Jacqueline Yu and I am a tenant of TCHC .

Thank you for the opportunity to share my comment on "Deputation Policy" with all community members.

It was noted by Mr. Meagher that the Board and its Committees are not the appropriate avenue to have individual tenant concerns resolved. While I agree that individual tenant concerns should first be addressed by management, sometimes there are tenant concerns that are not adequately addressed by management. I believe that in these instances, the Board and its Committees would be interested in hearing these tenant concerns, as an issue affecting one tenant may affect others within TCHC, and further serves as a feedback mechanism directly from tenants to the Board. This is what allows the Board to understand the issues tenants are facing and identifies areas of improvement within TCHC that the Board can then work to fix. If the Board and its Committees do not have the opportunity to engage with individual tenant concerns, then how does TCHC improve with

tenant feedback? The minutes in Item 6 indicate to me that while the Board may have a tenant focused approach, management has a management focused approach and that management should work to change its processes so that the approach of the Board and management needs to be aligned to be tenant-first. In my opinion, the approach to have only management resolve tenant concerns results in a gap where the Board may not have the opportunity to deal with escalated or important tenant concerns that are not adequately addressed by management. The minutes should reflect that the Board and its Committees are the appropriate avenue for tenant concerns (where unresolved by management) and that the Board has a role and responsibility to review and overturn management decisions if tenants are negatively affected and not consistent with Toronto's Housing Charter.

In my view, currently "Deputation Policy" does not adequately address a tenant-focused approach and needs to be amended to be able to support tenant input and tenant oversight over operational issues, which is currently missing from the Deputation policy . Therefore , the responsibilities of "deputation policy" should extend to developing the Independent Tenants Deputation Focus Group.

Directly reporting to the TCHC Board is the best way towards TCHC operations transparency and accountability.

Independent Tenant Deputation Focus group should be Overseen by Director Paula Fletcher , invite former tenant TSC Chair and former and current Tenant Board directors and all deputation focus Group tenants, all TCHC tenants are welcome for open deputation and allowed Tenants open ideas and suggestions input directly from tenants of implementation and reporting of policies, strategies and initiatives to allow "Independent Tenant Focus Group" for the review of operational decisions to ensuring the feedback are truly from tenants without editing from Management operations staff.

Currently tenants can feel unheard. Tenants will feel more unsafe and more untrustful and powerless if deputation or any feedback and report only from Management or from the Tenant Service Hub or Regional Management Team or Solution team. Over 99% feedback from the Regional Management operation and TCHC operations and Tenant Service Hub and Solution team are not reflected in reality. TCHC Management strategies are beautiful in Policy theory and ugly in reality, dictatorship by using high-handed, dishonest, Covering up, unfair access policy to target individual vulnerable tenants, discrimination and encouraging intimidation and Harassment to control tenants in reality.

My personal experience of tenants' feedback from the tenants' hubs and Regional Management does not reflect reality and covers up, silences tenants and blocks tenants complaints by using false information to close tenants' complaints files by Solution former manager, [REDACTED]. Tenants' experience of Community issues should be brought up regularly in all Boards and Committees Agenda should allow Tenants Deputation as much as possible: currently, the voices heard are always from management and staff reports. This means that the current approach is not tenant-focused and issues with Management are not addressed. Independent Open Tenants Deputation Focus Group is the Best way to take TCHC Regional Management operations, Regional General Manager and Tenants Service Hubs and Solution team accountability and transparency.

TCHC problems is No one on the ground overseeing the Regional General Manager and Regional Management Operations and tenant Service Hubs and Solution team which means that Tenant Service Hubs, Regional Management operations and Regional General manager and Solution is acting as it sees fit and in a manner that is not tenant-friendly. Tenants Have no real Channel to report or complain as all the complaints go back to the Regional General Manager and Solution team, the very people that may be causing the issues in the first place. They simply close the tenants complaint file by using false information or information that suits them.

TCHC Deputation Policy must operate with appropriate governance, oversight, transparency and accountability where tenants have the ability to appeal inappropriate decisions made by management to councillors and independent arbiters. Independent Open tenants deputation is the best way towards TCHC Transparency and accountability.

It was also noted by Mr. Meagher highlights of the discussion include : If tenants are not able to have their issue resolved by TCHC , the Toronto Ombudsman is available to assist with resolving concerns.

My personal experience is : TCHC uses dishonest means to suit their interpretation of events and situations. This was the case including using dishonest strategies to the Ombudsman Office.

I did brought my case to Ombudsman office On November 23 , 2022 regarding TCHC sneaky sent two apprentice electrical trainee without mentor or Master oversee their electrical Job in the early morning secretly jumped over my fence with long ladder and tool disconnect my front lawn lights from my inside unit electrical panel and secretly reconnected my exterior front lawn light to the building exterior light without notify me and those two men climb on top of my windows in early morning while I still sleeping with sleep clothes on. They looked through my inside unit through my very large windows and climbed on top of my exterior large see through windows worked over 4 hours for the purpose of secretly disconnecting my exterior front lawn lights from my inside unit to hide the fact and changed the truth to suit their interpretation of events and situations , secretly facility changes without notify me by using Tenant Engagement Refresh as a tool, former CSC [REDACTED] encouraged tenants not live in my building came to my windows harassed me and deprive my right to get help from Security Division with Regional General Manager protected email pass to the bullied tenants not live in my building open up my lawn right in front of all my room windows to allow tenants not live in my building came to my windows to pick a fight , physical get close to me to intimate me and I got trapped 4 days inside my unit. I

got rescued By Paramedic , Police and fire truck after a 911 call for extreme chest Pain which was directly caused by Gang staff harassment and encouraged the tenant not to live in my building to join the harassment team targeting me.

I also bought Issues TCHC secret selected non real living Tenants acted as our Community Representative to control our building and write the illegal recommendation without our building tenants consent or knowledge by using non real Tenants Engagement Refresh as a tool. TCHC also uses different sets of Community Representatives to suit the different corruption situation in Tenant Engagements Refresh.

TCHC replied to [REDACTED] at the Ombudsman office by saying TCHC will send me an explanation letter dated December 8, 2022 regarding disconnecting my front lawn lights from my inside unit electrical panel without notifying me. [REDACTED] told me [REDACTED] did read that dated December 8, 2022 explanation letter and [REDACTED] also told me TCHC Tenants Engagement Refresh will provide me with the result and finding after investigation in January 2023 regarding corruption tenant Engagement Refresh I brought to Ombudsman Office's attention.

It is clear that TCHC wanted this Ombudsman 's office complaint to be closed and was successful in closing the complaint. To close the complaint, TCHC promised the Ombudsman 's office that an explanation letter would be sent to me on or around December 8, 2022. However, I didn't receive any explanation letter at the time and after being informed of the existence of this explanation letter, I waited for months. I eventually received the explanation letter on March 29, 2023 (after asking for it), and found the letter to be completely one-sided. Whether this was a deliberate tactic or due to unacceptable delays, due to my not receiving the letter in a timely manner, I was deprived of the opportunity to review and provide my comments to the Ombudsman's office in a meaningful way. The explanation letter also stated that [REDACTED] , manager of the tenant Engagement Refresh, has committed to following up with me in January

2023 to provide me with findings of the Team's investigation of the corruption in the Tenant Engagement Refresh program and election. As I didn't see the letter in January 2023. I had no expectation [REDACTED] would be providing me with anything, and to date have still not heard from [REDACTED] Regarding the finding from his investigation. In addition, the letter refers to the client care centre being available 24 hours a day, 7 days a week. It is good to have a system that is open at all times, but my experience is that the client care centre is not responsive at all times. The common thread between all of the above examples in this explanation letter is the pattern of TCH making a commitment and then not following through, from the receiving of the explanation letter to the findings to be received from [REDACTED], to the response times from the client Care centre. This demonstrates how operations management is not producing any results.

What is worse than not producing any results is the non-sensible direction operations management takes towards tenants. In my situation, due to the location of my unit being on the ground floor and fronting onto a street, the front and side yards are essential as a buffer zone for the quiet enjoyment of my unit. I know this because I dealt with many noise and garbage issues prior to the fencing up. I have used the front and side yards since 2006 with the current landscaping all done for my benefit and with my input and I have planted and decorated the front and side yards and paid the hydro bills for the exterior lighting and connected to my inside unit electrical panel, all the TCHC's knowledge and consent. Now, TCHC has changed its mind because there was a proposal from Corruption Tenant Engagement Refresh to use my front and side yards as common space for parties and other events (underground illegal activities) Please review our building over at least 100 Violation report to security, Police and tenants helpline since 2019. Therefore, instead of acknowledging that the front and side yards are essential to providing me with quiet enjoyment of my unit, they insist on stating that the front and side yards that I have exclusively for so long are common space. Please keep in mind that my front windows are three feet off the ground and very large (the glass portions are at least six feet high) and so are easily accessible. How will I be able to have quiet enjoyment of my unit if my front and side

yards are kept as common space? As I am disputing this, the Regional General Manager have put a lock on the gate so that no one can access the area, but now TCHC has created a new problem where there are maintenance issues now caused by the tenant above throwing garbage out of the windows, something I have attended to in the past. How does this make any sense? TCHC actions indicate that they want to create new problems for my unit instead of living up to their legal obligation to provide tenants with quiet enjoyment of their units.

This demonstrates both the wrong direction that THC is taking towards tenants and how incompetent operations management at TCHC. Instead TCHC should move in a direction that is more tenant-friendly? If there is no harm, why is TCHC objecting and instead is creating problems of maintenance, fear, and noise? Why are Commitments not carried out?

If the Board and its Committees are not the appropriate avenue to have individual tenant concerns resolved, no one on the ground Overseer Regional General Manager, Regional Management operations,

Tenants Hubs and Solution Team while CEO and COO are turned the blind eyes to all the issues tenants brought to their attention.

██████████, ██████████, used false incorrect information to close my complaint including providing Mayor Tory and myself the non real secret selected Community representative whom did not live in our building and not lived in townhouses acted as our building Community Representative and allowed her recommendation facility changes in our building without our building tenants' consent or knowledge. That outsider listed as townhouses market rent tenant in fact lived in midtown, Our Regional Management operation not only allowed her rent the whole unit out sublease for much higher rent for profit as business

and also secretly select her as our community representatives refused to tell me which fellow tenant nominated that secret selected tenant representative and former CSC ██████████ in Tenant Engagement Refresh partnering her acted as the role our building Community

Representative recommendation facility changes plans to turn our building space for underground business without our building tenants' knowledge and consent.

Always remember the Board and its Committee has a role and responsibility to review and overturn Management decisions if tenants are negatively affected and not consistent with Toronto's Housing Charter. Therefore I support the annual Deputation Policy continually depute in TCHC Board and its Committee and considering expanded to develop Independent Open Tenants Deputation focus group

to ensure Landlords should have accountability and transparency and be able to demonstrate that there is two way Communication between Management and tenants and that tenants issues are fully addressed.

Thank You for the opportunity to share my comment.