

Deputation - Jacqueline Yu
Item 7 - Annual Review of CSAC and TSC Charters
Item 8A - 2023 Public CSAC Work Plan
TSC Public Meeting - March 28, 2023

Written Deputation - Jacqueline Yu.
TSC Item 7 Annual Review of Community Safety Advisory Sub- Committee
Charters and Tenant Services Committee Charters and
TSC item 8, 2023 Public Community Safety Advisory Sub- Committee work
Plan.

TSC Public Board meeting March 28, 2023

[REDACTED] Street unit [REDACTED]
tel. [REDACTED].

Good morning, Mr. Chair Cambell and all Community Members.

Thank you for the opportunity to share my comments on the " Annual Review of Community Safety Advisory Sub-Committee Charter." and Tenant Services Committee Charters. The Charters 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 Charter. Therefore, the responsibilities of CSAC should extend beyond design, implementation and reporting of policies, strategies and initiatives to allow for the review of operational decisions that are unsatisfactory to tenants for greater accountability and transparency as tenants can currently feel unheard. Tenants will feel unsafe if decisions made do not make sense to them.

In particular, actual community safety issues that are not adequately addressed by management should be directly reviewed by CSAC, and lessons learned from directly addressing these safety issues should inform the Charter, policies and initiatives of the sub-committee and TCHC. Tenants' experience of community safety issues should also be brought up regularly and 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.

I have been a long time TCHC tenant and have never experienced such terrible safety issues affecting vulnerable tenants as now under current TCHC Regional management operations. I am not only feeling unsafe in my surrounding community, but also feeling unsafe inside my home. No one on the ground is

overseeing the Regional General Manager and Regional Management operations, which means that management is acting as it sees fit and in a manner that is not tenant-friendly. Tenants have no real channel to 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 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.

TCHC uses dishonest means to suit their interpretation of events and situations. This was the case during the Tenants Engagement Refresh where there appears to be two sets of Community Representatives based on my communications with TCHC with no Community Representative from my building representing my building at [REDACTED]. There also appears to be two different sets of Community Representatives : one set includes [REDACTED] and [REDACTED] while the other set excludes [REDACTED] and replaces her with [REDACTED] and [REDACTED] while [REDACTED] thinks she is our selected Community Representative. In TCHC official records, the different secret sets of Community Representatives existed for non real tenants' voices for corruption. They were all selected as Community Representatives by former CSC [REDACTED] and kept secret from tenants in our building to write the recommendation on our behalf without our consent or knowledge.

The issue is that [REDACTED] at townhouses [REDACTED] Street is an outsider and she subleased that townhouse's market rent unit for a much higher rent to make profit as a business. She never lived in our project and she never attended any meeting. We don't know her and she doesn't know us. Her proposal to turn the roof of my apartment building into a place for non-building residents to use for parties, catering, and social gathering is detrimental to community safety as our building at [REDACTED] has always had our own separate facility and separate locks and separate key fobs from the townhouses. The other proposal by this "Community Representative" is to turn my lawn in [REDACTED] apartment building in front of my bedroom room, living room, dining room and kitchen windows into common space for them in support of their underground business such as drug dealing, wild parties, and large groups of social gathering. Our Regional General manager supports this and wants facilities changes and ignores the fact that all townhouses have their own front yard, private backyard or private balcony. Former CSC [REDACTED] encouraged the townhouse resident at [REDACTED] unit [REDACTED] to come to my lawn, harass me, pick a fight and get physically close to me to intimidate me. Regional General

Manager, [REDACTED], sent his email to townhouses [REDACTED] unit [REDACTED] as protection by saying that the area in front of all my room windows are not a part of my rental agreement and the Regional General Manager told me that if I do not agree to open up the area in front of all my windows to townhouses tenants, then I would also not allowed to come into my lawn. This kind of unprofessional bully behaviour should never come out from the Regional General Manager, [REDACTED]. The lawn areas in front of my unit is a buffer zone that serves to provide me with quiet enjoyment of my unit, which I am accustomed and entitled to, and all residents of [REDACTED] are entitled to the safety of knowing that once they pass through the main door with their fob, that only residents and their invited guests will be around. As far as I know, this behaviour by management is a money grab and promotes unsafe behaviour (please review our building which has over 100 complaints since 2019 of wild parties, fighting, large groups of social gathering). My west side windows were just replaced on June 1, 2021 due to a party, fighting and throwing of wine bottles that damaged my west facing windows.

I brought my case to the Ombudsman office in November 2022 regarding TCHC. Shortly thereafter, without any notice to me TCHC sent two young men in the early morning (both are Apprentice program trainees without a mentor or master oversee their secret electrical job) to disconnect my exterior front lawn lights from my inside unit electrical panel and re-connect my front lawn lights to building panel. As there was no notice, the men jumped over my fence instead of entering from my gate with a long ladder and tools and proceeded to climb up on top of my windows and look through my unit. The noise woke me up while I was still sleeping with my sleeping clothes and scared me, all to erase the fact that I was the only person who paid the electric bill for my exterior front lawn light to light up my front lawn. I have my right to peaceful enjoyment of my unit, and TCHC acted in a very inappropriate and illegal manner. This is not the type of action that a municipal organization should take and was illegal, unfair, and high-handed. TCHC told the Ombudsman's office that they would send an explanation letter to me regarding this inappropriate behaviour, but to date, I have still not received any such letter. This is dishonest behaviour on TCHC's part.

Therefore, I support tenant feedback from tenants as a part of CSAC's Charter. The responsibilities of CSAC should extend beyond design, implementation and reporting of policies, strategies and initiatives to allow for the review of operational decisions that are unsatisfactory to tenants for greater accountability and transparency as tenants can currently feel unheard. Tenants will feel unsafe if decisions made do not make sense to them.

The Community Safety Advisory Sub- Committee should also receive access to general reports that summarize tenant Issues raised through tenant complaints email and hotlines and reports that monitor the effectiveness of repair requests and other issues raised by tenants. Major issues raised by all tenants (and not just advantaged groups) should then be presented as objectives for TCHC management to take action and resolve and should be part of CSAC's mandate. In addition, CSAC should have the ability to put together tenants feedback on operational effectiveness and performance in handling tenant issues of community safety. Currently, TCHC Management operations are missing and lacking all the above. Landlords should have accountability and transparency and be able to demonstrate that there is two way communication between management and tenants and that tenant issues are fully addressed. The sole objective of TCHC should be to provide tenants with safe and secure units in a state of good repair with clean common spaces. The issue currently is that there is ineffective tenant feedback that informs the Regional Management Operations and entire executive team (CEO and COO included), which can lead to improper management. Therefore, the CSAC Charter should also be expanded to allow for the investigation into conduct by management and allow for the board or committee members to direct that a decision be overturned.

Thank you for the opportunity to share my comments and concerns in CSAC Charter.