

TORONTO COMMUNITY HOUSING CORPORATION
TENANT SERVICES COMMITTEE MEETING
FEBRUARY 17, 2023

TABLE OF CONTENTS Revised)

WRITTEN DEPUTATIONS

AGENDA ITEM #		PAGE #
5	Business Arising from the Public Meeting Minutes and Action Items Update	
	Jacqueline Yu (re action item #1)	2
	Miguel Avila-Velarde (re action items #6 and #9)	6
	Jacqueline Yu (re action item #10)	8
5 and		
8	Chief Operating Officer's Reports	
	David Ng	11
8A	TCHC's Operational Performance Measures	
	Jacqueline Yu	17
8C	Tenant Engagement Refresh Update	
	Jacqueline Yu	23
	Veronika Hering	33

Deputation - Jacqueline Yu

Item 5 - Business Arising from the Public Meeting Minutes and Action Items Update (re: Action Item #1)

TSC Public Meeting - February 17, 2023 (re-scheduled from February 15, 2023)

Written and Oral deputation - Jacqueline Yu

TSC Report item 5, Business Arising from public meeting minutes.

TSC Action Item list Report 1, Participatory Budgeting Program

TSC Public Board meeting - February 15, 2023

[Redacted] Street unit [Redacted]

H: tel. [Redacted]

cell: [Redacted]

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

My name is Jacqueline Yu

Thank you for the opportunity to share my comments on TSC Action Item list report 1 "Tenants' Participatory Budgeting Program." and Tenant Action Fund. It is a joke and the most corrupt Division in TCHC in respect of the non-transparency distribution of the Tenant Funds Including Participatory Budgeting Program While TCHC is going through using the non real Tenant Engagement Refresh as a tool, management suggested a Future state that would decentralize the funding through the hub model.

In my view, decentralizing any service to the Regional Management team including Tenant Funds, Participatory Budgeting Program and service elements is a way to team up and cover up for improper management, The issue, currently, is that there is no one on the ground that is overseeing the Regional General manager and the Regional Management team operations and entire executive team (CEO and COO included), which can lead to improper management by partnering with the non real Tenant Engagement Refresh by using false tenants feedback and false tenants voice to cover up corruption and changes to how facilities are used., lack of transparency and lack of professionalism, inability to manage its own internal records, inability management and fair decision making. By passing legal obligation and using intimidation and corruption, a team of bullies to target vulnerable individual tenants to fully control the Participatory Budgeting Program for their own benefit freely created more Business Operations for the personal profit gain by using TCHC resources at the expense of the tenants' safety and security.

I want to point out, TCHC is a housing provider, we, tenants only need safety , peaceful enjoyment in our home, clean common space and tenancy support. If those basics needed not to be provided to tenants, our decentralized Regional Management team inability to provide those basic needs instead suggest our former Tenant Council Fund have been replaced by the Regional Table Funds decentralize the Tenant Action Fund including Participating Budgeting Fund to the Regional Hub. Our office Hub does not open during the business day and office hours. The Hub office is closed all the time, no staff working, we only have access to go to the hub office to hand in the form by appointment only.

In 2018- 2019 , I am the tenant representing my building at [REDACTED] Street , Delegate Representing my building [REDACTED] Street at [REDACTED] Street West, Participatory Budgeting Funding table and I got 1 fan and 1 Bench approved for our building Laundry room. The fan was delivered to me and I signed off and gave it to our building Superintendent [REDACTED] to keep in his office for needy tenants in our building. The approval item of the laundry room bench worth \$ 800 in categories never delivered to our building as of today despite I got approval in the Participatory Budgeting funding table. I requested Community Service Coordinator at the time , [REDACTED] to put up a poster with information on our board. CSC [REDACTED] told me for privacy reasons, she wouldn't announce or put up information to notify my fellow tenants in my building what we got approved in the participatory Budgeting table or who was the tenant acting delegate in our building . The end result is no Bench delivery to our laundry room as today despite I got approval in the Participatory Budgeting table.

I was wondering if we needed to keep what we got approval from the Participatory Budgeting program as secret for privacy reasons and not announce what we got approval from the participatory Budgeting table . Why did we need that participatory program and the approval laundry bench never delivered to us? Who will know if the approval item from the Participatory Budgeting program will actually be delivered or not? I kept tracking the undelivered and still not delivery approval item, laundry room Bench from Participatory Budgeting year of 2018- 2019. I got target of attack from CSC [REDACTED] by encouraged townhouses resident at [REDACTED] (not my building resident) came into my lawn at [REDACTED] Street building , in front of my unit windows, slam my gate, step over my flowers, physical get close to me to pick a fight with me to harass me with the protected email from Regional General Manager in Central , [REDACTED] by stating that , in his email privately passed to the

bully tenant at the separated building (townhouse) in front of my unit windows are not part of my rental agreement and my right to get help from security Division also depride, Special Constable [REDACTED] responded 5 hours later and told me , he can't help because the bully tenant at townhouse [REDACTED] unit [REDACTED] showed special Constable [REDACTED] , Regional General Manager [REDACTED] 's email passed to the bully townhouses tenant as protection for her bully action against me.

No one on the ground oversees Regional Management team operations allowed gang up, cover up and accepted the false and misleading information by using non real Tenant Engagement Refresh as tool to corrupted Tenant Action Fund, Participatory Budgeting Program, Tenant Representatives input into decision at the corporate and local level , tenant Input for setting local spending and service level , tenant feedback and future development.

Thanks to the City Council Decision put forward by Councillor Paula Fletcher on July 19, 2022.

- 1.City Council directs that before any further work on the transfer of Toronto Community Housing Corporation development functions to create TO continues, TCHC advises the Deputy City Manager , Community and Social Services through Tenant's first implementation on the following :
 - a. the legal structure related to current Toronto Community Housing Corporation developments;
 - b.financial structure overview for all current development sites; and
 - c. opportunities to restructuring of non- development function within TCHC such as relocation, engagement and quality controland
2. The City Council directed the Deputy City Manager , Community and Social Services to prepare a status to the Executive Committee on this final element of Tenant's First in the first quarter of 2023.

Thanks to the City Council Decision on Dec. 14, 2022, put forward by Councillor/ Director Paula Fletcher, TCHC needed " Ensuring a Successful Tenant Advisory Committee at Toronto Community Housing Corporation"

Thanks to General Counsel Meagher.
-Recommendation by General Counsel & Corporate Secretary Darragh Meagher , 2023 Board and Committee meeting at City Hall , big step forward towards transparency for the TCHC "Culture of Corruption" from top to bottom, EXCEPT

FACILITY MANAGEMENT and GENERAL COUNSEL & CORPORATE SECRETARY and their members. Those two divisions always focus and put tenants first.

Thanks for the Big Step closer to transparency recommendation.

Thanks to Facility Management, Vice President Murray
-Recommendation By Facility Management, Vice President Allen Murray TCHC head office moved to Metro Hall, Huge step forward towards transparency and many vulnerable tenants will benefit from these recommendations.

TCHC , Participatory Budgeting programs including Tenant Funds, Participatory Budgeting Funds , Community Benefit (former section 37) should be overseen by TCHC Open New Tenants Advisory Committee and not current non real and non- existent, corrupted Tenants Engagement Refresh, all feedback does not reflect reality. It served as a self and one side story can't be trusted. It is set up for corruption and intimidation. In any organization , there is accountability when errors leading to corruption involved who is the actual Community Representatives and who is the building Committee Members are all wrong in using that non real Community Representatives for bully and target individual tenants and false feedback and illegal recommendations on the current and future use of common spaces and future development plan and input for decisions at the corporate and local level. Tenant Engagement Refresh secretly selected non real Community Representatives partnering with Regional Management to corrupt our system for their hidden big development Plan at the expense of the vulnerable tenants.

It is a very serious matter. All involved staff should be investigated by an external investigator.

Thank you for listening.

Dear TSC

I am here to speak on 2 combined items

Public action 6 and 9

With regards action 6:

This new access control governance is what we needed at 220 Oak Street , because we are developing a "Ebike/Bike Enclosure Policy" Made in Regent Park POLICY.. hopefully to be used as a model for other communities , I am happy to say that residents at 250 Davenport Rd are developing similar policy the new TCHC BUILDINGS have Ebike parking but the superintendents find themselves powerless is a Wild West

We have been working with local 220 Oak Street HUB and the Legal Friends at your office are checking out the "rules for 220 Oak Street" This new Access and Control of FOBS to residents to enter the underground parking garage where is located the Ebike locker will assist the superintendent and local staff

With regards CCTV access by local staff I think the new rules will help to connect with CSU staff that are available 24/7 .. we don't have local staff overnight or the weekends... at 220 Oak Street? Do the THIRD COMPANIES have access to view cctv footage to carry their duties safely as per the new policy? I am talking about those coming after a fire / water incident, some companies are just dropping their bags in the lawn and wonder how can ensure the CSU is aware of this ? Are you offering a reward? Earlier this month we had a fire and had to speak to the Maintenance Staff that our FIRE PIPES were leaking into the basement.. 12 hours later because no one cared to call you..

Wonder if you can hand out Grocery Cards for residents that call in for situations that require maintenance or security staff but they must have to watch the VIDEO ? Correct to detect the culprit? Correct ... My Girlfriends Ebike was stolen out of 220 Oak St Ebike Parking Locker and still the CCTV footage is not being released by the POLICE.

So the expectation is that local staff working 7 to 5 pm reports any damage

and request cctv from the css? I have lots of questions..

FURNITURE are left out at the door of the Garbage Rooms
Garbage Rooms are suppose to be locked from 10 pm to 7 am
TOXIC Garbage is being left out and
FIRES have started again due to faulty Ebike BATTERIES at 220 Oak Street

We need to STOP the use of the elevators for EBIKES other properties of TCHC in Regent Park have a big SIGN that says no EBIKES on the ELEVATORS
The TOWER RENEWAL TEAM is working to allocate more Ebike - Bike spaces as it develops phase 2 in the coming year.

One last request with item 6 is that we need more CCTV cameras on each floor at the end of the hallways.. that request was made two (2) years ago. Instead we are getting sub- bettering for our units.. please ensure our safety is priority and install these missing cameras at 220 Oak Street

With **REGARDS item 9** all I have to say is that yes I support that in view that 220 Oak Street is getting a TOWER RENEWAL PROJECT and will need WIFI for the basement level 1 our GYM will be relocated down to the basement and all we will have community rooms, doctors and nurses offices.. we need a REBOOT devices to access the basement. Please and thank you

And YES 220 Oak Street CHECK MARKS all the boxes except the number of children we don't have a large number of children in this building

But it Addresses that have a high number of units; • • Addresses with the highest number of tenants on Ontario Works ("OW") and Ontario Disability Support Program ("ODSP") • Addresses that have the highest number of households with dependents who are full-time students; • Addresses that had the highest percentage of female tenants; and • Addresses with the highest number of single/unmarried tenants.

Deputation - Jacqueline Yu
Item 5 - Business Arising from the Public Meeting Minutes and Action Items
Update (re: Action Item #10)
TSC Public Meeting - February 17, 2023 (re-scheduled from February 15, 2023)

Written Deputation - Jacqueline Yu
TSC Report item 5, Business on Arising from public meeting minutes
TSC Action item list Number 10, City Council Directions requiring Board
attention ("GCHRC") referred MM2. 16- Ensuring a Successful Tenant Advisory
Committee at TCHC.
TSC Publics Board meeting - February 15, 2023
[REDACTED] Street unit [REDACTED]
tel. [REDACTED]
cell [REDACTED]

Dear Mr. Chair Campbell and Board of Directors.

My name is Jacqueline Yu.

Thank you for the opportunity to share my comments on TSC Action item list
Number 10, City Council Directions requiring Board attention ("GCHRC")
referred MM2 16- Ensuring a Successful Tenant Advisory Committee at TCHC.

I applaud the Council Decision put forward by Councillor Paula Fletcher and
seconded by Councillor Shelley Carrol of December 14, 2022, which is a step
forward towards ensuring a Successful Tenant Advisory Committee at Toronto
Community Housing Corporation, and hopefully, also a big step forward towards
transparency at TCHC Management Operations and TCHC Operations.

The New Tenant Advisory Committee Members should consist of people who are
actually current tenants like Ms. Catherine Wilkinson, a former TSC Tenant Chair
and former Tenant Board Director. Her knowledge, skill and personal character
make her not only perfect for Tenant Advisory Committee Chair, but also a good
mentor to New Tenant Advisory Committee Members. All former Tenant Board
Directors and current TCHC tenant Board Directors and all deputation focus group
tenants should also be considered for the opportunity to sit in the Tenant Advisory
Committee. Specifically, no Tenant Engagement refresh staff and management
should be involved with the Tenant Advisory Committee.

We must learn the lessons from the current Tenant Engagement refresh, which lacks transparency and professionalism, and which has a documented history of inaccurate internal records and inability of management to engage in fair and reasonable decision making. 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 no one on the ground that is overseeing the Regional management team Operations and entire executive team (CEO and COO included), which can lead to improper management, cover ups, and lack of transparency regarding changes to how facilities are used.

Accordingly, the new Tenant Advisory Committee should be independent and report to the TCHC Board and should not be under TCHC management. The new TCHC Tenant Advisory Committee could also work with the Senior Tenants Advisory Committee (STAC) to ensure that seniors and other tenant groups within TCHC without strong voices are heard. In addition, the Tenant Advisory Committee should receive access to general reports that summarize tenant issues raised through tenant complaints e-mail and hotlines to provide feedback to the TCHC Board on the effectiveness of repair requests and other issues raised by tenants. Major issues raised by all tenants (and not just advantaged groups) and identified through the Tenant Advisory Committee should then be presented as objectives for TCHC management to take action and resolve and should be the mandate of the Tenant Advisory Committee. The Tenant Advisory Committee mandate should also include but not necessarily be limited to:

1. Key areas of responsibility;
2. Insights and Policy Advice;
3. Insights for decision making;
4. Accountability Operations;
5. Customer - service - performance;
6. Management performance;
7. Management ethics and accountability;
8. Monitoring and reporting;
9. TCHC Development;
10. Tenant voices heard;
11. Provide Governance Advice; and
12. Reviews of matters concerning Tenant Advisory Committees and its members.

Of course, tenants will require resources to be engaged and have opportunities to thrive and play leadership roles in building their communities in collaboration with their fellow tenants in an open and transparent way.

thank you all for your attention to this serious matter,

Jacqueline Yu
[REDACTED] Street Unit [REDACTED]
Toronto, ON

Deputation - David Ng

Items 5 (re: Action Item #7), 8A, 8B and 8C

TSC Public Meeting - February 17, 2023 (re-scheduled from February 15, 2023)

Written deputation by David Ng.

TSC Item 5, Business Arising from public meeting.

Action item report 7 Violence Reduction Program combined with
AND

Items 8 A TCHC 's Operational Performance Measures and

Item 8 B Tenant Complaints Update and

Item 8 C Tenant Engagement Refresh update.

TSC Public Board meeting on February 15, 2023.

Good morning.

Mr. Chair and Directors.

My name is David Ng and I live at [REDACTED] Street unit [REDACTED].

Thank you for the opportunity to voice my comment on,

(A) Item 5, Business Arising from a public meeting. Action item report 7
Violence Reduction

(B) Item 8A TCHC 's operational Performance measures,

(C) Item 8 B Tenant complaints update and

(D) Item 8 C Tenant Engagement Refresh update.

My comments on (A) Business Arising Item 5 , report 7, Violence Reduction .

I truly believe Violence Reduction is linked to the following :

Item 8 A Operational Performance measures.

Item 8B Tenant Complaints

Item 8 C Tenant Engagement Refresh .

After TCHC restructuring decentralized 4 pillars service to Regional Management Operation. Our peaceful quiet building went from one of the best to one of the worst in the TCHC Building. We are (tenants) living in a nightmare. Violence increased, drug dealers gathering in common spaces, including bullies and unwelcome friends of bully tenants, this leading to many

unwelcome guests and outsiders trespassing into our lobby door, front building and common space for social gathering. This new direction of development "opens up common space" and has made me and my PSW feel unsafe in and out of my building.

This new development causes our building to almost daily argue and conflict in common space inside and outside the building and surrounding. Drug dealers stay in the stairs, backyard, front lobby to get into our building and my floor hallway loitering.

Police teams often show up in our building and our surrounding at any time.

In the first week of September, 2022 early morning, a large group of police marched into my building and another large group of police with a large Gun pointing at the third floor from our back building common space lawn to the third floor, where the floor I was living, loud noises in the hallway between mid-night - early morning. Police team was marching on my floor and there was a loud BANG noise. I mistook it was a gun fired and later found out it was the police breaking the unit door using force sound and not the real gun fired. Few months ago, a live cat was dumped from the third floor balcony to the ground floor backyard common space and almost hit the child's head while the child was playing in the common space causing another big fight.

Months ago, over 10 police cars and a paramedic team occupied and filled in around our building, those team of police car drove on our building sidewalk surrounding our building, no staff on site, my PSW walk to hub office at [REDACTED] tried to report to TSC found out the hub office closed during business day and business hours.

By Appointment only sign posting outside the hub office. My PSW notified Superintendent [REDACTED] and he arrived at our building soon. We don't have staff on site due to the fact that the superintendent has to take care of 3 buildings and no staff at all work on weekends or long weekends. No staff on call after 4:30pm. No staff worked on the whole weekend or long weekend at all, Solution team and help at toronto housing tenant's line reply requests will respond 24 hours in the next business day. That means no staff really responding to any call for help.

Violence increased in our building and were reported to the management team and security Division from my neighbors and myself. nothing seems to have improved.

In fact we have countless un-report violence. Some tenants are afraid to go out to dump garbage since the common space to the garbage chute was occupied by bullies blocking the hallway and half drug men without the top clothes loitering outside my unit door on Sunday , February 5, 2023. Myself and my PSW feel intimidated to go to dump garbage into the chute since the hallway common space was occupied by bullies.

At this time, tenants are afraid and have no channel to get help and complaints, all complaints are being ignored.

All the Policy and Feedback are empty talk and TCHC management dishonest , ignored, disrespectful at best. Consequences could be much worse towards the complaining tenants according to my fellow tenant on the second floor.

Some neighbors talked about contact Media, some neighbors contacted MP. All problems were reported to the TCHC management team and security division on record but nothing was improved.

We are all grateful for the Council Decision put forward by Councillor Paula Fletcher on December 14, 2022 , which is ensuring a Successful Tenant Advisory Committee at Toronto Community Housing Corporation. We all have high hopes to nominate Ms. Catherine Wilkinson , a former TSC Chair for the Tenant Advisory Committee Chair.

Thank You, Councillor Fletcher, many TCHC tenants gathering watching youtube in TCHC all Board meetings. We really appreciate what you have done for us.

I don't understand why our Regional Management operations and TCHC Policy development direction open up the common space to create Business Opportunity and rent out (Claims for tenants led group or Agency) at the expense of tenants' safety and security. This direction is dangerous and harmful for tenants.

I want to comment on Item 8A TCHC's Operational Performance Measures TCHC operational performance needed to stay focused . TCHC is a Housing Providing and Not Business provider and should not be allowed using TCHC public Funds To develop the Business Division for Private Profit Gain. Toronto Community Housing Corporation's new development policy Direction turned our building from Social Housing Provider to Business Provider leading to increases in Violence, illegal activities, trespassing and social gathering inside and outside our building and our building surrounding area to create an unsafe environment for us .

TCHC operational Performance measures should immediately Stop taking advantage of the TCHC Participating program, Tenants table fund, PB Fund and Community Benefit (former section 37) motivated by the Greedy Goal to legalize illegal activities for personal profit gain in name of non real Tenant Engagement Refresh and non real tenants representatives, false feedback and false tenant input decision. It is a self served one side story for corruption and can't be trusted.

We needed to clearly define why Social housing needed to create many New Divisions and Business Operations in Social Housing. The sole objective of TCHC should be to provide tenants with safe and peaceful enjoyment. The problems after TCHC decentralized 4 pillars to the Regional Management team, No One overseeing the Operations and allowed corruption by using the unreal Tenants Engagement Refresh, False feedback and policy do not reflect Reality. Corruption to benefit the corruption team in reality.

What is the role and purpose of the following newly created Business plan linked to tenants?

1. Regional Operations, non transparency, Sneaking, dishonesty and team covering up for corruption.
2. Business Operations - why Social Housing needed Business Operations?
3. Program & Partnership - for whom? How to serve us as tenants?
4. Tenancy Resolution Offices - for covering up the improper management to shut the tenants complaints by false information and put them in tenants file partnering with Regional Management for corruption.
5. Tenant Engagement Refresh, non real tenants Engagement Refresh, all tenants rep. and Community Rep. are secretly selected by staff for false tenants voice for real corruption, all feedback is untruth set up for corruption and intimidation to take advantage of the TCHC public resource for corruption including false tenants feedback on corporate decisions including Capital Plans, Operating budget, service levels, service delivery and tenant facing policies and false tenant input on setting local spending priority.

We tenants, welcome and grateful City Council Decision on December 14, 2022 "Ensuring a Successful Tenant Advisory Committee At Toronto Community

Housing Corporation" - by Councillor Paula Fletcher , seconded by Councillor Shelley Carroll , Big Step towards transparency. Thank You, Director Fletcher for your deep insight and always put tenants first.

6. Community safety unit - Setup to protect illegal activities and bullies. It is the real reason Management wanted to recommend hiring a Special Constable without Background check. Purposes for a criminal record bully to control tenants and keep them quiet and intimidate the complaint tenants in reality.

Councillor Lily Cheng and Councillor Vincent Crisanti , You are both in Police Board and you are new in TCHC Board and please don't let TCHC management fool you to recommend an approved Proposal for TCHC hiring the new Special Constable allowed them without Background check. It is a step forward to run the hidden criminal activities and illegal activities in the TCHC building. In fact all TCHC staff needed background checks including the Board of Directors, I am sure the illegal activities in TCHC will decrease by half if all staff needed to pass background checks.

I have high hopes for both of you to join Director/ councillor Paula Fletcher to protect the tenants at TCHC Board and at City Council.

Don't let the professional harmful proposal and toxic recommendations wrapped with beautiful papers confuse you. Your every vote is important to tenants' safety.

All TCHC Board Directors should be responsible and oversee TCHC operations to ensure transparency and consequence. Staff Body list areas of responsibility is necessary, our problems no one on the ground oversee the operations. Improper Management and Corruption throughout the whole organization.

With the newly Added TCHC Board Members, with City Council Decision ensuring a Successful Tenant Advisory Committee At Toronto Community Housing Corporation.

I have confident , culture of corruption and abuse of power from Regional Management will gradually decrease.

I sincerely nominated Ms. Catherine Wilkinson sitting in the Chair Seat for our New Tenant Advisory Committee at Toronto Community Housing Corporation. Ms. Wilkinson has ability, experience , skill and strong personal character leading ensuring a Successful Tenant Advisory Committee at Toronto Community Housing Corporation.

Thank you for your time and Thank You in advance for consideration on this important recommendation.

Sincerely,

David Ng

[REDACTED] Street, unit [REDACTED]

Toronto, Ontario

[REDACTED]
tel [REDACTED]

Deputation - Jacqueline Yu

Item 8A - TCHC's Operational Performance Measures

TSC Public Meeting - February 17, 2023 (re-scheduled from February 15, 2023)

Written Deputation- Jacqueline Yu

TSC Item 8 A TCHC's operational performance measures.

TSC public Board meeting - February 15, 2023.

[Redacted] Street unit [Redacted]

tel. [Redacted]

cell [Redacted]

Dear Mr. Chair Campbell and Board of Directors.

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

Thank You for the opportunity to share my comments with you all on Item 8 "A" : Operational Performance Measures.

In the early morning of November 22, 2022 , I was woken up by a loud noise near my windows . I saw two men with long ladders jump over my 4 foot metal fence onto my lawn. They quickly put up their ladder in front of my windows. I thought someone was breaking in and wanted to enter my unit through my large windows . I was still in my sleeping clothing and was woken up by that loud noise and was shocked to see one man with tools already standing on top of the long ladder drilling into my exterior wall brick. The other man was standing in front of my windows looking around and looking into my unit . I was terrified and ran out of my unit with my phone in hand prepared to call 911. I asked both of them what they are doing on top of my windows and they told me they are making repairs. I asked both of them what they are repairing . They refused to tell me and I asked them for their business card . They told me they don't have business cards because they are both apprentices and under an apprenticeship program . I asked them where their mentor or master is, what company they work for and what they are doing . After trying to get an answer from them for half an hour , they finally told me they come from [Redacted] Electric and that their boss is a man named [Redacted] (phone [Redacted]), their names are [Redacted] and [Redacted] . The apprentices admitted that there was no mentor or master overseeing their electrical job on my exterior front lawn lights and I found that extremely disturbing. Their job that day was to disconnect the two exterior front wall lights

from inside my unit's electrical panel and connect them to the building's electrical source so that TCHC could regain control of the building lights. The electrical usage required by these lights were part of my electric bill charges up to that day and I never had an issue paying it.

I also witnessed those 2 trainee electricians step over and destroy all my flowers and some of the shrubs. They told me they needed to put their long ladder on top of my flower bed for safety issues and they acknowledged they damaged all the flowers and some of the shrubs. I told them to put it on their own record, they damaged the flowers and some of the shrubs on my lawn.

I told those 2 trainee electricians, my two exterior front lawn lights were hooked up to my electrical panel inside my unit since it was put up and I am always the only tenant exclusively paying my electric bill for those 2 exterior front lawn lights to light up my front lawn and why Regional Management team suddenly secretly without notifying me sending 2 apprenticeship program trainees without mentor or master oversee their work suddenly and secretly on top of my windows in early morning while I am still sleeping. I was the only tenant exclusively paying for my exterior front lawn lights to light up my front lawn, why was I not provided with notice of this work?

These are serious issues. This affects my unit in numerous ways:

1. TCHC is disconnecting my lights without notice;
2. My privacy is invaded as my unit is surrounded by lots of large windows and the apprentices can look right into my unit;
3. The work involves noise and vibration that affects my wall;
4. Without any notices, I had no way of knowing initially if these apprentices were trying to break into my unit or not;
5. Why was a key not provided to the apprentices to access my lawn through the gate instead of having them jump over the fence with ladder and tools?

The last point is perhaps the most concerning. The fact that these apprentices were not given a proper key to access the lawn looked incredibly suspicious. There are many "No Trespassing", "NO Loitering", and "Private Property" signs on the fence so it is very bold for two men in broad daylight to jump over the fence. Why did the apprentices refuse to tell me what they were doing until I told them that this would become a police matter? Why was the superintendent unavailable that morning and so difficult to reach?

My two exterior lights were connected to my light switch and electrical panel (both inside my unit) since it was put up and I have always been the only person to exclusively pay the electrical cost for my two exterior lights to light up my front lawn. TCHC never paid any electrical cost for my two exterior front lawn lights and I was shocked to see two apprentices without a mentor or master to oversee their work suddenly appear in front of my windows and unit.

I feel that my tenancy right is being violated. The apprentices could see through the windows inside my unit, and I am a single woman living alone. I have my right to keep my privacy at all times and without notifying me , TCHC violated my privacy as my bedroom , living room , dining room and kitchen windows all directly face my front and side lawn.

Access to my lawn has been an ongoing issue with TCHC and I have filed an application with the Landlord and Tenant Board. COO [REDACTED] and Manager [REDACTED] at Tenant Engagement Refresh visited me and toured inside and outside of my building on September 26, 2022 . They both agreed my lawn can't be opened up as a common space and told me they will work with me and that I need to give them more time. I am happy they agreed to work with me and we all agreed to work on trying to resolve the situation efficiently . On November 19, 2022 , COO [REDACTED] told me that she received the notice of my application from the Landlord and Tenant Board. She did discuss my case with Regional General Manager [REDACTED] , and she told me that his position is that he will wait for the tribunal decision . While I am prepared to wait for the tribunals 's decision , I was hoping that we would be able to continue to try to resolve the situation efficiently . Furthermore, COO [REDACTED] informed me that they will not be providing mediation to resolve our issues, which is not consistent with TCHC's process , and will instead wait for the tribunal decision. I am disappointed by this immediately seemingly uncooperative response. In my view, TCHC is being sneaky and deliberately disconnected my access to my exterior lights which light up my front lawn without any notice at all.

I am happy to continue paying the electrical cost for my front lawn lights. In my heart it is still my lawn because all the lawn flowers and shrubs were requested by me and designed by me. The metal fence was also requested by me and co-designed by me with Facility Management ,Landscaping manager [REDACTED] . I am also the only person who has been keeping the lawn tidy and watering it daily (except in winter) for over 10 years. I was authorized by Regional by Regional General Manager [REDACTED] to get a quote from third party flower shop and spent several months doing so. My flower

choices were planted and a wall mounted hose was likewise installed to allow me to water them . During the 2020 December Holiday Season, I also decorated the lawn and fence area with lights and other festive decorations.

The real reason behind that sneaky action is New Direction of Business Development to make profit by using non Real Tenants Engagement Refresh as Tenants voice to make profit out of TCHC public resource including wanted to using non real Community Rep acted on our (tenants) behalf without our consent corrupting the whole system including illegal recommendation transfer our project and building to their own selected independent development and using the secret selected community Rep on our behalf without our consent , proposal and claimed we(tenants) want separate from TCHC and proposal our project transfer to their selected independent development. In reality partnering and control by TCHC senior staff with Non Real Secret Selected Community Rep. to write recommendations. I was being approached in 2020 by the current secret selected Community Rep. In Reality, It is a corruption with Senior Staff behind the scene and including planned corrupted our Participation program, tenants action Fund , PB Fund, Community benefit (former section 37) as well as open up all our possible space for business including illegal activities forcedly open up my lawn directly joined with all my large windows of my bedroom, living room , dining room and kitchen by claiming beyond my windows are not part of my rental agreement and encouraged the tenants not lived in my building came into my lawn step over my flowers, kept slam my gate, physical close to me to pick fight to intimidate me and deprive my right to get help from security Division by Regional General Manager's protection email passed to bully tenant not lived in my building for her bully actions against me on May 31, 2021 and continually June 3, 2021

Regional Management led by Regional General Manager in Central partnering with Tenant Engagement Refresh using High - hand wanted turned my lawn in front of my bedroom windows , living room windows , dining room windows , and kitchen windows into common space for historical records of wild parties, fighting, Drug dealing and illegal activities for big profit underground business since 2019 after 4 pillars services down to Regional Management (Please viewed the security reports and tenant help line reports over 100 complaints reports) for the operational Performance measures, also garbage's dumped all over without staff worked on weekend and long weekend. It is all motivated by BIG PLAN by using non-real Community Rep. on our behalf planning to recommend transferring our building to their hidden development to fulfill their big goal of Business development and Money Grabber.

Thank You Counselor Paula Fletcher City Councils Decision On July 19, 2022 , All transfer property back to tenants first and City Councilor Decision December 14, 2022 ensuring successful Tenant Advisory Committee at Toronto Community Housing Corporation. Huge step towards transparency in TCHC Operational Performance Measures.

The Regional Management team on November 22, 2022 secretly cut my front lawn exterior lights electrical source from my inside unit electrical panel and secretly connected my exterior front lights to the building exterior lights to hide the fact. I am the only person exclusively paying the electrical cost of my 2 exterior lawn lights to light up my front lawn starting right in beginning since those two exterior lawn lights put up. My Regional Management team wanted to cover that fact by secretly arranging 2 electrical trainees without a mentor or master to oversee their electrical work to disconnect my exterior front lawn lights from my inside unit electricity panel.

It is sneaky. High- Hand can't change History and certainly can't change the FACT and the Truth . It is a real Shame for this dishonest, sneaky behavior and action by the management team.

The Fact and the Truth will stand tall Forever. Dishonest and sneaky will get Nowhere but SHAME.

Regardless of who is paying the electricity bill for my front lawn. My lawn was classified Buffer Zone for security and Safety by former Senior Director

██████████. My metal fence was approved by former CEO ██████████ upon my request . I outlined the problems of my former wooden fence that attracted many homeless social gatherings and illegal activities behind my can't see through the wooden fence.

The former CEO ██████████ referred to Facility Management and former senior Director ██████████ oversaw a metal fence project and landscaping manager ██████████ designed with my input idea enclosed a metal fence around my unit to protect my privacy, security and safety as my Buffer Zone.

I was approved for Medical Priority Transfer and the system changed to a match system and I am not successful in being a match and I needed a peaceful and quiet home for my medical needs. I was told by former Asset Vice President ██████████ . I could request a unit modified. The metal fence served my medical needs and No transfer is required.

Decentralization Regional Management Partnering Tenant Engagement Refresh heading to the wrong direction as Social Housing Provider. New Direction heading to Money Grabber, Open space for income and ignored Human Rights, Tenant' Rights and legal obligation , encouraged harassment linked business to bully tenants applied unfair access policy, high-hand to control tenants dishonest using false and misleading information to cover up . different set of records to suit the different set of corruption without verify.

All feedback and Policy did not reflects reality.

TCHC has serious governance issues. When errors in record keeping are brought to TCHC 's attention, nothing to my knowledge is done to correct the error and the error is used in TCHC Decision making process. There appears to be no verification of information even when the error is brought to the attention of tenant Solution , COO office and all the way to the CEO office. Instead of verifying information , the same error is incorporated into decision - making . The error has been brought all the way up to the CEO Office 's attention, and the result is that the same errors continuous and are perpetuated throughout the organization.

Thank you for the opportunity to express my comments on TCHC 's Operational Performance Measures.

Deputation - Jacqueline Yu
Item 8C - Tenant Engagement Refresh Update
TSC Public Meeting - February 17, 2023

Written Deputation- Jacqueline Yu
TSC item 8 C. Tenant Engagement Refresh Update.

TSC public meeting - February 17 , 2023

[redacted] Street unit [redacted]

H: tel. [redacted]

cell: [redacted]

Good morning.

Mr. Chair and Board of Directors:

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

Thank you for the opportunity to share my comments with you all on Item 8 "C" Tenant Engagement Refresh Update.

TCHC sets out a broken vision of how TCH will continue to engage with Tenants, the reality is that this framework is faulty from the start and the TCH processes appears to be quite weak.

For example , there is no representation from [redacted] Apartment Building Matters, only [redacted] apartment building tenants should be representative of [redacted] Apartment Building matters and not the townhouses tenants at the separate building.

Policy feedback and decision making should be obtained from affected tenants, reducing the impact of non- affected groups in decision making. TCHC's current policy strategy is that my apartment building at [redacted] seeks feedback and decision making from [redacted] Street townhouses tenants instead of tenants at [redacted] apartment building matters. That is not a fair policy.

According to the TCHC official record, both of the secret selected Community Resentatives are listed townhouses tenants at [redacted] Street , one of the claims of a Townhouses tenant at [redacted]

actually lived outside of our project, and she rented out her market rent townhouses unit at [REDACTED] Street unit [REDACTED] for much higher rent to an outsider as business for profit. Regional Management supports those market rent tenants who rent out their unit for business and support those non living tenants in our Community and secretly put them in official record as our secret selected Community Representatives to control our building at [REDACTED] Street apartment Building and keep it secret from us, not announce who is actually our Community Representatives. Current Tenant Engagement Refresh using different sets of non real Community Rep. and non real Building Committee Members to suit the different Corruption situation and not Providing information who is the fellow tenants nominated that non real Community Representatives do not live in our building.

Our Current Tenant Engagement Refresh is non real, all feedback does not reflect reality. Secondly, there was no minimum number of tenants required to vote for these Community Representatives.

In fact we NEVER have an election. All secret selected Community representatives are secretly selected by Tenant Engagement Refresh without notify us who actually are our Community Representatives?

Current Tenant Engagement Refresh using false and misleading information, including people who do not live at our building nor at the adjoining townhouses become our secret Community Representatives without providing information who is our fellow tenants nominated the outsider, non real living tenant as our Community Representatives acted on our behalf wrote illegal recommendations without our consent or knowledge.

Tenant Engagement Refresh secretly put the non-resident, listed as a tenant in townhouses [REDACTED] unit [REDACTED] acted as our building at [REDACTED] Community Representative to provide illegal proposal and recommendations without tenants at [REDACTED] Consent or knowledge to control and provided illegal recommendations on behalf of tenants in our building partnering with Regional management and Tenant Engagement Refresh corruption including and not limited to tenants input regarding their Housing, and the full TCHC housing portfolio, False Community representative tenants input on TCHC corporate decisions including capital plan, operating budget, service levels, service delivery and Tenant facing policies and tenant input on setting local spending priority. False tenants feedback and future development Plan, Participatory Budgeting Program, Tenant Action Funds, Community Benefit (former section 37).

By using the non real Tenant Engagement Refresh as a tool to cover up the improper management resulting in application of their selected policy , lack of transparency use facilitates changes (that ignores TCH's legal Obligations) to corrupt our system and target of attack, applying unfair policy to vulnerable individual tenants. Tenant Engagement Refresh Community Service Coordinator , ██████████ encouraged a bully tenant not living in my building to come to my lawn, slam my gate , step over my flowers, and physically get close to me to pick a fight to intimidate me. My right to get help from security was depride because the Regional General Manager in Central, ██████████ passed his email to the bully tenant at town houses as protection for her behaviour towards me without consequence by stating that in front of my windows are not part of my rental agreement. For this reason, all the outsiders could have access in front of my bedroom, living room, dining room and kitchen and have access into my unit through my large windows. My unit is on the Ground floor, corner of the building. My fence on my lawn was requested by me and referred to Facility Management for my security and safety, restricting other tenants into my lawn with many signs such as private property , No loitering upon my requests.

The harassment allowed continually from May 31- 2021 - June 3, 2021, I sent out at least 20 emails begging for help. All the staff distanced themselves from me.

I got trapped inside my unit for 4 days until my chest was extremely painful and vomited during the 911 call, I fainted, Fire Truck , Police team and Paramedic team rushed me to ██████████ Hospital with immediate oxygen and I. V on June 4, 2021.

One of the reasons the harassment is encouraged by Tenants Engagement Refresh CSC ██████████ and support by Regional General Manager in Central , ██████████ are motivated by the greedy Big Plans, corrupted our system of using Tenant Engagement Refresh selected the secret tenants not live in my building without announced who are the secret selected Community Reps for the purpose of corruption to write the illegal recommendation and illegal proposal on our (tenants) behalf without our consent or knowledge.

Corruption Plan 1 : by Tenant Engagement Refresh , Partnering and using non real Community Representatives write the illegal recommendation to turn our building separate from TCHC in the name of Tenants. In reality it is controlled by Tenants Engagement Refresh and Regional General manager and TCHC

Management. The separate TCHC property will transfer to their selected independent developer and be controlled by those greedy Planners. I was approached by Townhouses secret selected Community Rep. [REDACTED] at [REDACTED] townhouses unit " [REDACTED]" in 2020 before Tenant Engagement Refresh secret selected Community representatives. [REDACTED] approached me and sold his plan with me and told me, he will become our building CHAIR in Tenant Engagement Refresh for our project and his plan is to get more tenants to agree to his plans " Proposal future plan for Our building and project moved out from TCHC and ran the project by ourselves". I showed no interest and walked away. Later I found out he was partnered with Tenant Engagement Refresh Community Service Coordinator [REDACTED], He and another outsider became our secret selected Community Representatives without being announced and without our knowledge.

Corruption Plan 2 , turn all our common space and restricted common space for income, in reality for illegal activities for BIG profit, Underground business. (Please check out over 100 violation complaints to security and help tenants line 2019 - current) since dencentraizting 4 pillars to Regional Management, illegal proposals from a secret community rep. including opening up our small walk up building roof for parties , catering , in reality for drug dealing and illegal activities, violated building code , fire code, property standard and ignored the fact our small building has many seniors with multiple medical strokes (over 90 years) needing a quiet home for rest and my bedroom right under the stairs. Those wild parties all night long in historical record include fighting, wild parties , and large groups of social gatherings from midnight to early morning. Drug dealings , garbage dumping , Needle injection , wine bottle throwing, rented out for airb/B , wine bottles broke my windows after throwing the wine bottom to my windows that were just replaced on June 1, 2021.

-Physical harassed me and forcibly turned my lawn into a common space by using harassment , Encouraged by Tenants Engagement Refresh CSC [REDACTED] and supported by regional General Manager [REDACTED] caused me almost die inside my unit on June 4, 2021 after 4 days and nights got trapped inside my unit for my safety. I was rescued by a paramedic team along with a Police car, Fire truck that rushed me to [REDACTED] hospital with immediate Oxygen and IV after Chest extremely pain, vomited and fainted inside my unit after 4 days and nights non sleep worried about my safety. I sent out at least 20 emails begging for help and staff distancing themselves from me and security depride my right to get help because the Regional general manager passed

his email to bully tenants as protection for her bully action against me by stating that in front of my windows are not part of my rental agreement.

Corruption Plan 3. False tenants voice by using non real tenants/ Community Rep. provide input on TCHC Corporate decisions including Capital Plans, Operating Budget, Service levels, Service delivery and tenant facing policies and false Tenant non real tenants / Community Representative input on setting local spending Priorities. (All false Community rep input are controlled by Tenant engagement Refresh and Regional General manager.)

Corruption Plan 4. False Tenants, non real Community representative input spending on Community Benefit, former section 37. (All controlled by Tenant Engagement Refresh and Regional General Manager.)

All tenants feedback and results are edited and summarized by staff , Tenants feedback and policy did not reflect reality.

We must learn the Lesson from current non- real Corruption Tenant Engagement Refresh, lack of transparency and lack of professionalism , inability to manage its own internal records, inability management and fair decision , By passing legal obligation and using intimidation and corruption, a team of bullies to target vulnerable tenants. TCHC urgently needed an independent investigator and external Auditor General as soon as possible to review TCHC from top to Bottom for their unprofessional conduct, target, bully , intimidation, discrimination towards vulnerable tenants and gang corruption, team covering up and accepted the false and misleading information for corruption and their roles of underground illegal business currently and future plan to development business using TCHC resources for their corruption business plan throughout the whole organization. Except (Facility Management Division and General Council Team, not part of TCHC corruption Team). Those two divisions are always tenant focus and professional.

I want to point out, TCHC is a housing provider, we only need a clean , safe, peaceful enjoyment in our home. If those basics need not to be provided to tenants, our decentralized Regional Management team and Tenant Engagement Refresh inability to provide those basic needs instead planned many secret underground businesses such as using up all common space and restricted common space for illegal harmful activities at the expense of vulnerable

tenants by passing legal obligations. It is a wrong direction for TCHC as Social Housing's new Development.

I was a long time tenant at TCHC (former name City Home). In or around 1986, everything was transparent, our local Councillor , Olive Chow and/or her assistant would attend our monthly meeting.

All tenants were invited. Our building manager, supervisor and superintendent all attended the meeting monthly, talked to us , consulted us on what we think could do better in City Home for us. It is a real Open tenant Engagement focused on tenant needs. Tenants freely voiced their concerns in the open meeting and directly addressed the concerns or requested repair to manager , supervisor and superintendent. They will take note of the tenants concerns and needs and will follow up the issues accordingly . All the staff know us well and we know them well . The superintendent also lives in the same building or nearby building. We have no needed Tenant Engagement Refresh , no needed Tenant Action Fund and NO needed Participatory Budgeting Program.

All tenants are happy regardless of their age. We have Community Centre Such as Scadding Court Community Centre, St. Christopher House (West Neighborhood) , University Settlement Community Centre for Kids Youths, Adults and Seniors and a lot of activities for all ages to participate in. No one left behind. Most Children and Youths growing up in City Home Become today's Productive Members and Leaders in our society .

A lot of Kids grow up in City Home become Real Professionals, leaders in legal field and Medicine, and different professional fields and contribute a high portion of their income back to our Society and are proud of former Tenants at City Home.

Our Current Tenant Engagement Refresh is non real, all feedback does not reflect reality . It served as a self and one side story and can't be trusted. It is set up for corruption and intimidation.

Our Tenants' Engagement Refresh NOT maintains a democratic system of active tenant Participation and involvement and corrupts our system by using false and misleading information and secret selected outsider to control our building for false tenants voice.

For example, there is no representation from [REDACTED] apartment Building and our building is controlled by townhouses secret , non real and non living Community Representatives and we never met her and she doesn't know us due to the fact that she is not living in our project and does not live in our

building. She never attends any meetings and she is a stranger to us. TCHC secretly put her in an official record and TCHC still is not answering who the fellow tenant nominated that secret stranger as our Community representative for the purpose of corruption.

1. False tenants, non real tenants/Community Representatives feedback and input into decisions by using Tenant Engagement Refresh regarding their Housing, and the full TCHC Housing Portfolio

2. False Tenant , non real Community Representative Input into Decisions at Corporate and Local Levels and Capital Plan, Operating Budget , Setting Local Spending Priority and Service Level and service delivery, Tenant Facing Policies and Operating Budget.

TCHC Tenants Engagement Refresh In Reality .

1. Not provide a Tenant Council structure or similar Organization.
2. Not provide Tenant Input into decisions at the corporate and Local levels.
3. Not provide Tenant input for setting local spending priority and service level.

TCHC Tenant Engagement Refresh violated all the requirement process that includes no democratic system and using false and misleading information , including people who do not live in our building and do not live at the adjoining townhouses to be secretly replaced by our Community Representatives in TCHC official record. That non real Community Representatives never attended any meeting in our project and she doesn't live in our project but is listed as Tenant but allowed to rent out her unit to an outsider for much higher rent for profit . Tenant Engagement Refresh refused to provide who the fellow tenants nominated that non real Community Representatives.

Tenant Engagement Refresh errors in record- keeping is leading to Tenant Engagement Refresh speaking to invalid parties with respect to tenants matters and the result is that the outcome is unjust and invalid by Tenant Engagement Refresh 's own processes. When errors leading to Corruption involves who is the actual Community Representative and who is the Building Members are all wrong in record keeping and using the non real Community Representative and who the Building Members are all wrong in record keeping and using the non real Community Representative as a tool to bully and target individual tenants for the purpose of corruption. It is a very serious matter and independent investigation is necessary.

This immediately raises the question as to whether our tenant Engagement Refresh

(1) Is there actual engagement of Tenants?

(2) whether the current corruption Tenant Engagement Refresh is in the Best interest of all ?

My answer is "NO" our corruption Tenant Engagement Refresh set up for corruption and intimidation . It is harmful and dangerous to the vulnerable tenants. How does TCH not recognize its duty to tenant safety and security and immediately declare these types of " Corruption Tenant Engagement Refresh " under independent investigation?

In any organization , there is accountability when errors leading to corruption involved who is the actual Community Representatives and who is the building Committee Members are all wrong and using that non real Community representatives for bully and target individual tenants and leading to corruption including and not limited to Tenant engagement regarding their housing, and the full TCHC housing Portfolio, Participatory Budgeting program , Tenant Action Fund , Capital Plans, Operating budget, tenants input on TCHC corporate decisions, tenants input on setting local spending priority, service levels, service delivery and tenant facing policies and future development plan in local and corporate decision making. It is a very serious matter . All involved staff should be investigated .

TCHC needed to establish an open deputation focus group to replace the current non real Tenant Engagement Refresh. New Model of the Real

Tenants Engagement with Agenda and mandate including and not limited to Overview of Community safety and Support Pillars, Tenancy Management , Hub Model and recommendation to TCHC within the Community safety Advisory Sub-Committee to replace the current non real Tenant engagement Refresh.

Our New model of Tenant Engagement Refresh should under TCHC Community Safety Advisory (NOT Sub- Committee Meeting) Chair by Director Paula Fletcher, Vice Chair By former TSC Chair Ms. Catherine Wilkinson, Board Members included and not limited to former and current Tenant Directors and supported by General Counsel Darragh and his team. All tenants in the focus group , senior Tenant Advisory Committee (STAC) should be welcome to sit in the Board as volunteers. This new Real Tenants Engagement should be named as TCHC Independent Tenants Engagement Committee and direct report to TCHC Board .

Thank You to Councillor/ Director Paula Fletcher for your deep insight and your kind heart acted as Tiger Mother to protect us. We, tenants, are grateful and thank you again.

I applaud the Council Decision put forward by Councillor Paula Fletcher and seconded by Councillor Shelly Carrol of December 14, 2022, which is a step forward towards ensuring a Successful Tenant Advisory Committee at Toronto Community Housing Corporation, and hopefully, also a big step forward towards transparency at TCHC Management Operations and TCHC Operations.

The New Tenant Advisory Committee Members should consist of people who are actually current tenants like Ms. Catherine Wilkinson, a former TSC Tenant Chair and former Tenant Board Director. Her knowledge, skill and personal character make her not only perfect for Tenant Advisory Committee Chair, but also a good mentor to New Tenant Advisory Committee Members. All former Tenant Board Directors and current TCHC tenant Board Directors and all deputation focus group tenants should also be considered for the opportunity to sit in the Tenant Advisory Committee. Specifically, no Tenant Engagement refresh staff and management should be involved with the Tenant Advisory Committee.

We must learn the lessons from the current Tenant Engagement refresh, which lacks transparency and professionalism, and which has a documented history of inaccurate internal records and inability of management to engage in fair and reasonable decision making. 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 no one on the ground that is overseeing the Regional management team Operations and entire executive team (CEO and COO included), which can lead to improper management, cover ups, and lack of transparency regarding changes to how facilities are used.

Accordingly, the new Tenant Advisory Committee should be independent and report to the TCHC Board and should not be under TCHC management. The new TCHC Tenant Advisory Committee could also work with the Senior Tenants Advisory Committee (STAC) to ensure that seniors and other tenant groups within TCHC without strong voices are heard. In addition, the Tenant Advisory Committee should receive access to general reports that summarize tenant issues raised through tenant complaints e-mail and hotlines to provide feedback to the TCHC Board on the effectiveness of repair requests and other issues raised by tenants. Major issues raised by all tenants (and not just advantaged groups) and identified through the Tenant Advisory Committee should then be presented as objectives for TCHC management to take action and resolve and should be the

mandate of the Tenant Advisory Committee. The Tenant Advisory Committee mandate should also include but not necessarily be limited to:

1. Key areas of responsibility;
2. Insights and Policy Advice;
3. Insights for decision making;
4. Accountability Operations;
5. Customer - service - performance;
6. Management performance;
7. Management ethics and accountability;
8. Monitoring and reporting;
9. TCHC Development;
10. Tenant voices heard;
11. Provide Governance Advice; and
12. Reviews of matters concerning Tenant Advisory Committees and its members.

Of course, tenants will require resources to be engaged and have opportunities to thrive and play leadership roles in building their communities in collaboration with their fellow tenants in an open and transparent way.

Thank you for your attention to this serious matter.

Thank you for the opportunity to share my comment with you all.

Jacqueline Yu

██████████ Street Unit ██████████

Toronto, ON

Deputation - Veronika Hering
 Item 8C - Tenant Engagement Refresh Update
 TSC Public Meeting - February 17, 2023

Subject: Tenant service committee item 8C

Hi,
 I am sending in my written submitting because I will not be home due to any appointment
 Here are the minutes to the meeting we held with the supervisor of tenant engagement and security. I want the tenant service committee to see what tenants go though. This committee
 Needs to go.

Community Meeting
 [REDACTED] Ave Issue Tracking Report
 Held November 23 2022

CHALLENGES	Tenant Feedback	Actions Requested	Responsibility	Timeline
Introductions	[REDACTED], [REDACTED], [REDACTED], Veronika and [REDACTED] in attendance. [REDACTED] and [REDACTED] were not invited and were asked to leave the room.	[REDACTED] and [REDACTED] were not invited to the meeting and were asked to leave the room.	[REDACTED]	November 23 2022
Tenant Committee	<i>Tenant</i> reported being very dissatisfied with the attitudes, behaviour and actions of the members of the current tenant committee. Luis reported tenants were verbally attacked, committee meetings are toxic, no respect, not open minded, argumentative, meetings are hostile,	TCHC to help resolve the problems with the Committee TCHC should consider calling for a new election, more training or dissolve the current committee in favour of a different approach	[REDACTED] and [REDACTED]	March 31 2023

	<p><u>Tenant</u> Very personal attacks, problem with a lack of control at the meetings, no respect, the Community Representative who Chairs the meetings is hostile and not skilled at running meetings, Chair is not open to to information sharing, not following the rules, deep personal attacks</p> <p><u>Tenant</u> When you speak up you are attacked by members of the Committee Tenants with real concerns will not deal with the Committee because they are hostile</p> <p><u>Tenant</u> Some tenants are being invited to join the Committee to “load” favoritism to one group of tenants over another. A lot of ego and misunderstandings are blocking good decision making an progress for the community. A lot of wrong thinking people need to learn how to discuss ideas and suggestions without harming each other Stop talking over each other. Stop the acrimony. Tenants need to stay respectful, collaborative and helpful to each other</p>	<p>Committee members urgently need training Meeting notices should be posted Meeting minutes need to be widely shared Complaint process especially about racism should be independent, fair, and trustworthy Committee meetings should not be secret</p>		
<p>TCHC Staff</p>	<p><u>Tenant</u> There is a conflict of interest when a TCHC staff member serves on a tenant committee. They have more influence, more information and more ability to impact decisions. It is not fair. Tenant alleges there is racism between the TCHC staff member and tenants that needs to be addressed</p>	<p>TCHC staff are legally allowed to serve as Committee Members. TCHC staff cannot serve as Community Representatives. There is zero tolerance for racism and discrimination in the Tenant Engagement System. TCHC Confronting Anti Black Racism</p>	<p>██████████</p>	<p>February 2023</p>

	<p><u>Tenant</u> Staff purposefully placed a BBQ under a tenants balcony to disrupt their peace of mind and living conditions \</p> <p><u>Tenant</u> wants more and better support from the local CSC</p>	<p>will be invited to a community meeting to discuss racism and discrimination and to assist the community with the TCHC complaints procedures and when to access other government agencies that deal complaints.</p> <p>The CSC will help arrange committee meetings, set specific dates for open forums, establish an event calendar, clarify use of space policies and procedures and share more information about the TAF process. The CSC will also work with the Tenant Building Committee and the residents to clarify who does what in gardening and hosting special events such as BBQ and holiday events</p>	<p>██████████</p>	<p>2023 Calendar will be ready by March 31 2023</p>
CSU	<p><u>Tenant</u> CSU does not always respond when you call about tenant safety and security</p>	<p>CSU has been contacted to report the concerns.</p>	<p>██████████</p>	<p>ongoing</p>
TAF	<p><u>Tenant</u> Tracking where things come from is needed and TAF applications should be shared with all tenants to know what is being ordered or what events are being planned</p>	<p>CSC will share more information on the TAF process. Any 8 tenants can submit an application to TAF. Applications are done by the end of the month. Decisions are made by TCHC tenant volunteers on the TAF Committee not by TCHC staff. Decision results are shared middle of the next month. Maximum TAF request is \$1,000 per application. The CSC ensures there is no</p>	<p>██████████</p>	<p>ongoing</p>

		duplication of effort or use of funds and or space		
Community Gardens	<p><u>Tenant</u> Superintendent is referring all gardening issues to the Committee when other tenants like Veronika have been doing the garden work for years</p> <p>Tenant The front of the building needs a landscape improvement to relocate plants and upgrade the look of the building</p>	Need to review the community garden plans and procedures for 2023 with tenants, the TCHC staff and the Building Committee TCHC landscape team will be asked to visit the site for recommended actions and to determine if funds are available to do the upgrades	██████████	<p>Gardens February to May 2023</p> <p>Landscape review by April 30 2020</p>

Thanks for letting me know

I will ask ██████████ connect with the tenant committee to consider other locations for the BBQ

From: ██████████

Sent: Friday, February 3, 2023 11:01 AM

To: ██████████; ██████████

Cc: ██████████

Subject: Barbeque place deliberately to disrupt my apartment

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

**These are pitchers of the barbeque place under my balcony by the Bully committee just to annoy me.
This is prohibit and still they get away with it.
Barbeques are a fire hazard and this area especial with the trail just Below and trees that can catch fire.
We have a large back yard to have Barbeques on nice days and they Will have to have a rain date if it rains.**





The tail and garden in the back right near this barbque.

Tenants rights, voice must be heard not ignored.

Thanks

Veronika Hering

Hi,

NO! This not acceptable. WE want to do good things here and this committee
Wants to fight just like your staff.

We want a private meeting with upper management that needs to be fair to all of tenants.

They are not the ones to handle this nor is Stacey it is up to the upper management.

You promise us mediation with this group and now you are running away for it.

This is a security issue and that is Security's job and yours.

I will not be bullied by them into putting me in the position of dealing with them.

You saw what happened at the last meeting with them.

You need to become a supervisor and not let them rule you.

██████████ I know you mean well but you have to stop siding with them and do what is
Good for all the tenants.

Your action plan is in thier favor and that will not help the rest of us.

Lastly, I live directly above the rec room and my daughter has a disability and she and

I need to be accommodated and have a right to reasonable enjoyment of the premise.

I will be waiting for a private meeting with you.

Tenants rights, voice must be heard not ignored.

**Thanks
Veronika Hering**

From: [REDACTED]
Sent: February 1, 2023 2:36 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: meeting

Hi
This type of conversation about safety will be referred to the tenant building committee and a meeting will be organized with this as an agenda item and all tenants will be invited to participate at the Committee

Thank you

From: [REDACTED]
Sent: Monday, January 23, 2023 10:44 AM
To: [REDACTED]
Subject: meeting

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,
Could you have [REDACTED] or someone acting on his behalf at the meeting.
We need this done ASAP and have rentals on hold until we meet.
I will send an agenda we want to discuss closer to the meeting date.
An the tenants that will be in attendance.

Tenants rights, voice must be heard not ignored.

**Thanks
Veronika Hering**

Sent from [Mail](#) for Windows