

TORONTO COMMUNITY HOUSING CORPORATION  
TENANT SERVICES COMMITTEE MEETING  
DECEMBER 1, 2022

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WRITTEN DEPUTATIONS

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Deputation - Jackie Yu  
Item 8C - Tenant Complaints Update  
TSC Public Meeting - December 1, 2022

TSC Meeting public Agenda December 1, 2022 ,Item 8C Tenant Complaints update.

Written deputation from Jacqueline Yu.

Good morning , Mr. Chair and Community Members.

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"C": Tenant Complaints update.

In the early morning of November 22, 2022, I was woken up by a loud noise near my windows. I saw two men with two long ladders jump over my 4 feet (front Lawn) and 6 feet ( side lawn) metal fence onto my lawn. They quickly put up their ladders 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 clothes 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 number [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 reconnect them to the building electrical source so that TCHC could regain control of the building lights. The electrical usage required by

these lights were part of my electricity bill charges up until that day and I never had an issue paying it.

I also witnessed these two trainee electricians step over and destroy all my flowers and some of my shrubs. I used to have regular access to this lawn, and was able to care for it and do my gardening.

The apprentices told me they needed to put the long ladder on top of the flower bed for safety issues and they acknowledged they damaged the flowers and some of the shrubs. I requested TCHC to replace those damaged flowers and shrubs.

I tried reaching superintendent [REDACTED] that morning as I was very agitated and did not receive any notice of work to be done right outside my windows. I reached out to him via email and searched for him at 3 different buildings in hopes of seeing him on-site at one of the buildings he looks after, but had no luck. He finally arrived at 1:00PM when the apprentices were almost finished and he took photos of the damaged flowers and shrubs.

These are serious issues. Why was I not provided with notice of this work? 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 notice, 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 ladders 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", "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 the 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 lawns.

Access to my lawn has been an ongoing issue with TCHC and I have filed an application with the Landlord and Tenant Board. COO Nadia and Manager [REDACTED] at tenant Engagement Refresh Manager 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 Nadia 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 which is not consistent with TCHC's process, and will instead wait for the tribunal decision. While I am prepared to wait for the tribunal's decision, I was hoping that we would be able to continue to try to resolve the situation efficiently. 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 costs 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 landscaping manager [REDACTED]. I am also the only person who has been keeping the lawn tidy and watering it daily (except in Winter) and tidying my lawn for over 10 years. I was authorized by Regional General Manager [REDACTED] to get a quote from a third party flower shop and spent several months doing so. My flower choices were planted and a wall mounted hose was likewise installed by Facility Management to allow me to water them. During the 2020 December holiday season, I also decorated the lawn and fence area with lights and other festival decorations.

All I am requesting is that my situation be the same as it was in April of 2021, when I had metal gates with signs to discourage people from accessing my front and side yards , when I had unimpeded access to my front and side yards, when I could water and maintain my lawn, when I could control my exterior lights to light up my lawn, and when I could clean my outside windows as required.

Thank you for taking the time to look into these important issues.

Sincerely,

Deputation - Veronika Hering  
Item 8D - Tenant Engagement Refresh Update  
TSC Public Meeting - December 1, 2022

**From:** [REDACTED] [mailto:[REDACTED]]  
**Sent:** Tuesday, November 29, 2022 4:52 PM  
**To:** [REDACTED]  
**Subject:** Tenant engagement 8D

**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.

The tenant engagement in my building was done behind the Scene of most tenants.  
I Came downstairs to tell the superintendent that the pest Control guy wanted to talk to him about my unit.  
Then I saw a crowd of people out front of the building and I ask the superintendent what is going on?  
He never replied I went outside and there was Sara and a Security guard out front of the building talking to this group Of people. I looked around to see if i saw someone I knew.  
I found out from a former committee member that they where Having a meeting about the building committee. Some of them Had forms in thier hands and other did not.  
I wait to see what was happening and to see if they would give Me the forms.  
I never recieved the forms for any of the staff there on that day. June the 4<sup>th</sup> 2021. I remember it because that is my birthday.  
The crowd dispersed and one tenant came up to Me to tell me what happened. At this point she showed me  
The forms and I noticed that the forms where not amended To protect the tenants from being targeted. The former tenant Rep made a pack with us to ask for amendments to protect us From other tenants that did not like our decisions.

He complained his tires were being slashed in the underground.

He did not stick with us and signed the forms anyway.

Now we had a committee without tenant input elected by themselves not other tenants in the building.

One tenant told me that a Tchc staff member who lived in

The building came to her door and asked her to sign the

Forms, She said she sign them to help them out and told him

That she will not attend any of the meetings. She was on in

Name only.

Since then this group of people are making decisions on thier

Own with no tenant input.

They have been bullying any tenant who tried to come into

The tenant meetings. The treated everyone from the old

Committee like garbage. They targeted them to stop them from coming.

The harassment continued and finally I reached the supervisor who had a notice put up about anti social behaviour.

This helped stop this behavior and should be posted in all Tchc buildings.

One thing I found was the flyer reads if you are a victim of anti-social behaviour to call the community safety unit.

The problem is they do not always respond to the tenant

In a positive way. I called one time and after I explained what

Happened the guard responded so what do you want us

To do about it.

This does not go over well if they want to stop anti social behaviour is tenants, staff and visitors in the building.

**Attached is one of the anti social behaviour flyers.**

**Tenants rights, voice must be heard not ignored.**

**Thanks**

**Veronika Hering**

**Tenants rights, voice must be heard not ignored.**

**Thanks**

**Veronika Hering**

Sent from [Mail](#) for Windows

Deputation - Veronika Hering  
Item 9 - Update on Tenant Survey  
TSC Public Meeting - December 1, 2022

Good Morning,

Customer Service and Communication

In the area of customer service is terrible. Many people are waiting for repairs for years.

My suggestion to you is to do large repairs for the whole building one each year. For example : kitchens to be done to all units that are not completed in the building.

Bathrooms to be done for the whole building the following year.

Balconies to be done the next year

Elevators to be done if required.

This was done from top to bottom when MTHA ran the buildings.

It was effective and many tenants loved it.

We need to get back to this type of service to tenants. With more than one contractor to do the work. Maintenance which can be done by the superintendent should be completed with in 5 days of the work order.

Thier should be a sign in sheet in the office for all contractors to sign in when they arrive and sign out when they are done. A sign in sheet for property such ad tables and chairs bored by another building when taken and returned. Tenants would like to see different colors for countertop, paint other than the housing cream color like a sky blue, pink, light yellow or green as an alternative to housing cream.

tiles that do not retain heat or cold and come clean better than the current one. There is no communication as to what is going to be done or who is doing the work.

Tenant like to know what is happening before work commences.

Tenant Satisfaction Surveys should also be done to ensure the work was done and the tenant is satisfied with the workmanship. Contractors should not be paid until the work is inspected by TCHC supervisors.

Community Safety needs to be improved with meetings with tenants on Vertical watch programs with metro police, Fire safety audits should be done once a year.

Regular security patrols at night to check floors, stairwells,



Garbage chute and laundry room. Improve lighting, fencing, etc.

### Pest Control

This was an environment health tech [REDACTED]

Regarding the attending vendor, the pest control technician does not have the knowledge, nor authority to make maintenance/unit construction recommendations. Their job is to go into the units, and treat according to contractual obligations, which does not include giving recommendations to tenants or staff .

Regarding the oven, I cannot make that call as it is outside my scope of work. I can only recommend what can be done to prevent/mitigate the pest issues, which is sealing around it.

What good is this if it is the source of the bugs. Recommendations for both environment health and pest control company, if no one can tell management what they feel will solve the issue ounce and for all. The regular pest technician would know what the issue is and how to best treat the problem.

- Also, the oven does not have to be removed as once the crevice is sealed, there will not be an ongoing issue.
- If the roaches are present, it is likely coming from another source.

Behind the oven are two large holes for around the cables and were

Never filled in when Joe pace and sons (cabinet guys) did the cupboards.

The oven needs to go ( it does not work ) and it can go. It is a source of the cockroaches caused by the pervious tenant and poor maintenance.

Take it out I not going to live with these bugs forever because of management fails to do the job right, You saw that treatment was already around the oven and still bugs come out of it.

This oven is not TCHC property and was installed by the previous tenant.

You are assuming liability by allowing it to stay.

**Tenants rights, voice must be heard not ignored.**

**Thanks**

**Veronika Hering**

Sent from [Mail](#) for Windows

Deputation - Veronika Hering  
Item 10 - Q3 2022 Tenants First Update  
TSC Public Meeting - December 1, 2022

**From:** [REDACTED] [mailto:[REDACTED]]  
**Sent:** Tuesday, November 29, 2022 6:05 PM  
**To:** [REDACTED]  
**Subject:** Tenants first

**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.

When will tenants be first?

On the 24 hour notice it says we are committed to respect you home. There is no respect for tenants not from the management or the Superintendent Or contractors. They want us to pay the rent at the first of the month and keep Your mouth shut. This is an attempt to silence me and that will never happen. I speck my mind and call it as I see it.

I had some work done by [REDACTED] on Thursday November 24<sup>th</sup>, 2022. I told [REDACTED] I wanted to know who was coming to do the Vanity because I did not want the same guy who did it 5 years ago. [REDACTED] said he did not know but I knew he did not want to tell me. I had a Gut instinct it was the same two guys. I did not want because of their poor workmanship. [REDACTED] did not speak to the manger of Joe pace and sons at all.

Hi Veronica,  
I will speak to the manager of [REDACTED] first and I will tell you the plan, The work order in your unit is the vanity, have been seating in storage room because you don't Want those 2 guys to install your vanity and I have no control with that. I speak to Bruno if he can send somebody else but he said that's the only guys they have.  
Thank you  
[REDACTED]

████████ planned this with ██████████ days before as he said in the email he sent me. . I kept asking him who coming, but he never answered me.

I knew he was up to no good.

████████ says he is not in control of who ██████████ sends, he is the superintendent of the building and he is suppose to Support the tenants not the contractors. He is not representing the Tenants at all.

Thursday morning he arrived at my door with the worst of the two The guys who did it 5 years ago. I| told ██████████ l getting tired of him and his games. I told him, I do not want this guy. He said l will stay with him and l told him no you will not you have other tenants to help. He stood at the door and begged me please, please let him in. I was going to close the door on them. The only reason l did not was because the Assistant/general manger threatened to take me to the tribunal.

Our pest control tech, ██████████ inspected your unit and created an action plan to eliminate the infestation in your unit which does not call for either the replacement of your stove or baseboards which are already well sealed .

We will be following the plan as outlined by our staff .

Failure to cooperate with our pest control efforts can result in TCHC taking you to the landlord and tenant board in order to secure your compliance .

Thank you .

████████ I was under pressure and did not like the way TCHC management treats tenants. He is taking the word of ██████████ and my unit is not infested anymore. He refuses to Do the work l need done to end the problem and replace ██████████. I told this guy he better behave or l will toss him out.

████████ came in for 5 minutes and left after some prearranged person called him and he said he had to go, just like l told him at the door. He told the substute cleaner to stay here and ██████████ said to him are you the baby sitter. Why do grown men need Tchc staff to watch them?

████████ and ██████████ tried to talk me out of the access door. I told him no. He wanted to put tiles over the whole and leave the pipes for the

Plumber to turn the water on and off open. I told him no I want the access door. They were not pleased with my choice . [REDACTED] did install the access door the same afternoon.

I kept watch over him and I notice this second large Whole in the wall much higher then the access door. It was the size a large square floor tile and the next time I looked after he closed the bathroom door to use the torch.

I noticed the whole was covered with a higher vanity.

They where going to leave the wall open for several days, until the tile man came to tile the wall. This is the type of work done by Joe pace and sons.

I ask [REDACTED] if they really only had two guys to do the work and he claims it true. I know it is not true he has at least 7 that do cabinets I seen all of them here at one point.

We need another two contractors to be on call to do the work since these guys take years to complete due to lack of workers. The other two contractors could be servicing other Areas of the city. They could be called when [REDACTED] are to busy or if tenants want Someone else to do the job. Tenant satisfaction surveys need to be done to find out if the contractors are good or not. To create healthy competition and to bring faster service to the tenants.

Many tenants in my building are asking me how do I get

My work done in thier unit. I told them to follow up with the work orders and call for Supervisors that can help you out.

This is not proper tenant services and is not tenants first either.

**Tenants rights, voice must be heard not ignored.**

**Thanks**

**Veronika Hering**

Sent from [Mail](#) for Windows