

Deputation - Jacqueline Yu
Item 6 - 2024 Public CSAC Work Plan
CSAC Public Meeting - March 25, 2024

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Good morning, Madam Chair Fletcher and all of the Community Members.

My name is Jacqueline Yu.

I would like to comment on Item 6 - 2024 Public CSAC Work Plan. I think the proposed 2024 Public CSAC work plan should also include a Community Safety plan with the Community Safety Advisory Subcommittee Board oversight.

My experience is that after decentralizing the 4 pillars, namely, cleaning, maintenance, community safety and support and tenancy management, to Regional Management, there has been no accountability, no transparency management structure or system which has created an unsafe inner community, with tenants feeling trapped within this community without a channel to voice any tenant concerns. Any tenant concerns have been going to the Regional General Manager, who makes the final decision without any accountability or appeal structure to ensure that decisions are fair and equitable and consistent with TCHC's fundamental values. With this decentralization, there is no opportunity for tenants and members of the community to address community safety concerns with this Board as it would never get on the Board's agenda.

I want to give some insight into the operation of the community. For example, members of my community have expressed to the Regional Managers and Solution Manager about drug dealing, naked men loitering in the open spaces and observing people taking drugs. We have requested a fence to enclose the side lawn and garbage area (which is frequently a hidden area for drug dealing). No action has been taken, and we have received no responses to requests for action despite providing picture evidence. In addition, there is no lock in the front door in the building lobby which has resulted in homeless strangers and others congregating in the lobby, or creating an intimidating environment where they are jumping on benches and following tenants into the building. This has created an unsafe environment for all tenants. In fact, about a year ago, tenants in the building

requested the installation of a FOB to ensure that only authorized persons enter the building. To date, nothing has been done. TCHC's help line that is open 24 hours/7 days has done little to help with this situation, in which there may be no response or that a response will be given over the next 72 business hours.

In addition, as I have raised previously, Regional Managers are aware and have done nothing regarding the TCHC townhouses or apartment units that have been rented out on a for-profit basis charging over market rent sublet to tenants not on the lease. It is unclear as to why this is permitted, and whether there is even a process that is in place to ensure that the persons who are renting out the units also raises security concerns.

It is my understanding that Regional Management is on the way developing its own policy as a self-governing management body composed of tenant volunteers, with a mandate to independently interpret TCHC policies in the name of managing the property as it sees it. While Tenant Engagement Refresh programs consisting of tenant volunteers may be one model of operating, this model presupposes that all tenants have an interest in the community when it is clear that the present model of tenant volunteers are motivated by profit while also failing to take minimum actions to ensure a safe community environment. Unfortunately, given the lack of accountability and utter failure to address tenant concerns thus resulting in an unsafe living environment that includes drug dealing and drug usage within a familial community space, despite being made aware on multiple occasions, it is very concerning.

I would respectfully request the Board as part of the 2024 Public CSAC Work Plan to consider inclusion of a community safety plan that would centralize the 4 pillars again so that the Regional Management team is held accountable to this sub-committee.

Thank you for your attention.

Jackie (Jacqueline) Yu