

Deputation – Ann-Marie Tomlinson

TSC Public Meeting – April 11, 2024

- Item 5 - Business Arising from the Public Meeting
Minutes and Action Items Update
- Item 9B - Tenant Engagement System Review
- Item 9C - Tenant Engagement Refresh Update
- Item 9G - 2023 Annual Unit Inspections Report
- Item 9H - Tenant Complaints Update

Item 5 public auction item list

Do not see on the action line honorarium for Tenant reps need an update in regards to where the board stands on this position.

If it was not approved, can I have reasons to why? Additionally in these hard economical times tenants rep should have some type of honorarium to support the everyday living life, I think this is reasonable and fair for reps to have honorariums in place.

Item 5 continuing

Paige 2 of 3

Employment opportunities reflected to community revitalization, and the process through which we monitored the impact of that process. That's great. It's in process. This is what the board needs to take into consideration when Toronto community housing give employment opportunities to use through agency training Youth should not be penalized when they're completed their training and looking for work. This is happening right now, We need to look at it.

We need to set up a separate process in regards to youth training programs looking for work and then paying rent. Furthermore, some type of Grace period should be given transitioning from the program to looking for work to pay rent. RGI process needs a severe overhaul when it comes to Youth. The RGI process has not been overall in several decades and it's time that gets done as soon as possible these items should be left on the action line until concluded.

Item 9B Page 9 of 11

7. shared best practice

It's so important tenants with Disability has access to programs within their communities and the only way for that to get done it's to make sure that there is accessibility into program areas of their community that must be ramps rails for holding for safety and any additional disability improvements that need to be enhanced so Youth tenants and tenants can enjoy programs in their community.

Training in empathy, training and understanding, but the disability access and acting accordingly with those accommodation and disability rights. These items should stay on the action line until some type of conclusion has been made or decision.

Item 9C page 2 of 4

Tenant advisory committee It's very important that tenants have access to information from this Committee so many tenants did not know when you could apply when it ended. This is and very important committee importing items need to be discussed here not repeated items such as reviewing RGI policies implementing a policy for youth for RGI. we talked about a larger amount at the funding table because \$1000 was not sufficient because so many things are so expensive now as we know.

Shared information and resource where would they put that we can't always put it on our websites we need to put things in our newsletter, flyers and mailboxes posted up in buildings. Tenant community action table when they talk about building a community of practice and three capacity building of community representatives that is not clear.

What do they mean by they talking about exactly.

Item 9C Page 4 of 4 pop paragraph

Opportunities for tenants to provide input on capital plans operating budget service level service delivery and tenant focus policies. This is great. How should these things be implemented? Because what's in place right now doesn't work.

Capital plans those are big repairs in our communities and we need to have meetings about it so we can decide on what we're gonna spend the money on.

Operating budget we need to know what's allocated to Community if anything and then Community can decide what we're going to do through reps and meetings. Service levels vary from community to community. Some services in a lot of communities very bad. We need to have direct communication maybe through a line tenants can call to discuss what's happening. Local spreading priorities we used to do meetings in regards to it and then prioritize accordingly. Some community needs new bathroom, stoves fridge, flooring, backyard, fencing in the front of our homes in the back of our homes landscaping when you're coming into our communities is a need so when anyone comes into our community, they can feel welcome. That's not happening right now. Can these items stay on the action line till some kind of conclusion has been made or decision has been decided.

Item 9C

It's shocking what tenants are facing I'm calling for immediate overhaul so inspections reflect the modern living standards of modern family sizes and possessions are not seen as clutter absolutely outrageous. policies outdated and it needs to reflect the same standard that everybody is Experiencing across the city Tenants should not be different and unique that term is in a very bad way because our rights are being infringe upon, we are the same as everybody else and staff needs to understand that. Tenant and Toronto Community Housing are no different than tenants across the GTA and we have the same rights and staff needs to understand that most of them don't. Because it's what they choose. This item stand action line until concluded and decisions are made.

Item 9C

because right now it's a big mess. Human rights are being infringe upon disability rights are being infringe upon. Yes, I do understand Toronto community housing just launched a new human rights complaint policy that's great. Much work is still need . The complaint process needs an immediate overhaul and cannot be in manager supervisors general managers hand. It should be in an independent body so they can make proper decisions and get Resolutions quickly. As it stands right now, the tenant complain process is backlogged, and I don't see anything really happening to these individual persons once they're found in the wrong process needs to be in place to let these staff person understand if you were in the wrong you will be dealt with

whether you're in a union or not they still can be dealt with and they need to understand that these repercussions will be severe so they can stop committing these offences time and time again. This item needs to stay the action line and tell her decision is made or an independent body has been created.

Item 9G

Annual unit inspection report

The board and the city seriously needs to look at unit inspections so many issues and problems. Tenants across the corporation are being impacted in an awful way Rights are being infringe upon.

Toronto community housing staff, putting in their own opinions, not doing proper processes and procedures harassing tenants in this process and think it's OK and acceptable having tenants doing union inspections over and over and over very bad

. Everything is in their hands and no procedures are being followed properly, no fairness biasness conspiracy against tenants with other community partners

They're doing what they want to do Managers, general managers, supervisors, maintenance staff.

Item 9H

Tenant complaint update

The tenant complaint process is so bad and is in immediate need of an overhaul tenants rights are being infringe upon silent voices are being stomped out by incorrect processes and procedures, and tenants are absolutely suffering when we try to complain, Toronto community housing and the city need to change these policies and update them immediately and have an independent body dealing with tenant complaints.