

TORONTO COMMUNITY HOUSING CORPORATION  
GOVERNANCE, COMMUNICATIONS AND HUMAN RESOURCES COMMITTEE  
MEETING  
MAY 15, 2024

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WRITTEN DEPUTATIONS

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**ITEM 5. BUSINESS ARISING – ACTION ITEMS UPDATE**      **DEPUTATION**

**ITEM 1. REVIEW DEPUTATION POLICY – TARGET DATE 5/15 – 7/3 2024**

I understand the rationale behind postponing this review and I am not questioning that.

As you know, the legal department has been conducting focus groups and tenant consultations portfolio wide.

That presentation included a page called ‘NEXT STEPS’:

Advising Tenants their Report would be presented to GCHRC at its May 15<sup>th</sup> meeting and; presented to Board at its June 25<sup>th</sup> meeting.

We now know both those dates have been cancelled.

So while the GCHRC and the legal department know the date has changed, no one told the tenants, the primary stakeholders who participated in the consultations.

This is not our first rodeo in Tenant Engagement.

That is unacceptable, our tenants deserve better.

Staff have tenant contact information as tenants had to register for the meetings.

This does not bode well for TCHC or the Legal Department, trying to promote Tenant Engagement, given that staff encouraged tenants to attend today’s meeting and speak on the item.

I would ask as a courtesy, management contact the participants, apologize and advise them of the delay. Perhaps include we “hope” to present report in the next couple of months, (and if they’re feeling really generous), advise participants when the report is going forward should they wish to attend or depute at the meeting.

Thank you.

Deputation - Catherine Wilkinson

Item 7 - City Council Directions Requiring Board Attention

GCHRC Public Meeting - May 15, 2024

## **ITEM 7. CITY COUNCIL DIRECTIONS REQUIRING BOARD ATTENTION**

### **DEPUTATION**

Page 1 – first item:

21-MM35.19 Taking action to protect tenants from Extreme Heat – by Councillor Kristyn Wong-Tam, seconded by Councillor Josh Matlow.

July 14, 2021

Various city committees asked to consider “feasibility of requiring all apartment buildings to provide air conditioned units or an air conditioned cool room in the building.

### **Status:**

TCH indicates this item will be removed as no further action on the City side since 2021 that we are aware of.

I would suggest we do not remove this item from tracking list for a couple of reasons:

1. In 2023, there was a related; Members Motion: Item 2023.MM7.8 to city staff regarding a request to implement an “Adequate Temperature Bylaw” in Q1/24 (already in place in Mississauga).
2. There is currently a stakeholder roundtable discussing this issue at City Hall which I believe includes TCHC staff.
3. This summer is expected to be even worse than last year in terms of “Extreme Heat Alerts”, and smoke from Wild Fires.
4. Some TCH buildings have “Cooling Rooms” that open **ONLY** on the days Toronto Public Health declares Extreme Heat Alerts – during “regular business hours” (at most, couple days a month). Tenants cannot sleep in these rooms.

.../2

5. Beyond some cooling rooms TCHC does not currently have a “Cooling Strategy” for its properties. I don’t think TCHC is well prepared to mitigate risk to its vulnerable tenants due to extreme heat incidents.

I believe these important conversations regarding extreme heat incidents should be on our radar and ask the Governance Committee to direct management to keep this item on the Tracking List.

Thank you.

GCHRC Meeting Public Agenda May 15, 2024, DM11.1- Ombudsman  
. An Investigation into  
Toronto Community Corporation Tenant Human Rights  
Corporation's Tenant Human Rights Complaint Process. Item 7 DM11.1-  
Ombudsman Toronto Report.

Deputation - Jacqueline Yu

Good morning, Madam Chair and Community Members.

I would like to thank the Ombudsman for his report . As tenants, we may feel at times that we do not receive appropriate responses to our concerns. YOur report has opened the door to how TCHC and tenants can better engage on issues and how to respond in circumstances where tenants do not agree with how TCHC Has handled a particular issue. It Is important, in these instances, to have the opportunity to appeal or have the issue resolved by others outside of TCHC instead of having TCHC Staff simply repeat their decision again, particularly when tenants do not feel that a TCHC decision is reasonable or equitable.

Your report has provided me with Great relief and has improved not only My mental health , but my physical health as well . I am sure many tenants will benefit from your report. It is a good step forward to have, firstly , good policies put in place. The next step is to ensure that staff follow the policies to ensure a good outcome. Accountability and transparency needs to be at the front of mind at TCHC to also ensure a good outcome for tenants.

Thank You for being an outside voice and for demonstrating impartiality by releasing your report and Not providing a draft report to TCHC prior to finalization. To do otherwise would give the appearance that TCHC gave direction to the Ombudsman Toronto on how to draft his report. Thank you for your work.

with great appreciation.

Jacqueline Yu

GCHRC Meeting Public Agenda May 15, 2024 , Item 7 DM11.1 -  
Ombudsman  
Toronto Report; An investigation  
into Toronto Community Corporation's Tenant Human Rights Complaints  
Process.

Deputation- Jacqueline Yu

Good morning , Madam Chair and Community Members.

My name is Jacqueline ( Jackie) Yu and I have been a long time  
TCHC Grateful Tenant since 1986 formerly Name City Home,

After 4 pillars services elects decentralization to  
Regional Management Operations. Regional Management operations led  
by Regional General Manager and his team developed direction heading  
to nonparency and no accountability, used high-handed, intimation,  
harassment, not following policy, created their own facility changed policies  
, freely applying unfair access policies, using two tier system, by passed  
legal obligation and violated tenants Human Rights, to create two tier of  
system By using corruption TENANT ENGAGEMENT REFRESH as tool , secret  
facility changes to create two tier of system to support the underground illegal  
activities By using TCHC Public resource for profit and encouraged Bully  
including outsider to harass vulnerable tenants and trapped them in inner  
community , to make it worse , using the self selected non- living tenants ad  
outsider to control tenant Engagement Refresh system as a tool corruption  
TCHC Local and corporation Development plan in local and  
corporate decision making , non real tenens feedback from non real secret  
community representatives tool and channel that management can  
manipulate And take advantage of the system for their own benefit gained  
. Most terrified using this corruption tool to intimidation and Encouraged self  
selected Bully neighbors provided priority Benefit to bully vulnerable  
tenants in name of tenant Engagement Refreshby Bypassed legal obligation  
, Human Rights , created Regional Management 's own Money grab plan  
Agenda

All complaints go back to Regional General Managers, who are the  
subject of a complaint to investigate the complaint and make the decision

and outcome of the complaint and further target the complaint tenants and his biased decision is final to cover up and supported all illegal activities while all ELT distance from tenants and turning the blind eyes and deaf ears to tenants complaints.

My human rights are violated by encouraging bullies NOT LIVE in my building. Tenants came to my lawn right in front of my unit windows to harass me. TCHC Arranged NON Licensed electrician in the early morning while I am sleeping with my sleeping cloth on by using LONG Ladder climbed on top of my large windows PEE into My rooms while I am sleeping secretly disconnected my exterior lights which connected into my inside my unit electrical panel and hook up on my E and W exterior wall without notify ma and without Mentor or Master to monitor their licence electrical secret cut the electrical source from my inside unit to hide the fact I am is the only tenant to pay my electrical cost since my lights hook up in my exterior E and W front lawn to light up my lawn. All Garbage including female monthly diapers, Fuman POOP and Pee , garbage and food dumped into my lawn and NOT allowed me to clean by knowing I am 4 times found Bacteria in my blood caused Sepsis and Required ICU Attention. By knowing I am easily triggered by a dirty environment and NO staff working on weekend and long weekend , MOST Management Reports NOT REFLECTS in reality BY SCAM and fraud way of operation.

Dishonest LIED to the Ombudsman Office , when I brought my case to the Ombudsman office , TCHC made the Commitment to the Ombudsman Office to provide me with the finding of the investigation, as today , I still have not received the finding of investigation. TCHC made the commitment and Never followed . Used Dishonest, LIED covering up , Made the commitment and never follow , Management Report NOT reflected In Reality.

IN reality Tenants live in FEAR and IN DANGER after 4 Pillars dentrazing to Regional Management.

I would be more than happy to provide my supporting documents to support my claims.

Yours truly,

Jacqueline Yu