

TORONTO COMMUNITY HOUSING CORPORATION
TENANT SERVICES COMMITTEE MEETING
JULY 23, 2024

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WRITTEN DEPUTATIONS

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Deputation – Ann-Marie Tomlinson
 Item 5 – Business Arising from the Public Meeting Minutes
 and Action Items Update
 TSC Public Meeting – July 23, 2024

Item number 5 public auction item list

Report 1 TSC:2021-34 May 4, 2021

In regards to traditional participatory, budget and Tchc program were in tenants purchase Committee items from a catalogue.

in regards to when tenants have to purchase items from a catalogue it limits what we can buy and we're getting items at a higher cost in catalogues , when we're able to go into stores and purchase items more variety lower cost , and than produce receipts much better option. Furthermore These are better options for tenants doing Community initiatives and Events we need to go back to those days Catalogues are too restrictive not good options for events and initiatives and the cost is very high. And the values that always there.

Participatory, budgeting from what I can remember a larger budget to purchase items in units and to do any major work on the compound of where residents live.

Larger budgets are needed because disabled ramps lower walking spaces instead of stairs for wheelchair access disability access is a need and also services for the blind is a need these larger budgets. Need to come back so that these things can get done quicker in our individual communities. (in progress)

3. Tenant insurance TCHC:2023-40

October 27, 2023 board of directors meeting

Tenants insurance very important. We need to get information to communities about that through our CSC I had it before then it got

canceled. They weren't doing it now that it's back up and running. I would like to participate and I would like the information so I can give it to my Community. Many tenants are unaware the insurance program is up and running again. Good to know that it is please send information to my email as soon as possible.



4. GCHRC:2023-36

November 16, 2023 GCHRC meeting

Giving Youth opportunity and Employment is key and important. We also have to take the demographics of the 30 something most opportunities and at 29 but we have a lot of youth in their 30s that needs support and we really need to focus on that as well. We also need to give Youth an opportunity when they do get employment time to get paid settling to the job to see if they'll keep it before rent is charged to that youth very important that, that gets done. In addition, we can't

ask Youth for money right away when the youth doesn't even know if they're going to even keep the job, there's a period of waiting. And we need to be observant of that and it must be at all offices, Wilson and Roundtree.

5. Not applicable

November 27, 2023

Tenant service committee meeting About Tenant advisory committee. Can Rep know what the changes are going to be and when they're going to be implemented to the Tenant advisory committee? Still did not see on the action line honorariums for reps can we know what the outcome was?

Where is the board and the city and the government

Stance? How long do items stay on the action line?

Deputation – Ann-Marie Tomlinson
 Item 6A – Tenant Complains Update
 TSC Public Meeting – July 23, 2024

Tenant complains item 6A July 23, 2024

TSC:2024-31

The tenant complaint process is a very important process. It must be equipped with staff that has the knowledge to deal with complex complaints that are coming through to that department as well as the resolution department, positive experiences for Tenants cannot and will not be achieved because the process needs overhauling ASAP. They're serious issues such as Toronto Community

housing staff dealing with the process incorrectly. The process is bias. It's not fair. They end one process once the staff is wrong and start a new process, very incorrect and corrupt.

which is utter madness, and this must stop immediately.

The complaints process needs to be in an independent unbiased company, organization with no interference from Toronto Community Housing staff so important that, that happens as soon as possible. Tenants are suffering right now and it's a serious matter. Rights are being breached by the hour by the minute. Furthermore,

We the tenants would like to know what are these improvements that the resolution team have implemented to improve service delivery tenants not seeing it right now.

additionally

, will the resolution team get training in disability, breaches, human rights, breaches, bullying, threatening, intimidation, and how will they incorporate these processes when complaints are made in regards to general

managers, managers, assistant managers superintendents assistant superintendence, tenants need to understand the complete process for complaints because Toronto Community Housing staff Wilson's office Roundtree office not being done properly and it's being tampered with and that needs to stop immediately. The board needs to know what's happening City Hall. The government Rights are being tampered with nothing is getting done to stop Staff. The process cannot be trusted because of the tampering. Additionally, staff are calling upon different departments of Toronto Community Housing to team up with them to intimidate and interfere with our lease using unit inspections to do so they're putting incorrect information in our files and that's wrong and not legal. Furthermore, we need a cleaning out process for files, because requests are being made Staff not doing it because they want a pad the files but incorrect information so they can use it to evict tenants that's incorrect and illegal process and procedures but they're doing it. It's very serious problem and it needs to be address. Everybody working together to stop this bad behaviour staff need to be removed from their job so are participating in this activity a breach of tenants rights, especially tenants with disability mental health issues, trauma combined with mental health.

Strong tenants

When Toronto Community Housing staff labels you strong tenant you speak out against wrongs they hate you and they come after you. They try to interfere with your initiatives and they get their community partners to help them, it's unbelievable. What's happening? They're supposed to help us build Community initiatives because it goes with Toronto Community Housing policies when they conduct this behaviour they go against all policies of Toronto Community Housing.

also, interfering wrong processes and procedures Wilson's office Roundtree when will this end tenants don't want to participate in deputations or SpeakOut because they know they will be retaliations I will not stop. I will continue to speak out because change has to be made lot of people Hate change but it has to happen. We cannot keep doing things the same way that is Toronto community housing the City, the government, it been the same for 30 to 40 years changes is now.

The culture of the complaint process from Wilson and Roundtree office is tainted from tenants perspective. The corporation is huge large body of tenants and those perspectives are not being heard because the corporation is so huge. There's a serious issue as I said with these two locations and the staff that are in these offices, something has to be done immediately. Tenants don't feel safe. They're threatening our tenancy with incorrect information in our files. They're using so many things against us because they call us strong tenants. This is wrong. Where did the staff get the idea that this behaviour is acceptable and they can do it and they continue to do it because no one is correcting them which they need correcting immediately. Tenants are wondering if the feedbacks are coming to the board in regards to everything that I have outlined in this email for deputations I don't think this information is getting to everybody because if it was the behaviour would stop.

Does everybody get the checklist checklist is important our crucial items on the checklist of crucial complaints such as bullying threats, incorrect information, and tenant files to use it to evict tenants because you're a strong tenant not doing the complaint process properly. What is the outcome for staff, but this type of threatening, horrible behavior, some people cannot be retained. They need to be removed from their positions.

Because the harm to tenants is very serious it's at an alarming level that immediate action needs to be done for this to stop.

As we know, every community has the right to have a Food bank and for the Food bank to be supported Food in Security as a threat and we have to make sure our tenants that have no food get access to Food banks and when they're in our communities that's quick access for the most vulnerable of our communities.

Services that tenants need is advocacy so they can be supported through their process. Do we have any support and who's doing it for Tenant very important that this happens, disable tenants the blind tenants that are experiencing trauma and mental health.

Written Deputation - Jacqueline Yu

Item 6A - Deputation - Tenant Complaints update

TSC Public Board Meeting - July 23, 2024.

Good morning , Chair Campbell and all 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 6 A - Tenants complaints update.

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 or complaints. Any tenant complaints /concerns have been going to the Regional General manager, who makes the final decision without any accountability 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 Complaint or address Community safety concerns with the 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 team and Solution Manager as well as to the Executive Team members including COO and former CEO office 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 unit.

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 response will be given over the next 72 business hours.

In addition, as I have raised previously, Regional Managers and Solution Manager are aware and have done nothing regarding the TCHC many 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.

Some units were divided by rooming housing, renting out for short term, tenants moved in and out all the time. Some units are rented out through real estate agents. I did report many times to TSC and Solution Manager, instead they used different reasons to cover up the illegal business. I was being approached by many new non-lease tenants asking me how to use the laundry room washing machine.

They told me they rented the unit through the unit list tenants.

Some list market rent tenants never lived in the unit, purely for renting out business on a profit basis.

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 raise security concerns.

Corruption Tenant Engagement Refresh former CSC [REDACTED] also secretly selected one of the Private profit business partner , non living tenant, secretly put her name in TCHC Official record acted as our Building Community Representative without our knowledge , consent or approval to control our building local and corporate decision making, Tenants fund , PB funds and even Plan to used those non living outsider voices secretly acted on our behalf for false proposal transfer our building to their own designated developers. It is a huge corruption by using non real tenants Engagement Refresh as a tool for false tenants voice , false tenants feedback for real corruption and Blocking tenants complaints.

Management partnering with those non living tenants for underground business by using TCHC Public resource for private profit gained by using them (Non living tenants) acted on our behalf for decision making without our knowledge, consent or approval. No accountability , no transparency, facilities changes for business (that ignores TCH's legal obligations) , violated Tenants Charter , No Human Rights , no legal protection, a complete inability to manage and motivated by greed. Management reports not reflected in reality, manipulates tenants by using false tenants feedback and false tenants voices, shutting opportunities for tenants to complain, and trapped tenants in an inner community, all complaints referred back to the Solution team and Regional General manager for decision making who is the subject of the complaints. It is a conflict of interest.

The Solution team and Solution Manager used a single point of contact strategy to further block tenants complaints by restricting tenants complaints only to the single contact of staff, ensuring tenants complaints trapped within the improper management Community to control, isolate and silent tenants' complaints to ensure Tenants' complaint channels are SHUT and NOT Leaked to outside of the team.

Solution team/ Managers and Regional General Manager and his team developing its own one -side policy as a self- governing management body

freely interpret TCHC Policies as it sees fit for the purpose of its own mandate.

fit into its own term which is by passing legal obligation, TCHC Tenants charter and violate Human Rights.

Teaming up with Regional General manager in Central [REDACTED], CSU, Tenants Engagement Refresh CSC, COO office and former CEO Executive Assistant, [REDACTED] and former Solution Manager [REDACTED] Provided emails and letter responded to my complaints contains Inaccurate and false information to covering up and closed my complaints file by used false documents and false information interpreted to one -side self served documents to closing my complaint and put it in my tenant file.

It is very concerning that process provided by Solution Manager and his team including false and misleading information to legalization illegal activities by misleading and falsely information ignores TCH's legal obligation, violated human Rights and tenants charter, turned blind eyes and supported illegal activities including illegal sublet business, drug and gang activities, harassment and bullying, tenant dispute, trespassing, large amount of dogs attacked tenants in my building in our ground floor unit windows barking anytime early morning and passed midnight .

False information covering up, closed my complaints by former Solution Manager ,

[REDACTED] and former CEO Executive Assistant , [REDACTED] respond to My complaints containing inaccurate and false information to close my complaints file and put this false information letter by Solution

manager [REDACTED] in my tenants file and close my complaint file and CC to the following staff for record in my tenant file .

1. cc. My tenant File.
2. cc [REDACTED] General Manager- Central Region.
3. cc: [REDACTED] manager- Tenancy Resolution Office
- 4.cc: [REDACTED] , Senior Director- Business Operations.

and closed my complaint to cover up for their team corruption by using TCHC resources to establish their business outside the TCHC System by using TCHC Public resources for large profit.

Regional General manager in Central , [REDACTED]

responding to my AODA requests in my unit by stating that " The construction at [REDACTED] occurred at a time when Accessibility requirements were not considered during the construction, [REDACTED] Street is NOT considered to be an Accessibility Community , none of the residential units can be considered to be accessible".

His reply to my request is discrimination and violated the Ontario Human Right Act.

Regional General manager in Central , [REDACTED] and former CSC [REDACTED] ignored TCHC Legal obligation to provide tenants with quiet enjoyment of their unit, encouraged harassment, intimidation , supported illegal activities by using TCHC Public resources, and developed programs outside the TCHC System for profit at the expense of tenants' safety. We live in Drug and gang activities , privately subletting underground business, tenants dispute daily , all management reports not reflected reality.

Reality is homeless and drug gangs sleep inside our building, our building's first door has no locks, and a drug naked man freely trespassing walking around our ground floor in front of my fellow tenants unit windows. Those issues were reported to the Solution team, Tenants helpline , Regional

Management and Executive Leader team , Nothing was done to improve our safety and security.

It is clear that the present Model of Tenants Complaints system by the Management and Solution team is motivated by covering up while also failing to take minimum actions to solve the tenants' concerns to ensure a safe Community environment . Unfortunately , given the lack of accountability and utter failure to address tenants' 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.

New Channel allowed tenants' complaints is important in TCHC.

I supported TAC Members' Suggestion, TCHC Create a Tenant- staff position to assist tenants in preparing deputation,

or worksheets that would Provide step by step instructions on how to prepare a deputation and encourage more tenants to come forward.

I would suggest this new Tenant- Staff Position acted as Chair of Sub- TAC.

Those Groups would be outside of TCHC engagement system, thereby not bound by their usual rules, it could function independent of TCHC , and become an ad hoc and focus group that direct report back to GCHRC, TSC and TCHC Board on Issues arising (bringing the priorities identified by Tenants). or perhaps there is a way within TCH to start such a focus group.

Other possibilities created a Tenant Ombudsman- so there's likely a variety of ways we could bring tenants to the forefront in identifying and resolving challenges tenants face.

I would not hesitate to nominate Tenant Catherine Wilkinson as the perfect (CHAIR) tenant-staff position for Sub-TAC. Not only does she have knowledge and ability working with other passionate tenant advocates to help tenants understand their rights and resolve issues tenants face everyday. Most importantly she knows policy well, is unselfish, unbiased and stands up to challenge TCHC Management to ensure TCHC Community safety issues and tenants rights, Transparency and accountability needs to be front of mind to also ensure good outcomes for tenants.

Tenant Wilkinson was the creator and editor of the Resident Connection Newsletter which was funded by TCHC, it was run entirely by tenants, for tenants and tenants like it.

Tenant Wilkinson was former TCHC former TSC chair for 10 years, Her knowledge of Shareholders Agreement, Social Housing Provider legal obligation, Tenants Charter Policy and Landlord Legal obligation set an objective opinion and golden standard for Tenants to follow. Many TCHC Tenants in my community including myself, are very impressed and feel fortunate to have such outstanding fellow tenants standing up on our behalf.

I also would like to nominate Tenant Cathy Birch, Tenant-Staff position for Sub-TAC (Vice Chair) Tenant Cathy Birch is Leader of R-PATH, leader in advocating for tenants with physical disabilities and creating accessibility solutions.

In my view, the TCHC Tenant Complaint system does not adequately address a tenant-focused approach which is currently missing from TCHC Tenants complaint system. Therefore, the responsibility of tenants' Complaints should extend to developing ad hoc and focus groups on issues arising (bringing the priorities identified by tenants) is the best way towards Tenant Complaints update.

Thank You

Deputation – Jacqueline Yu
Item 6B – Tenant Engagement Review Implementation Plan
TSC Public Meeting – July 23, 2024

Written Deputation - Jacqueline Yu

Item 6 B Deputation - Tenant Engagement Review Implementation Plan
update

TSC Public Board Meeting - July 23, 2024.

Good morning, Chair Campbell and all 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 6 B - Tenant Engagement Review Implementation Plan update.

Tenants are grateful for this review being undertaken by the City.

I want to express my comments item 6 B - Tenant Engagement Review
implementation plan Update.

I Strongly emphasize the importance of Tenant Engagement Review
Implementation Plan Must be rooted in Principles of equity and fairness, It is
also essential that tenants themselves have significant roles in electing their
own building representative they live in, a more democratic process be
implemented, allowing TCHC Tenants to elect their representatives in their
own building such a process would not only align with TCHC 's vision, it also

ensures that all tenants have a voice in decision-making processes that impact their building and Communities.

Lesson to learn from TCHC tenants' terrible negative impact by current Tenant Engagement Refresh approach,

The reality of our current Tenant's Engagement Refresh framework is faulty from the start. TCH processes appear to be quite weak. For example, there is no representation from [REDACTED] building on [REDACTED] Matters. Only [REDACTED] tenants should be representatives of [REDACTED] Building and Not the townhouses tenants on [REDACTED] unit ABCD, You can not say that tenants from townhouses at [REDACTED] are representatives of the apartment Building at [REDACTED] Street. Representatives as the townhouses tenants are self interested in their own issues and are pushing for changes that are detrimental to the apartment building tenants. This is not fair and each building should have its own representatives and at a minimum, in numbers that are proportionate with the tenants population within each development.

Secondly, there was no minimum number of tenants required to vote for Community Representative and Notices were not put up.

Thirdly, record-keeping at TCHC is so terrible that it brings into question whether the TCHC actions are corrupt or simply improper.

Everything is non-transparency including Tenant Engagement Election not open call to all tenants, not announced who is our secret Community Rep. and no notice was put up who is our pre-arranged or automatically appointed Community Representatives. Our apartment building at [REDACTED] has NO election and no notice was put up regarding the election.

Our Management team and Tenant Engagement Refresh team freely add or remove and change who are our Community representatives in TCHC Official record

and keep it secret from our apartment building tenants to suit the purpose of corruption and improper management for false tenants voice and false tenants feedback without our knowledge, input or consent.

TCHC Policy required fellow tenants nominated in the nomination form in order to run as our Community representative or Tenants representatives. Unfortunately it is not the reality in our current Tenant Engagement Refresh, one of the secret TCHC selected Community / Tenants representatives, She does not even live in our project . She is a non lived tenant , renting out one of the townhouses unit at [REDACTED] Unit B for illegal subletting business, Her name was secretly put in TCHC Official record as our building Community / Tenants Representatives to control our apartment Building at [REDACTED] Street , local and corporation future plan and future development and decision making, PB Funds and tenants table fund.

We don't know who she is, she doesn't know us, She lived in Midtown , Toronto. She rented out one of the townhouses at [REDACTED] Street unit B for illegal subletting business for profit.

My request Many times to the TCHC Management team and Tenant Engagement Refresh who is the fellow tenant nominated the outsider acting as our secret Community/ Tenant Representatives being ignored by Management and Tenant Engagement Refresh. I think we all should have the right to know who the fellow tenant nominated the outsider as our secret Community/ tenants Rep to control our apartment building at [REDACTED] Street , all future development plans local and corporation and Budget spending decision making , Tenants fund, PB fund and even section 37.

I am just wondering why Regional management and tenant engagement Refresh allowed the secret Community/Tenants Representative not personally live in our project and not live in our apartment building to control our building all plans, budgets, spending and keep it secret from us who is our actual community Rep? In fact , none of our building's tenants allowed Participation in elections due to No election, all the self-selected Community representatives are secretly selected , as today, we still don't know who controls and makes decisions for our building without our input, knowledge or consent.

I was nominated by my fellow Tenants as our Building Representative/ Community Representatives in 2020. I am not allowed to talk in the first meet and greet. No election took place.

Our building Community Representatives was secretly Selected by former CSC [REDACTED], former CSC [REDACTED] selected non living outsider as our building Community Representatives were made before the first Meet and Greet to control our building for false tenants feedback and false tenants voice. No election ever took place in my building at [REDACTED] Street.

Former CSC [REDACTED] used non- transparency Tenant Engagement Election as a tool and kept secret who actually are our Community Representatives for the purpose of freely and secretly removing and replacing our Secret Community Representatives to suit the different kinds of corruption plan for privately run business in our project and provided illegal proposal and illegal recommendation on our behalf without our knowledge, ganging up with Regional management to corrupt our local management decision making and future development plan , including property transfer to their own designate developers and all tenants' fund , PB fund.

How could Community Representatives who do not live at [REDACTED] Street apartment building address the problems at [REDACTED] Street building? This Tenants Engagement Refresh system does not make sense to me, particularly there was not even a minimum tenant voter turnout that was even needed. As far as I can see, there was no quorum or minimum number of tenants needed to participation to pass proposal, no elections and secretly replaced Community Representatives in official records by staff to suit different situations and different needs such as writing illegal proposal without tenants consent and knowledge to fit the goal of the potential corruption.

With only members of townhouses as Community representatives. This does not reveal a democratic process or system that would take into account all tenant views. Nor would this provide local management teams with feedback that would actually be an indicator of performance or whatever metric local management was hoping to get out of this process. Tenant input would be limited to a select group who would merely push forward their own agenda.

The net result is that the interests of those at [REDACTED] Apartment building are never taken into consideration when decisions are made regarding this building, and that existing members of this tenants engagement Refresh system are all in the townhouses from [REDACTED] Street. This is Not an equitable and fair Tenant Engagement.

Thank You for the opportunity to share my comments on Tenant Engagement Review Implementation Plan Update.

Deputation – Ann-Marie Tomlinson
 Item 6C – Tenant Engagement Refresh Update
 TSC Public Meeting – July 23, 2024

Tenant engagement refresh item 6C

TSC: 2024-32

again, not seeing my items on the action line to see what the outcome is. Is it still in progress and if it's not in progress, what's the final outcome pendants take their time to do deputations and we want to see something happening to what we deputizing about it's so important that these concerns be addressed and we need to know what's happening with our deputations. The city, the government the board.

How will Tenant and Tenant Rep's know what the four step plan aim to consult Tenant leaders how will we get this information about the plan? We have to make sure all emails are updated so all tenant and reps are getting the information from refresh. Some tenants are not getting the information so email list needs to be updated ASAP. Making the deputation process wider to tenants that's gonna be good, but we also need to understand that tenants can get backlash from local office when they speak out so tenants need to be protected. Idea, tenant directed funding program and strategies to enhance engagement and program success need a little bit more about that tenants receiving money to go purchase stuff in stores for our initiatives and our events good solution we can talk about deals and stores get good better prices than vendors that the process is in talk Hope to get more feedback Soon as it's available to reps. CSC are not giving information to Rep in a timely manner and giving us feedback in regards to programs are asking about don't know what's going on there.

Capacity building March 7, 2024 all reps tenants didn't get this information. This is a great idea. TCHC tenants into the cities decision-making process the workshop that's good again all of us didn't get this information. We

need to update emails so everyone's getting the information not just some people, but everybody.

Conversation and use of space amazing our communities need to have programs. We need to have good committee partners that actually work with us to build great services for our communities and our community partners running programs. Food banks getting support for these initiatives to run properly is essential so important that this gets done consistently without interference.

Corporative initiative so important human rights are being breached and it's so important tenants understand and have Advocacy through all these processes is crucial for tenants to be successful. Some tenants cannot be successful through these different processes if they don't have proper advocacy support that's essential and we have to talk about advocacy support Policies. Also important for tenants to understand which they didn't get these are very important information. Many tenants have no knowledge about accommodation request policies because they're not being told by local offices Wilson Roundtree so important that we get this information through Tenant Rep and CSC. We are the Foote soldiers of the community and this is how the information can be given quickly. Or also through email send the documents and email we can download and print and distribute them to our communities.

Next step very good in regards to what is going to be implemented. Implementations and risk ideas and dissection very good more tenants need to get the information when these specific events are happening opportunities for tenants to give feedback in regards to critical areas of improvement is important that we get the how to do it so it can be done is very critical change is needed. All policies need to be changed. Tenants are suffering, and we cannot stand by and let this happen, you the heads, Committee housing directors the city. The government needs to change policies that no longer work and support policies that are new that will deal with Toronto Community Housing staff not doing processes and procedure

fairly when it comes to tenant tampering with the process and not allowing tenants to live freely without having stress and frustration and regards to dealing with this process every single year of harassment at my stop it must change now

Ann-Marie

Deputant

Dear Tenant Service Committee:

Thank you for accepting me to present, today, my deputation on item 6C, Tenant Engagement Refresh Update:

Through reading the sections titled "Background", "Next Steps", and " Implication and Risks", I noticed that there is a focus on "consulting with tenant leaders, receiving their feedback", fostering communication and improving tenants engagement, tenants input on TCHC' service level.

I appreciate focusing on this direction; however, I noticed that in the last several months, the communication with all levels of TCHC management become harder, it takes longer time to receive a response or no answer; for example, we send email to the Office of the CEO and no email back.

A feedback from the tenant's representatives of the local communities is very important, especially after critical incidents in our communities. Management, members of the board of directors visit our communities theses days more than in the past, and this is a highly appreciated initiative. However, selecting specific representatives and meet them, and not selecting other tenant representatives beg the question: what are the criteria that the management have followed in selecting specific representatives, and not selecting others for the purpose of meeting, communicating and listing to the leaders' feedback. The fair practice is meeting all the representatives in a specific local community. The number is small and there is time. The fair practice is Inclusion not exclusion. The invitation should be in advance to give the representatives time to reschedule their timetable.

If the management team wants to listen to everyone, and not just the representatives, I propose a Town hall meeting on the local community level; in addition to special meeting with the all-local representatives.

The leaders of our communities are the tenant's representatives. Any one in the community may introduce himself as a leader; however; I ask the management

team to meet all the representatives, as well. Invite all the local representatives, Listen to our feedback, experience, thoughts, suggestions, inputs, and proposals, especially regarding the critical issues and events in our communities.

Finally, I request a follow up from the management after every deputation to provide a detailed feedback.

Thank you,

Dear TSC

I want to add my comments to the items that being presented today for Information..

Item 6B – Tenant Engagement Review Implementation Plan

Item 6C – Tenant Engagement Refresh Update

I got some information and it comes from the last meeting of the GCHRD that has connection to the Tenant Advisory Committee discussed on items 6B and 6C

Governance, Communications and Human Resources Committee ("GCHRC")

Item 10 – Deputation Policy
Public GCHRC Meeting – July 3, 2024
Report #: GCHRC:2024-20

Attachment 2

Item 10 - Deputation Policy

There is an interesting finding that is not included on the report for today:

Attendance at the Tenant Advisory Committee

On March 6, 2024, the members of the Governance team attended the meeting of the Tenant Advisory Committee ("TAC") to discuss the Deputation Policy. TAC members suggested that TCHC simplify the language used in Board and Committee reports so that they are more accessible. A similar recommendation was made about the Deputation Policy itself.

TAC members also made suggestions regarding the meeting process. They suggested that TCHC consider shifting the time at which Board meetings take place, as tenants may be at work or at school when the Board is meeting. They also suggested that it was important that Board meetings are scheduled consistently at one location so that tenants know where to go if they want to attend. Additionally, they suggested that TCHC consider adopting measures that would expand the ability of tenants to depute at meetings that they cannot attend, by recording their deputation in advance.

TAC members made suggestions regarding the need for tenant education. They suggested that TCHC host tenant education sessions at which they teach tenants how to participate by focusing on giving a good deputation and the requirements in the Deputation Policy. Alternatively, TAC members suggested that TCHC create

a staff position to assist tenants in preparing deputations or worksheets that would provide step by step instructions on how to prepare a deputation. TAC members suggested that members of the Board who are TCHC tenants might provide regular updates to tenants regarding matters before the Board

I am interested in the finding in this box..

<p>What are some of ways to improve communication to tenants to increase their awareness of the Board and its Committees, and the opportunity to provide their feedback on matters considered by the Board and its Committees?</p>	<ul style="list-style-type: none"> • TCHC could consider a Board newsletter and posters in TCHC buildings as tools to communicate matters considered at the Board and its Committees • Consider issues that are important to tenants when creating Board and Committee meeting Agendas • Suggestions related to the Tenant Advisory Committee were brought up by meeting participants • Create a tenant-staff working group to educate tenants regarding the deputation process • Identify tenant leaders and direct communications to them regarding matters taking place at the Board so that they can share them with others
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