

TORONTO COMMUNITY HOUSING CORPORATION

BOARD OF DIRECTORS TEE MEETING

JULY 30, 2024

TABLE OF CONTENTS

WRITTEN DEPUTATIONS

AGENDA

ITEM #

PAGE #

7	Q1 2024 Quarterly Report to Ombudsman Toronto: TCHC’s Tenant Human Rights Complaints Procedure	
	Cathy Birch	2
9	Tenant Human Rights Policy	
	Ann-Marie Tomlinson	4

Deputation – Cathy Birch
Item 7 – Q1 2024 Quarterly Report to Ombudsman Toronto:
TCHC's Tenant Human Rights Complaints Procedure
TCHC BOARD Public Meeting – July 30, 2024

July 30, 2024

To: TCHC Board of Directors

From: Cathy Birch

DEPUTATION

Re: Item 7 – Q1 2024 Quarterly Report to Ombudsman Toronto TCHC’s Tenant Human Rights Complaints Procedure

Good morning,

On page one of the attachment, #3 reads:

3	TCHC should establish, and clearly communicate to staff and tenants, interim measures for addressing tenant human rights complaints, while it	TCHC implemented its interim tenant human rights complaint procedure in January 2024. This followed staff training and a staff and tenant communication campaign	COMPLETE	N/A
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	updates its human rights complaints process.	between October 2023 and January 2024.		
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While it reads that the tenant communication is complete, the interim process is only on the website, there is not any communication in the buildings for tenants without internet capabilities. Therefore, a large number of our tenants are not advised of the process. I would ask you direct staff to not only provide the information in all the buildings, but to be specific and not refer them to the website, instead direct tenants to their Hubs where a copy of the process will be printed out for them. I did check several buildings and saw nothing about this process. Further, I would ask that tenants be able to contact the call centre and have a copy of the process be mailed to them directly. We must remember we have a large demographic of tenants who do not have access to the internet and they deserve to know these changes as well.

Thank you.

Deputation – Ann-Marie Tomlinson
Item 9 – Tenant Human Rights Policy
TCHC BOARD Public Meeting – July 30, 2024

Deputation item 9

Ann-Marie Tomlinson

West region

I believe the human rights is an important piece and it's a fundamental right that is being breached by Toronto Community Housing staff to their tenants. I don't believe just giving training and workshops to Toronto Community Housing staff with suffice to handle the gravity of the human rights that will come across is there a desk? I believe it should be a separate train body that is familiar with the human rights code and the breaches that could handle the complaints that will come from Trying to community housing tenants putting it in the hands of their staff is not a good idea and it won't work.

Right now, Toronto Community Housing staff are handling complaints and that is not going well. It's a complete mess you have staff doing whatever they want even when matters have completed they continue trying to implement new matters when the issues already closed and they just keep it going because they can One stop person says I can keep this open for a year even after the issue has been closed. They keep it going. It's wrong. I urge you to get an independent body to do this piece human rights to importance to put in the hands of Tronic community housing staff.

finally, why are there two definitions staff and employee? That's a serious problem

Ann-Marie

Thanks