

TORONTO COMMUNITY HOUSING CORPORATION

BOARD OF DIRECTORS TEE MEETING

OCTOBER 18, 2024

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WRITTEN DEPUTATIONS

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Deputation – Jacqueline Yu
Item 6 – Ombudsman Toronto Report: An Investigation
into TCHC Tenant Human Rights Complaint Process
TCHC BOARD Public Meeting – October 18, 2024

Verbal and Written Deputation- Jacquelin (Jackie) Yu.

Item 6- Ombudsman Toronto Report: An investigation into TCHC Tenant Human Rights Complaint Process.

TCHC Public Board Meeting - October 18, 2024.

Good morning Madam Chair, Ombudsman , Directors , management and Guests.

I would like to thank the Ombudsman for attending this meeting to share the results of his investigation into the Human Rights Complaints Process at TCHC.

My name is Jacqueline Yu. I am a TCHC Tenant.

I feel strongly that the TCHC Tenant Human Rights complaints Process should be managed independent of TCHC staff and Management. Hiring a law firm to manage a relationship with the Ombudsman does not serve tenants, nor does it meet the objective of implementing changes and recommendations from tenants themselves. TCHC Should respect his findings and Implement his recommendations.

Tenants at TCHC, where English is a second Language are not necessarily Tech Savvy, or well informed on how the company operates. More than anything, tenants need help in understanding how the Ombudsman's recommendations will be implemented to ensure Tenants' Human Rights will be taken into consideration and protected going forward.

As a result of by passed the Human Rights Policy and complaints process after decentralized 4 pillars to Regional Management, Management reports Not reflected in reality , no accountability and no transparency , allowed by passing Human rights, violated Tenant Charter and tenants no legal protection created an inner Community, self interpretation as it see fit to create unfair two tiers of unfair policies. All ELT turned a blind eye and deaf ears and distanced themselves from tenants' complaints. Tenants live in fear and live in danger.

It is not surprising that changes need to be made. TCHC Management should review company policies every two years.

My current belief is that TCHC operations do not meet its obligations under the Human Rights code, nor protect Tenants from Harassment, Discrimination and making commitments that are not followed through.

As someone who has been through the Human rights Complaints Process. I was surprised to learn from the Ombudsman's Office that my file had been closed and TCHC would provide me with a decision letter on the matter.

To this day, I have not received that decision letter. It is understandable why I am not confident in a revised human Rights Complaints Process being overseen by the same staff who let me down the first time.

Thank You Ombudsman, 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 once again for your work with deep appreciation.

Thank You for the opportunity to share my comments.

Item 9 tenant human rights policy

This is an important complaints process, and the board of directors need to understand that the information in item 9 should help tenants when staff have reached against them.

If TCHC creates this policy, tenet human rights but it has no real effect to the preachers because in the section of scope again TCHC legal team didn't amend it. They put the same protection in that section scope of the Tenant human rights , if staff breach's no consequence, which is incorrect procedures, and processes. Of this charter, but they're legal team still put the protection in and that's wrong and it has to change if you're going to do this human rights policy there must be consequences for all no protection for no one or why bother? Creating this policy if you want to protect your stuff from consequences, that's absolutely wrong.

If you sit in power and authorities, but yet you're too friendly with your subordinates that you cannot do your job and apply consequences to them when they breach or behave badly, that in it self is called a conflict of interest and you should not be a part of that decision-making process and remove yourself because you're not capable of Applying consequence.

Documents that should be added to the tenant human rights policy

TCHC's policy on disciplinary action that will be applied to staff Who are found breaching tenants rights. that document needs to be attached to this policy, another document that needs to be attached to this policy would be the an organization that supports tenants dealing with accessibility modifications that policy and organization TCHC has this process and that team in place already?

I will definitely try to find that document again and bring it with me on the 18th if I find it.

Sections that need to be overhauled if they are to be successful in the Tenant human rights policy

Resolutions Department they need to investigate properly and if they found a breach with staff they need to apply consequences. They need to send out a letter in regards to what those consequences are and what areas were breached. They're not doing that currently and if they are part of this process they need to be revamped.

The tenancy division is a part of the Tenant human rights policy, The board has to make sure that they're following the process properly. They're not being biased. They're not putting in their own opinions, but they stick to proper process and procedure because right now that division is not doing that and that's a serious problem that needs to be looked into.

We can't mix all policies and new policies together when we're talking about transfers emergency transfers, and all the requirements that are met under these procedures when we're dealing with the tenant human rights policy there has to be specific move out processes for these tenants not mixing old and New processes with this process, which would be moving out according to a human rights breach. it has to be a new process for the tenant

human rights process so they're not stuck in a bad situation because of a old process that is still in place. All processes and procedures that are a part of Tenant human rights policy in regards to move out support should be clear and concise not mixing old and new transfer policies and processes in this process not good.

Board of directors this tenant human rights policies very important and we have to get it right because if we get it wrong tenants can be stuck in a nightmare still I don't see consequences for preachers and that is serious if you're not going to do consequences to preachers why do the policy at all, it doesn't matter if you do a policy and there's no consequence. It's just wasting time if you're not backing up with proper action.

The complaint process is a mess. There's no consequences for Breachers that needs to be overall the office of the Ombudsman needs to look into the complaint process at Toronto Community Housing because once you go through the process and staff are found breaching or have antisocial behaviour Nothing happens to them, which is an insult to tenants if you have a process and you're not going to do anything to the preacher or the offender why have the process and if you're too friendly to do your job that in itself is a problem and that type of behaviour has to stop Board of Directors. Staff no matter what level of power must do their job proper process and procedures must be clear the document that explains the consequences to a staff that is a disciplinary document must be available to Tenant so we can see what can happen if they're found with antisocial behavior, please make that document available to myself and any tenant who needs it.

Ann- Marie deputant

Verbal and Written Deputation- Jacqueline (Jackie) Yu.

Item 9 - Tenant Human Rights Policy.

TCHC Public Board Meeting - October 18, 2024

Good morning Madam Chair, Directors, Management and Guests.

The Board should not approve the Tenant Human Rights Policy today, without seeing the procedures and timelines that will be used to improve tenant complaints. I have two examples:

TCHC does a great disservice to tenants when it does not address a tenant's right to "Peace and Enjoyment" of their unit in a timely manner. This pits tenants against each other, creating avoidable tenant disputes, TCHC Needs to improve the process and be more responsive and respectful when receiving such complaints and upholding their obligation as a landlord.

Often noise complainants are from neighbours, or non- tenants. Sending tenancy Management letters is not effective in resolving the issue. This allows the tension

to continue to escalate between tenants. This is a serious area of concern for all tenants across the portfolio and can lead to tenants having to take TCHC to the

LTB to have their rights upheld.

Often tenants feel pushed to the edge, particularly those where English is a second Language and feel there is no place to voice their concerns. Multiple complaint channels are difficult to navigate and when complaints are escalated, it can feel like staff closed ranks and all agree with the original decision, leaving the tenant feeling disrespected and their complaint irrelevant.

Community Space- Consideration must be given to tenants living in ground floor units when outdoor areas directly in front of tenants' unit windows should not be designated

as Community gardening space. For the tenants on the ground floor, this disrupts the tenants' right to peace and enjoyment inside their unit and invades their privacy, particularly negatively affecting medical chronicle ill seniors.

I understand a lease includes the interior of a rental unit, but it must also take into consideration how use of Community space will impact the peace and enjoyment of tenants living on the ground floor with medical chronic illness. It not only affected their right of "peace and enjoyment" and negatively affected their medical self care as well.

This can be intimidating , and terrifying. It can be easily resolved, but first management has to acknowledge the rights of tenants living in the ground floor unit.

This is not my first deputation, I have had some gentle coaching and support , I am better able to focus my deputations on the topic at hand.

I recognize Not approving the Human Rights Policy before you may create some internal set- backs, however ; we must keep in mind it is a Tenant Policy and ultimately it needs to meet their needs as well.

Thank You for the opportunity to speak before you today on this important Tenant Human Rights Policy.

Jackie Yu



October 15, 2024

Toronto Community Housing
 ATTN : Board of Directors
 931 Yonge Street
 Toronto, ON M4W 2H2

REPORT : TCHC 2024-63 - Swansea Mews Revitalization

TCH Board Members,

Our **HousingNowTO** civic-tech and affordable housing volunteers from across Toronto – have actively watched Toronto Community Housing’s challenges on the Swansea Mews lands near High Park since the structural failure of the old 1970’s stacked townhomes in May of 2022, and the required evacuation of those failing 50+ year-old low-rise buildings containing 154 social-housing units.

Since those TCH social-housing townhouse blocks at Swansea Mews were condemned in 2022, our HNTD volunteers have closely watched the progress on other TCH rezoning and redevelopment sites - like Don Summerville and Regent Park phases 4 & 5 – in order to determine the size and scale of the new redevelopment that will be needed to make any future reconstruction of Swansea Mews financially viable in the coming years.

Our volunteers, have read the staff report from your Acting Chief Development Officer – and fully agree that the rebuild of Swansea Mews presents an opportunity to re-envision and build back a stronger, more economically-diverse community that attempts respond to the City’s urgent need for more rental housing of all kinds, while replacing the 154 social-housing, rent geared to income (RGI) units that were on the original site.

Potential Density and Site Layout
 Table 1 below outlines the proposed site statistics to be further refined in the next phases of planning and development:

Table 1. Site Statistics

	Existing Site Context	Initial Development Proposal	Variance
Number of Buildings	9	3	6
Gross Floor Area (sf)*	175,000	595,000 – 695,000	420,000 – 520,000
Floor Space Index	0.7	2.6 – 3.0	1.9 – 2.3
Number of TCHC Replacement Units	154	154	0
Number of Net New Units (TCHC & Non TCHC)	0	550 – 700	550 – 700
Total Units (TCHC & Non TCHC Units)	154	704 - 854	550 – 700
Commercial/Community/ Amenity Space (sf)	1,800	15,000 – 20,000	13,200 – 18,200

*GFA in Table 1 is based on 80% GCA

Future processes including development review, community consultation, and further financial feasibility analysis will ultimately determine a final appropriate built form and housing composition on the site.

However, based on our experience from dozens of other affordable housing development sites in the City of Toronto under the Housing Now, ModernTO and Rapid Housing programs we would like to raise the following concerns about the current “Initial Development Proposal” (IDP) for your large Swansea Mews (5.3 acre) property, near High Park - as presented in the [TCH staff report](#) -

- 1.) The highest total unit estimates in the IDP for Swansea Mews (~854 total units inc. ~154 Social Housing replacement units) – are unlikely to meet the bare minimum of what you will need to make this project financially viable, given the current down-market for development land-values in the GTHA in 2024.
- 2.) Our HousingNowTO volunteers would advise the TCH to create an enhanced alternative design proposal for Swansea Mews with a much higher minimum density-target of approx. **~1,232 total units** (inc. ~154 Social Housing replacement units).
- 3.) While the current IDP for Swansea Mews was developed in consultation with the “interdivisional City working group” – our HNTO experience is that the initial development proposals created by similar interdivisional City working group processes on Housing Now and ModernTO sites like 140 MERTON AVE, 777 VICTORIA PARK AVE and 931 YONGE STREET have produced proposals that needed much-greater density in order to be viable – and qualify for available development funding sources.

CITY SITE	ORIGINAL UNIT COUNT	REVISED UNIT COUNT
140 MERTON AVE (Housing Now)	<u>2019</u> 15-Storeys <ul style="list-style-type: none"> • 150 - Total Apartments <ul style="list-style-type: none"> ○ 75 - Market Rental ○ 75 – Affordable Rental 	<u>2023</u> 29-Storeys <ul style="list-style-type: none"> • 294 - Total Apartments <ul style="list-style-type: none"> ○ 147 - Market Rental ○ 147 – Affordable Rental
777 VICTORIA PARK AVE (Housing Now)	<u>2019</u> 22-Storeys & 11-storeys <ul style="list-style-type: none"> • 450 - Total Apartments <ul style="list-style-type: none"> ○ 225 - Market Rental ○ 225 – Affordable Rental 	<u>2024</u> 35-Storeys & 12-storeys <ul style="list-style-type: none"> • 705 - Total Apartments <ul style="list-style-type: none"> ○ 449 - Market Rental ○ 256 – Affordable Rental
931 YONGE STREET (ModernTO)	<u>2022</u> 21-Storeys <ul style="list-style-type: none"> • 165 - Total Apartments <ul style="list-style-type: none"> ○ 75 - Market Condo ○ 75 – Affordable Ownership 	<u>2023</u> 32-Storeys <ul style="list-style-type: none"> • 250 - Total Apartments <ul style="list-style-type: none"> ○ 165 - Market Rental ○ 85 – Affordable Rental

- 4.) There is a lot of language in the current IDP for Swansea Mews redevelopment that speaks to concerns about the sites - *“proximity to the lower rise neighbourhood”* – and how - *“Massing considerations of these blocks should consider the nature of the surrounding context and appropriately address any transitions in height”* – essentially this is DEFAULT Toronto City Planning language for – minimize your development in order to - *“defer to the backyards of millionaire homeowners on Coe Hill Drive and Ellis Gardens”*.


Our HNTO volunteers would encourage TCH to take a bolder stance on the redevelopment of Swansea Mews – and instead focus on maximizing your opportunities to deliver net new social housing and workforce-rental housing on these valuable City-owned lands.

We have attached links to a recent TMU SURP graduate planning studio project that our HNTO volunteers completed in December 2022 on a parcel of City-owned lands near the new Park Lawn GO station. We hope that example will help to inform TCH's improved redevelopment proposal for your Swansea Mews lands in 2025.

Affordable Housing Christie Lands.

Toronto Metropolitan University Graduate Planning Studio

FINAL REPORT





Client: HousingNowTO
Project Team: Daniel Gordon, Sukhjeet Kahlon, Sylvia Jennings, Katrina Munshavi, Blake Reason, Kartik Rudra
Project Advisor: Mark Richardson
Project Supervisor: Blair Scorgie

Site Constraints

There are numerous site constraints that could limit future development opportunities:

- Enbridge Gas Pipelines
- Stormwater Infrastructure
- Gardiner Expressway Retaining Hill
- Civic Utilities

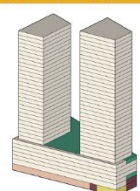

Gardiner Expressway Retaining Hill Utilities Boxes

Housing Details for the Proposed Concept

PL8109

Units, Unit Sizes and Unit Mix				
Type	Affordable Units	Market Units	Unit Size	Unit Mix
Studio	31	63	387 ft ²	10%
1- bedroom	173	346	500 ft ²	55%
2- bedroom	79	157	725 ft ²	25%
3- bedroom	31	63	1,000 ft ²	10%
Total	314	629		100%

Total Units: 943

- Residential
- Amenity
- Lobby
- Parking and Servicing
- EMS

TMU School of Urban & Regional Planning (SURP) -

<https://www.torontomu.ca/city-building/news-research/2023/05/christie-lands-studio-report/>


As always, our open data and civic-tech volunteers are happy to answer any questions the committee or TCH staff may have on our affordable-housing development best practices advice – and how to make most effective use of City-owned Lands to help alleviate Toronto’s rental-housing crisis.

Yours,




Mark J. Richardson
 Technical Lead – [HousingNowTO.com](https://www.housingnowto.com)

APPENDIX 1 – 931 YONGE STREET – TCHC HQ (ModernTO)



931 YONGE STREET



Key Statistics	Original Application (December 2022)	Revised Application (November 2023)
Site Area	837 m ²	835 m ²
Total Gross Floor Area	12,226 m²	18,726 m²
Residential GFA	12,062 m ²	18,576 m ²
Non-residential GFA	164 m ²	150 m ²
Density	14.6 FSI	22.4 FSI
Height	21 Storeys 66 metres plus a 7- metre mechanical penthouse	32 Storeys 99.3 metres plus a 7.7- metre mechanical penthouse/amenity level
Total Units	165 (100%)	250 (100%)
One-Bedroom	124 (75.2%)	184 (75%)
Two-Bedroom	24 (14.5%)	36 (15%)
Three-Bedroom	17 (10.3%)	30 (10%)
Amenity Space	660 m² (4 m²/unit)	897 m² (3.6 m²/unit)
Indoor Amenity Space	330.0 m ² (2 m ² /unit)	506 m ² (2 m ² /unit)
Outdoor Amenity Space	330.0 m ² (2 m ² /unit)	391 m ² (1.6 m ² /unit)

✓

✓