

Deputation – Jacqueline Yu
Item 7B - Q4 2025 Tenant Engagement System Update
TSC Public Meeting – April 13, 2026

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Written Deputation- Jackie Yu

Good morning, Chair and members of the Tenant Services Committee,

Please refer to the photos, my building's original walkway at [REDACTED] Street before Spring/Summer 2024. It is free of blocking, no plants in my building walkway, my building tenants able to walk freely from the back door building to the front door building or vice versa, in 2024 townhomes tenants without consultation or notify my building at [REDACTED], secretly using Tenant engagement fund to plant the bushes, flowers in front of our building walkway gate in 2024 Spring/summer.

In late 2025 TCHC Regional Management manager without consultation or notice my building suddenly built the enclosed wooden fence extended from 15 Townhomes trespassing to in front of our building walkway gate. It caused hazard for disabled seniors particularly weak vision with grocery in hand or with Baby Cart mother or wheel- chair disabled seniors. Snow also will accumulate in between our building walkway gate and the townhomes' trespassing enclosed wooden fence to block my building tenants in and out of our walkway and snow accumulated in between my building gate and the encroached wooden fence which is not reflected in our building and Townhomes surveys registered in the City of Toronto due to the Regional Management secretly self altered construction site.

It does not make sense Why the trespassing enclosed wooden fence from 15 Townhomes allowed encroached extensions built in front of our walkway gate?

Those self altered construction sites not reflected in registered surveys in the City of Toronto allowed violated property standards and fire code. Most importantly, unnecessary puts my building's vulnerable tenants in a dangerous situation. I am one of the vulnerable senior tenants under Human rights protection grounds.

I did bring these issues to the Management team and ELT attention since Spring/ Summer 2024 and continually 2025. My complaints are being ignored by all Regional Management and ELT at TCHC.

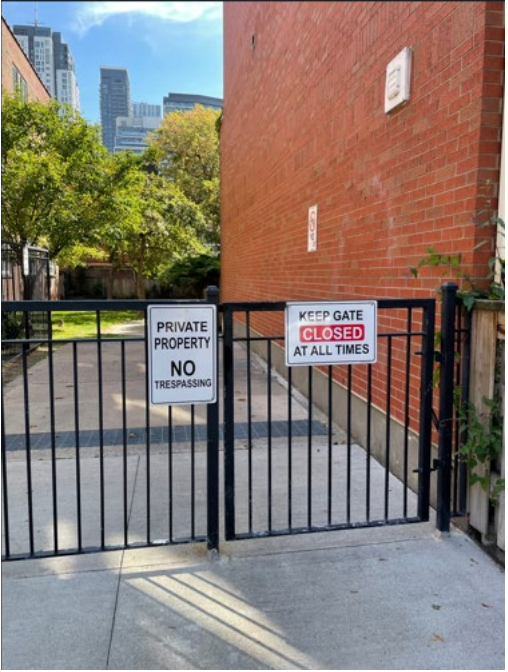
Chair and Directors , I bring this to your attention after I brought to the Management Team attention on a different level since 2024. Nothing done, It caused me as a chronic ill senior and many other disabled seniors in our building difficulty to walk in our building walkway particularly when snow accumulated in between , the gate can't open because of the snow blocking. It needed alter back to our building walkway to the original which reflected the original plan and survey which was registered with City officials.

I hope the Chair and Directors will find the Solution to this unsolved issue. If you need surveys for my building and surveys for [REDACTED] townhomes , please contact me or TCHC Vice President Noah Slater in Facility Management , he and his team are the original TRUE HERO to build our building walkway in 2019.

Senior Director John Angkaw and VP Noah Slater and myself have my building and townhomes [REDACTED] unit ABCD official registered surveys.

Jacqueline (jackie) Yu

[REDACTED] Street unit [REDACTED]



Please Review Economic and Community development Committee , EC 18.4 , February 26, 2025 Councillor Paula Fletcher speech and Myself deputation regarding TCHC Gang corruption Tenant Engagement System in reality And TCHC , COO ██████ replied .

TCHC TES reports not reflected in reality , all controlled by management , in reality Tenants Engagement feedback not reflected in reality at all , used it as tool to partner selected claimed tenants for false tenants voice, 99% of Tenants engagement reports are not reflected in reality continually controlled by Regional General manager in Regional CSC and their Bosses. It is huge underground business By used Tenant engagement as tool claimed for tenants , in reality took all tenants rights, no privacy rights, no human rights, encouraging used privat selected policy to target , discrimination, bully, intimidation, while regional general manager supported , depride innocents tenants to get help from security to created inner community not followed policy , used two tiers of system and reflects not reflected in reality to trapped tenants while all ELT turned blind eyes and deaf ears allowed all illegal activities on going , just use non real management's reports to covering up.

Nothing wrong with director ██████ in TES , he just followed and believed his staff reports in front of him, In reality no transparency and no accountability used it as a tool for false tenants feedback and selected claimed tenants for business partnering with Management for real benefit at the expense of tenants. It is NOT involved with our New TES Director ██████, They are all controlled by the Regional General manager and his team including Regional in charge and control CSC staff at Regional level. A few sets of tenants' engagement representatives' names in different records depends on who asked for it.

That is reality in the TCHC tenant engagement system. I noticed it has improved a bit since 2025 December but still , 99% of TES reports are not reflected in reality.

Please review the video of Councillor Paula Fletcher speech, My deputation and COO [REDACTED] replied .

[Deputation Fletcher Questions.mp4](#)

Jacqueline (Jackie) Yu

[REDACTED] Street unit [REDACTED]

[REDACTED]

cell [REDACTED] , feel free contact me any time for documents.