

Written Deputation- Jacqueline Yu

Item 6E - TCHC's Q1 2026 Tenant Engagement Refresh Update

TSC Public meeting- June 4, 2026.

Good morning. Chair and Members of the Tenant Services Committee.

Thank You for the opportunity to share my comments with you on item 6E- TCHC Q1 2026 Tenant Engagement Refresh Update, in my view, Tenant Engagement Refresh needed Systemic Restructuring, Tenant Engagement should be INDEPENDENT DIVISION in TCHC to ensure tenants feedback and tenants voice directly from tenants AND should not Interfered or altered Tenants feedback or tenants voice by Regional General manager and his team.

Currently TES meeting no minutes are being taken , it only up to Community Service Coordinator (CSC) and Tenant Participation Coordinator (TPC) freely altered tenants feedback and tenants voice, CSC and TPC and staff in Tenant Engagement Refresh reported to Regional General manager and not Tenant Engagement Director, it allowed Regional team self interpretation report to suit their selected policy by using non real tenants feedback leading to non transparency and no accountability in Tenant engagement Refresh performance.

The current Tenant Engagement Refresh System and implementation Plan, which combines Buildings and townhomes under the same Community Representatives ,

is fundamentally unfair

and inequitable. Townhome Communities represent their own interests

exclusively. The representatives, being townhome tenants themselves, prioritize their own issues and advocate for changes that may be detrimental to building tenants. This is unjust. Each building should have its own representatives.

Such an unreasonable and illogical approach has no place within TCHC. Each building should have a minimum of one representative. The tenant Engagement System and implementation plan cannot justify having townhomes tenants as representatives of my buildings.

Townhomes tenants are unlikely to understand the unique problems faced by building residents, and vice versa. The "Engage Together" model of combining townhomes and buildings under the same representative is problematic.

How can a building representative who does not reside in my building adequately address the issues specific to my building?

This process does not represent a democratic system that considers all tenants' views. Nor does it provide the regional and local management team with genuine feedback reflective of performance metrics. Tenant input would be restricted to a selected group pushing their own agenda.

As a result, the interests of my building tenants are neglected when decisions are made regarding our building. Since 2020-current, TCHC secret Selected community representative in my building (never officially announced who actually are?) arranged townhome secret tenants claiming title as our building community representatives control our building all decision making, funding, common space and tenants' voice including non living tenants for underground business, used that townhome unit for long term privately renting out business for large profit. It is an open secret of

our Regional Management allowing all common space in my building for secret business profit including drug dealing, renting out overnight wide parties, forcing open up my front and side lawn for wide parties and illegal activities by physical intimidation.

Please check into Tenants help record of tenant complaints and reports since 2019- current.

I acknowledged Improvement after Senior Director John Angkaw, Vice President Noah Slater at Facility Management were returned back to TCHC and New Senior security Director Videll started working at TCHC, a great improvement in all areas with those 3 Heroes returned back and newly joined TCHC.

This is a critical flaw in TCHC " Engage Together Model of Tenant Circle Building/Townhouses where the representative living in townhouses does not address the problems specific to my building. Despite numerous deputations from affected tenants to the TCHC Board/Committee, TCHC continues with the proposal.

The TCHC Tenant Engagement System and implementation Plan allow tenant representatives who do not live in my building to assume leadership roles, control common space for illegal activities, and influence decisions at my building, including future development and budget allocations. This results in the disappearances of Tenant funds, PB funds, and tenant benefits, which are transferred to TCHC's non-transparent team and selected tenants who do not reside in my building.

In reality, my building has received no benefits from the Tenant Engagement Refresh at all since 2019. Ninety-nine percent of tenants in my

building do not even know who our Community Service Coordinator (CSC) is and all claimed tenant funds and used false tenants feedback and false tenant voice

Using non real tenant voices tried to propose Community development benefits (Section 37) go to TCHC 's non-transparency team and select townhomes tenants who use the combined building/townhouses model to control all future plans and funding by manipulating tenant voices for false spending . Since decentralizing to Regional management, harassment, bullying, and unfair access policies have targeted tenants since 2021 and non stop as today.

The TCHC Executive Leadership Team has ignored tenant's complaints about the nonsensical " ENGAGE Together Model of Townhouses/ Building. By using false Tenant reports and feedback without consulting my building's tenants. TCHC Management has implemented selected policies and facility changes that create inner Community divisions. Unfair access policies have established a two-tiers system to target individuals vulnerable seniors not in their corruption team , lack transparency and accountability, allowing bullying, intimidation , and harassment to silence tenants.

The Tenant Engagement System CSC, TPC partnering with the Regional General Manager in Central, secretly awarded the title of my building representative to a selected townhomes tenants. This individual, supported by the Regional General Manager and his team , has made decisions for my building without our input, consent, or knowledge, engaging in illegal activities and harassing individual tenants. TCHC or the Tenant Engagement System has never announced or posted who my building's secret representative is . This individual controls our building's future development plans, local and corporate spending, and decision-making without genuine tenant input, feedback or consultation.

The TCHC Tenant Engagement Refresh Model's Building /townhomes Community Process contains inaccurate and false information leading to corruption , bullying, harassment, and false tenant feedback. It is deeply concerning that TCHC accepts a process that includes misleading information and appoints individuals who do not live in our building as secret representatives for my building. This process allows decision- makers from townhomes to take advantage of vulnerable seniors in building.

Furthermore, there was no minimum number of tenants required to vote for Building/townhouse community representatives, and no election notices were posted. Secretly selected outsiders appointed by staff, acted as our building representatives without our knowledge or input, TCHC never announced who these secret representatives were, allowing management to control feedback through false reports without tenant participation.

The errors in record- keeping at TCHC are so significant that they bring into question whether TCHC's actions are corrupt or simply improper. This raises concerns about the validity of the TCHC 's Building/Townhouses Community process and whether tenants are genuinely engaged in a process that serves their best interests.

TCHC should recognize its duty to ensure tenant safety and security and immediately declare these proposals Tenant Engagement Refresh as non-starters, given that townhouses tenants do not live in my building . The Tenant Engagement Refresh System implementation Plan has created an unsafe, unhealthy, non-inclusive, and inequitable Tenant community. By using the Tenant Engagement Refresh system implementation Plan, TCHC Management bypasses the Tenant Policy Charter, Human

Rights, Property Standards, building code, and legal obligations, leading to unfair practices and corruption.

In reality, our building at 11 Sullivan Street has not received any benefits since 2019. All claimed tenant resources, support, and funds have been diverted to a secret corruption team using the Tenant Engagement Refresh system model of Building / Townhouses as a tool for continued corruption, bullying, harassment, and unfair practices. It is concerning that TCHC allows strategic plans and policies that exist only on paper and do not reflect reality, silencing tenants and blocking complaints with false information.

I agreed TCHC urgently needed an independent accountability Officer or external Counsel independent oversight of THC Management and providing the report to the Board members allowed them to have the idea that the framework is functioning independent instead of only management self reporting.

The TCHC Current Tenant Engagement Refresh system is a scam and messy.

No staff in Tenant Engagement Refresh followed Tenant Engagement Refresh Director Pablo's Tenant Engagement strategy and policy, They are completely controlled and reported to Regional General manager, Including Community service coordinator (CSC) and Tenant Participation Coordinator (TPC) and Tenant engagement are directly controlled by Regional General manager and his manager team , continually used non real tenants feedback and selected tenants policy , some tenants don't even know their name being used as corruption team members.

It is not only conflict of interest, most concerning Management and Regional Management used Tenants Engagement Refresh as a tool and opportunity for

Gang Corruption By using false tenants feedback and non real tenants voice on TCHC Corporate decisions, including capital plans, Operating budget, service levels, service delivery, and tenant facing policies including tenant input on setting local spending priorities.

Before 2019, TCHC Tenant Engagement was an independent Division in TCHC to ensure tenants feedback and tenants' voices are directly from real tenants and not allowed Management Managers involved. Minutes were taken at the tenant's meeting, reports were posted in our building and copies were also kept in the tenant engagement file to trace and verify to ensure transparency and accountability. None of these procedures in the current Tenant Engagement Refresh.

If the Regional General manager and his team control all Tenants Feedback and Tenants voices and TES Staff are reported to the Regional General manager and his team.

What are the Key roles and responsibilities Of Tenant Engagement Director Pablo to Play ?

If Director [REDACTED] is responsible for implementing Tenant election, Policy development , community development & partnership, staff leadership, strategy and Policy, Why TES CSC and TPC reported to Regional General manager and not Tenant Engagement Refresh Director [REDACTED]. TCHC Tenant Engagement is an independent Division within TCHC. Staff in TES Never reported to Regional Managers to avoid conflict of interest.

Why does staff in Tenant Engagement Refresh Including CSC and TPC in Tenant Engagement Refresh team NOT directly Report to Director [REDACTED] and why not allow Director [REDACTED] in Tenant Engagement Refresh responsible

Tenant Engagement Refresh independently and Director [REDACTED] should only report to ELT and Directors in Board and Committee to ensure tenants feedback and tenants voice are real , not being altered to suit Regional General managers' own selected policy which used it for non real tenants feedback leading to Corruption or Gang Corruption.

I am confident Director [REDACTED] as Long time Community leader and former Executive Assistant in [REDACTED] office, will know what is the best approach to serve TCHC Tenants in Tenant Engagement Refresh with his deep knowledge of City building code and Ontario rules and regulations. He has the ability to guide and mentor his staff, leading his team to the right path to serve tenants with transparency and accountability.

Thank You all for the opportunity to share my comment.

PLease feel free to contact me for any additional information and documents to support my comments.

A Concern TCHC tenant,

Jacqueline Yu

[REDACTED]

cell [REDACTED]

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