

TORONTO COMMUNITY HOUSING CORPORATION

BOARD MEETING

APRIL 27, 2021

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WRITTEN DEPUTATIONS

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APRIL 2021  
TO BOARD OF DIRECTORS AT TCHC:  
I TRULY BELIEVE THE RESTRUCTURING  
OF AN ON SITE HUB WILL BE OF  
GREAT BENEFIT TO ALL TENANTS.  
IT WILL HELP MANY DISADVANTAGED  
TENANTS HAVE A PLACE TO GO TO  
ASK MANY QUESTIONS. IT IS  
WELL RECEIVED IN OUR COMMUNITY  
AS TENANTS FROM NEARBY BUILDINGS  
WILL SURELY BENEFIT HAVING AN  
OFFICE TO GO TO NEARBY. THE  
DESIGN PLAN WAS WELL THOUGHT OUT.  
THE BUDGET FOR THIS WAS WELL  
PLANNED OUT. TARGET RANGE IS  
IN KEEPING WITHIN TCHC'S BUDGET.  
ONCE COMPLETION IS DONE THE HUB WILL  
WELL SERVE OUR COMMUNITY FOR  
MANY YEARS. SINCERELY A  
GRATEFUL TENANT,  
TCHC

TCHC B of D - April 27<sup>th</sup>, 2021

(Item 2I - Annual Review of Board and Committee Charters)

“At its March 31, 2021 meeting, the GCHRC also approved the following Committee Charters and forwarded them to their respective Committees for approval and, following such approval, to the Board for its approval:

1. Tenant Services Committee Charter; and
2. Building Investment, Finance and Audit Committee Charter”

This is not a simple rubber stamp procedure as indicated within this document. There was an agreement at the GCHRC meeting to forward my deputation on increasing the size of the Tenant Services Committee to include a minimum of four tenant members to equal the minimum of four Board members, for consideration. I would like to see this document reflect that information.

Deputation - Kathleen Doobay  
Item 2J - Conuation of Residential Eviction Moratorium  
BOARD Public Meeting - April 27, 2021

**Item 2J - TCHC Eviction Moratorium**

Acknowledging the work staff, tenants & community alike are doing during these strange times; keeping each other safe, healthy & well. So much gratitude to those who are continuing to put in work & the sacrifices being made. As TCHC continues to confront anti-Black racism & other forms of discrimination, it is an important acknowledgement **who** this disproportionately impacts & **why**.

Universal Declaration of Human Rights

<https://www.un.org/en/about-us/universal-declaration-of-human-rights>

The layers are undeniable. Stories of tenants using all their minutes on their phone, on hold, attempting to book an appointment for a vaccine. Thankfully, I moved into TCHC with a laptop, but I've gone through a stint without a phone or home internet.

***“Like many services that were in-person before COVID-19, the resolution of landlord and tenant disputes went virtual during the pandemic to protect public health. But a plan by the province to switch to a permanent online-first system has sparked concern from some who say it’s unfair and will make it easier to evict residents.”***

***“My observation is that there is not an even playing field between tenants that don’t have access to devices, may not have steady internet connections and a whole host of other accessibility issues, compared to the parties on the other side.”***

<https://toronto.citynews.ca/2021/04/15/plans-to-keep-landlord-and-tenant-board-hearings-online-permanently-sparks-debate/>

**“Homelessness is a terminal disease”**

<https://ateodletter.substack.com/p/the-leadership-we-need>

**There are things that are killing us. Acknowledging the systemic violence without action is willfully denying justice. Although this work spans beyond TCHC & needs multilateralism, we all can be leaders, agents of change & stand tall in solidarity.**

Thank you for holding space for this deputation & your continued work in this space.

Kathleen Doobay (She/Her)



Deputation - Cheryl Duggan

Item 4 - CABR Strategy Implementation - Centre for Advancing the Interests of Black People  
BOARD Public Meeting - April 27, 2021

TCHC – Board of Directors (April 27<sup>th</sup>, 2021)

Item 4 - CABR Strategy Implementation (Centre for Advancing the Interest of Black People)

An email I sent to Ms. Gouveia and Ms. Amponsah once I read through this agenda item. Understandably they didn't have answers immediately. It wouldn't hurt for this Board to learn eventually what those answers may have been.

“I'm trying to understand a few things.

Number one - Wouldn't a Centre for Advancing the Interest[s] of Black People in TCHC perpetuate the myth that it's only Black people that live and work at TCHC? [Or, worse yet, that ALL Black people live in TCHC?]

Number two - Wouldn't such an initiative have more public appeal if it was a city run initiative instead of isolating its impact within TCHC?

Number three - How does creating another silo at TCHC assist with the notion of collaboration that is needed to affect any significant change?

Number four - How do you plan to expand beyond Black issues to bring in other notions of colour/cultural difference? (What was that theory called again?)

Number five - What is so wrong with creating a Tenant Advocacy Office that could incorporate every notion of difference - age (with OCHE support), ability (with R-PATH support) and race/culture (with CABR support)? I'd much

rather work with you to achieve your goals. Isolating yourselves within a multi-million dollar cage surrounded by like minded individuals still means you're in a cage. When it's been clearly stated it's not Black people that should be changing I'm concerned that your intentions may be lost in translation.

Number six - That leads me to question where allies fall into your plans moving forward?"

Here's a couple additional questions -

Number seven – What happens when identifying people as Black is no longer politically correct?

Number eight – Would the almost \$2.5 million set aside for this initiative not be better spent with an internal TCHC COVID Task Force? That seems to be the most pressing issue impacting Black people in TCHC at this particular moment and for the foreseeable future. (Even if this becomes a primary focus of the new Centres mandate how many tenants and staff will be impacted by COVID19 before then?)

Number nine - Other than the Board requesting budget and staff guidelines at the last board meeting I don't see the purpose in getting this far ahead of yourselves. It will be a long time before we can meet in person never mind opening up the "Centre" in a physical space. (Certainly those salaries will be adjusted to reflect the percentage of the year the staff actually perform their specified duties.)

Number ten – I think you should create a panel with equal

representation of TCHC staff and tenants to assist with the decision making processes of the Centre for Advancing the Interests of Black People.

Number eleven – How long must we wait for the detailed CABR Work Plan or is this work going to be delegated to the “Centre”?

In summation, I don't believe that now is the time, nor, TCHC the place for the creation of the Centre for Advancing the Interests of Black People. But, if everyone insists on this proposal moving forward I would prefer it be something you can look back on in the years ahead with pride. Not something that you just slapped together because it was politically expedient.

TCHC BofD - April 27<sup>th</sup>, 2021  
(Item 5 – Strategic Priorities)

It took the death of 81 year old Al Gosling in a TCHC stairwell for TCHC to create the Office of the Commissioner of Housing Equity. (OCHE)

It took the death of George Floyd in the US and the subsequent death of a young Black woman, 29 year old Regis Korchinski-Paquet, in a fall from a TCHC balcony to create the momentum for Confronting Anti-Black Racism. (CABR)

It took the death of two year old Crystal from an air conditioner falling out of an 8<sup>th</sup> floor TCHC building for TCHC to create their Air Conditioner Exchange Program.

How many COVID related deaths of persons in TCHC communities will have to take place before someone deems it necessary to create a TCHC COVID Task Force?

How many COVID related deaths before TCHC includes an COVID **ACTION** Plan as one of their Strategic Priorities?

If, as COO John Angkaw stated in an email last week “staff work very closely with Toronto Public Health and meet with them several times a week” there is a great deal of information that is being shared that shouldn't require a Freedom of Information request, or an Ombudsman's report, to compile and put forth recommendations.

I'm none too happy about not being allowed to create a sign for the bulletin board of my building stating “COVID IS HERE!”



As a newly minted co-tenant rep in my building I believe I'm negligent in my duties by not alerting my fellow tenants about the urgent need to ensure they are following appropriate protocols.

There are still far too many TCHC tenants/guests that socialize with other tenants in their units, and that crowd into elevators. Never mind the additional habits of wearing the same disposable mask for longer than its single use lifespan or not washing their reusable masks after each use. That's if they wear a mask at all.

Toronto Public Health has ordered Toronto District School Boards to close. Toronto Public Health has mandated that businesses with five or more cases of COVID close. That's where people learn, and where people work. How long before Toronto Public Health and TCHC can come together on a COVID prevention pilot program (accepting the stated fact that they are meeting "several times a week") to restrict the potential of COVID transmission where we live?

Seeing as you have issues with me posting COVID IS HERE! posters maybe you could start by including "hallways" along with laundry room, lobbies and elevators as common areas on your current mask posters. Maybe common shouldn't be the word you use. The distinction should actually be between public space and private space. Public space is anything beyond that which the tenant pays rent. Maybe this would have the added benefit of clearly identifying for TCHC where to put additional CCTV equipment. We pay rent for our individual units (Private Space) that does not include additional square footage in the hallway (Public Space).

Deputation - Pat Austin  
Item 6C - MABELLEarts - Long Term Lease & Operating  
Agreement for Parts of Mabelle Park  
BOARD Public Meeting - April 27, 2021

Pat Austin



To the Members of the TCHC Board of Directors,

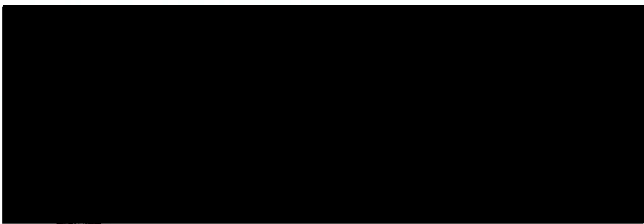
My name is Pat Austin. I live at 5005 Dundas Street West. I have been with MABELLEarts for about 12 years. I'm MABELLEarts Warden of the park and office. I watch over these places when they are not here. When I first joined them was when they were in the park with a bunch of kids from the neighbourhood, making a clay oven which they used to make pizza for everyone and anyone. They had parades in winter for everybody to enjoy.

The park has come from a dull park which nobody wanted to be in, to a bright park with lights and flowers. I am proud to say that I have been a part of making that possible. I would estimate that I have volunteered on average about 200 hours per year with MABELLEarts. Times that by 12 years – I have volunteered 2400 hours on the Mabelle Park project. That's a lot of time. Most recently I have helped to plan for the new clubhouse and park improvements.

I want the board to know that I support the Mabelle Clubhouse and park improvements project and want to see them happen in the community. I like working for MABELLEarts because they done a lot for the neighbourhood and will continue doing that no matter what.

Please feel free to call me if you have any questions.

Sincerely,



Pat Austin  
TCHC resident, 5005 Dundas Street West



To whom it may concern.

April 20, 2021

I have been a resident of Mabelle Ave for 20 years. I am so grateful to be involved with all the people from Mabelle Arts. They have worked so very hard for over a year to make everyone feel like we're all a part of a big family. We're treated with so much respect and kindness.

Every Wednesday when I go to the Mabelle Market down in the park to get our free groceries, it's like going to visit a bunch of old friends. We have some great conversations and a lot of laughs.

I am looking forward to hopefully being involved with Mabelle Arts for a long time to come.

[REDACTED]

[REDACTED]

To Whom It May Concern,

I have been a resident of Mabelle Ave for 20 years. I am so grateful to be involved with all the people from Mabelle Arts. They have worked so very hard for over a year to make everyone feel like we're all a part of a big family. We are treated with so much respect and kindness. Every Wednesday when I go to the Mabelle Market down in the park to get our free groceries, it's like going to visit a bunch of old friends. We have some great conversations and a lot of laughs.

I am looking forward to hopefully being involved with Mabelle Arts for a long time to come.

Bunny Boyle  
[REDACTED]

Deputation - Sahra Gedi  
Item 6C - MABELLEarts - Long Term Lease & Operating Agreement  
for Parts of Mabelle Park  
BOARD Public Meeting - April 27, 2021

Sahra Gedi

I would like to show my support towards *Mabelle Arts* for the excellent work that they are doing in the Mabelle community. They have helped many people during this pandemic and it is imperative that they have the necessary tools to continue doing the incredible work they are currently doing. They have meticulously continued their support regardless of the weather and a building or permanent indoor location would help immensely.

Sincerely

A solid black rectangular redaction box covering the signature area.

Item 6C - Deputation - Sahra Gedi

Deputation - Lynn Lampkin & Gary Williams  
Item 6C - MABELLEarts - Long Term Lease & Operating Agreement  
for Parts of Mabelle Park  
BOARD Public Meeting - April 27, 2021

Lynn Lampkin and Gary Williams



April 23, 2021

To the Members of the TCHC Board of Directors,

Hi, my name is Lynn Lampkin. I live at 5005 Dundas St. West. We have lived on Mabelle Avenue since 2014. My first summer here I was immediately impressed when I saw the park with all the children and people gathering around doing many interesting art activities in the park with so much joy and happiness. I got to know Leah at MABELLEarts because she was the one leading so many interesting activities in the park. I became involved in 2017 helping to volunteer by doing the laundry with another member of the community after every gathering in the park.

As a member of the Mabelle community, I am writing to you today to let you know how much I am in favour of the plan to have MABELLEarts improve our beautiful park by building a clubhouse for our community. This plan is a very good idea. The clubhouse will protect our presence in the park. It will also play an important role in keeping the community connected with each other and to MABELLEarts for recreation and employment opportunities. I am currently working at the busy MABELLEpantry since the beginning of the COVID-19 pandemic in March of 2020. Not only do I enjoy my work providing fresh and healthy food to the community, but I also see each week how much our hard work means to the residents of Mabelle Avenue. Each week, Gary and I deliver food from the MABELLEpantry to the people who are not able to make it out to the park because they are sick or have mobility issues. We bring them much-needed food and smiles and make them feel less isolated. This is a very important part of our job with MABELLEarts.

I believe it is so important to make Mabelle Park even better because I remember when the park was so dark and dreary because there was no lighting in the park at all. MABELLEarts brought light to the park and has always focussed on making the park welcoming and comfortable to everyone who came by. They have also made beautiful wooden stools and carved benches for people to sit on and take a break. Having a clubhouse would give us shelter and make it feel like home and a special place to connect for everyone on the block.

Please feel free to call me if you have any questions. Thank you!

Best Regards,

Lynn Lampkin and Gary Williams  
TCHC Residents



Deputation - Julia Markovic  
Item 6C - MABELLEarts - Long Term Lease & Operating Agreement  
for Parts of Mabelle Park  
BOARD Public Meeting - April 27, 2021

Julia Markovic  
[REDACTED]

Thursday, April 22 2021

To TCHC Board of Directors,

I have only been involved with mabellearts for a year. But I have been here for 30 years and I have been watching them work and talking to other people about them and they are beautiful people!

I'm really proud to have you guys in our area. Because it doesn't matter what weather, you guys are there. Sometimes I have been surprised that they are there because it got so cold. And not one person is miserable. They make me laugh. Sometimes I need to hold my belly because I am laughing so much. Just yesterday, it was so cold. And I asked Liz if she was cold. And she said yes, but still she was smiling, everyone was still happy.

This is so important because everywhere I go, people are miserable and sad. People are fighting, bus drivers are upset but when I go to the park I can relax. Sometimes I don't feel like going, but still I go and I am so happy when I do. I go down no matter what mood, I still go.

When they are in the park I feel more secure. If mabellearts had a building in the park we would all be safer.

I would really be so happy if Mabellearts was able to make a building and to have new improvements in the park. I have already talked to so many people, and they want it. When you are in the park, doing things, I feel good - even if I don't have words to explain. When I see them working in the park in the morning, I feel happy.

Thank you,  
[REDACTED]

Julia Markovic  
[REDACTED]

Deputation - Daphne Morgan  
Item 6C - MABELLEarts - Long Term Lease & Operating Agreement  
for Parts of Mabelle Park  
BOARD Public Meeting - April 27, 2021

Daphne Morgan



Thursday April 26, 2021

To the TCHC Board of Directors,

I found out about the work of MABELLEarts from Ruth from Jumblies who was here before Leah. I met her in the hall and she asked me to help sew little bags. I like to sew. I said I would and before long I was helping others sew too. It was good. This is how I met Bernadette. Then I met Tasmeen and Pat and other tenants.

I'm here helping when I can. I love the choir.

It's a good thing I met you guys, because I would be crawling the walls if I didn't have the pantry and other activities. You guys treat me very nice, I appreciate the way you take care of me.

The Pantry is very good for people who need a little help. I appreciate the groceries that we get. I am not able to go out to shop myself because of my age and the pain in my shoulder and knee, so I really appreciate the food.

I really like the Listening Room where I talk on the phone and others are on computers and I can share my story and others can tell their stories. I didn't do anything like that before. We can still come together even when we are distant.

It would be wonderful to have a building in the park, to entertain, to sew, to make art, talking circles. All the things you guys do. A new building would be appreciated.

There are so many people in these buildings I don't know why more people don't take part.

Thank you.



Daphne Morgan



Deputation - Elizabeth Myslicki  
Item 6C - MABELLEarts - Long Term Lease & Operating Agreement  
for Parts of Mabelle Park  
BOARD Public Meeting - April 27, 2021

Elizabeth Myslicki

[REDACTED]  
Toronto, Ontario M9A 4Y6

April 21<sup>st</sup>, 2021

To the Members of the TCHC Board of Directors,

I want to tell you that you are not doing a bad job from what I've seen. I recently had a request that was answered and resolved within 20 minutes – so kudos.

MABELLEarts is my baby and I love my baby. I first met MABELLEarts in the beginning of 2018 when I came to the sewing room at 5005 Dundas West to have my button sewn on my coat. Christen who works there must have sewn it on at least three times. I also came in because I was curious. The friendly staff offered me a coffee – which will get me every time. That day I got associated with all the other ladies taking part in the workshop it turns out they are my neighbours. I couldn't learn to sew though – my interest is in art.

I've met some interesting artists through MABELLEarts – photographers, puppeteers, painters. I like painting and drawing and MABELLEarts has offered me opportunities to share these skills – which I enjoy. I've also been involved in planning for the building – which I call our little community centre – I think its spectacular. I had the opportunity to weigh in on the design with the architects at the early stages. I said "my Lord, that is so nice!" I was impressed with the architects we've chosen (LGA) and the design we decided on.

This community centre is going to a focal point for all ages. Seniors working with children, youth working with adults, all of us together – a symbiotic relationship. The people who take part are happier when they create together – happier in so many different ways. I am very passionate about this – about MABELLEarts, about the Clubhouse. MABELLEarts is very important. People see it and they respond very positively. I strongly encourage each member of the TCHC Board to come out to the Mabelle Community and visit us at MABELLEarts – come and see the pantry, come to an Iftar Night, come to a workshop, come do some gardening.

Thank you for your time and please be in touch if you have any questions.

Affectionately yours,

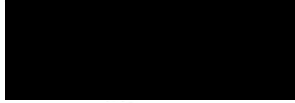
[REDACTED]  
Elizabeth Myslicki  
TCHC resident

[REDACTED]

Deputation - Azeb Tekelemichael  
Item 6C - MABELLEarts - Long Term Lease & Operating Agreement  
for Parts of Mabelle Park  
BOARD Public Meeting - April 27, 2021

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Azeb Tekelemichael



April 22, 2021

To the Members of the TCHC Board of Directors,

I have lived on Mabelle Avenue since 2016. When I arrived, I was immediately impressed when I saw the park with all of the children playing around the water fountain and people gathering with so much joy in park. I got to know Leah at MABELLEarts because she was leading so many interesting art activities in the park. I became involved in cooking for various events in the community and in the park, serving people homemade food and making Eritrean coffee and tea. Leah would be so happy leading a group of ladies cooking over the fire and then children and others would join to eat and celebrate together in the park.

As a member of the Mabelle community, I am writing to you today to let you know how much I am in favour of the plan to have MABELLEarts improve our beautiful park by building a clubhouse for our community. This plan is a very good idea. First of all, the clubhouse will protect the community's presence in the park. Secondly, a community clubhouse will play an important role in keeping the community connected both with each other and to MABELLEarts for recreation and employment opportunities. I am currently working as staff at the busy MABELLEpantry and not only do I enjoy my work providing fresh and healthy food to the community, but I also see each week how much our work means to the residents of Mabelle Avenue.

I believe it is important to make Mabelle Park even better because I remember when there was nothing but the grass to sit on. MABELLEarts has always focussed on making the park welcoming and comfortable. They have made beautiful wooden stools and benches for people to sit on. MABELLEarts is a great community leader with art projects for children, families and local seniors. Having a clubhouse would allow us to gather in comfort to enjoy the space and continue programming with cooking, arts and other services for our community.

MABELLEarts has put so much hard work and love into the community and Mabelle Park. It is the central hub to all of the buildings along Mabelle Avenue. I have a 9-yr older daughter and it brings me so much joy to know that she can play outside in safety within a community that cares not only for today but for the future of its residents.

Please feel free to call me if you have any questions. Thank you!

Best Regards,



Azeb Tekelemichael  
TCHC Resident



Deputation - Kathleen Doobay

Item 9- Ombudsman Report re: TCHC Complaint Trend Data/Recommendations  
BOARD Public Meeting - April 27, 2021

**Item 9 Ombudsman Toronto Report: Update on Toronto Community Housing Corporation (TCHC) Complaint Trend Data and Related Recommendations TCHC April 27, 2021 Board Meeting**

**Report #: TCHC:2021-28**

Thank you to Ms. Opler and Mr. Buggle

Thank you to Ms. Penny, staff, tenants & community

It is imperative we acknowledge in order to help inform policies, processes and culture. I would be remiss not to state (my opinion) the importance of continuing these insightful community connections with staff and tenants. Ground up approach will empower and help inform with context and practicality.

**What is TCHC doing to ensure the four pillars: Community Safety & Support, Tenancy Management, Cleaning & Maintenance are reflecting such?**

Furthermore, I want to acknowledge that communication has improved but is not where it needs to be which leads me to question; what appropriate support may look like. There were changes made to the transfer policy however there is a continued need to revise. How many tenants and staff would be open to helping inform the updates? Complaints around maintenance aren't necessarily new, as TCHC continues to restructure, technology may play a role however there is a digital divide amongst who we serve. Communication (including complaint handling) should be done with respect, care and considerations. This spans beyond training/coaching and it does incorporate culture; we've acknowledge Toronto's diversity now we need to hoan in on the intricacies of our community connections (past, present and future). Acknowledge sending TCHC feedback as they continue working hard to make updates to their platforms (internal and external) about the pivotal role a 'pend' function may have, as client and staff go through changes including but not limited to, major financial and/or life changes. I want to highlight the need for continued funding and decisions that are conducive to maximize funding. These are things that are impactful, build relationships which directly and indirectly strengthen trust and capacity, amongst other things, including culture. We have (at times heavy) work ahead; want this to be a place you feel safe, you can heal and harness belonging. Ideally, we want our tenants, staff and community to thrive.

Thank you for holding space for this deputation & your continued work in this space.

Kathleen Doobay (She/Her)

