

Deputation - Jacqueline Yu  
Item 7 - Annual Review of Community Safety Advisory Sub-Committee Charter  
CSAC Public Meeting - March 8, 2023

Written deputation- Jacqueline Yu  
Community Safety Advisory Sub- Committee Charter Item 7.  
March 8, 2023.  
Community safety Advisory Sub- Committee.

Good morning , Madam Chair Fletcher and Board Directors.

Thank you for the opportunity to share my comments on "Annual Review of Community Safety Advisory Sub- Committee Charter." In my view , it is necessary that the CSAC Charter should retain the services of external advisors and integrate commissioners to ensure its due diligence and in accordance with TCHC's procurement Policy and procedures.

In addition CSAC Charter should consider establishing an "Open Tenants Deputation Committee" with agenda including and not limited to overview of TCHC Operations and Regional Management Operations, Community Safety and Support Pillar, Tenancy Management, Hub Model and recommendation to CSAC . This new Model of "Open Tenants Deputation Committee" is open to all tenants to voice their concerns, comments and deputations supported by General Counsel Darragh Meagher and his team members and report back to CSAC. Committee Members should consist of people who are actually current tenants such as former TSC Chair Ms. Catherine Wilkinson and all current and former Tenant Board Directors. All deputation focus group tenants should be considered for the opportunity to sit in this new "Open Tenants Deputation Committee".

In addition , "Open Tenant Deputation Committee" should receive access to general reports that summarize tenant issues raised through tenant complaints email and hotlines to provide feedback to the TCHC Board on the effectiveness of repair requests and other issues raised by tenants. Major issues raised by all tenants ( and not just advantaged groups ) and identified through the "Open Tenants Deputation Committee" should then be presented as objectives for TCHC management to take action and resolve and should be the mandate of the "Open deputation Committee". The "Open Deputation Committee" mandate should also include but not necessarily be limited to:

1. Key Areas of responsibility ;
2. Insights and Policy Advice ;
3. Insights for decision making;

4. Accountability Operations;
5. Customer-service -performance;
6. Management performance;
7. Management ethics and accountability;
8. Monitoring and reporting;
9. TCHC Development;
- 10.Tenant Voices Heard;
- 11.Provide Governance Advice ; and
- 12.Review of matters concerning Community Safety Advisory Sub- Committee Charter.

We must learn the lessons from the current Regional Management Operation development , "Business Money Grabber Direction" partnering with "Non-real Tenant Engagement Refresh" which lacks transparency and professionalism , and which has a documented history of inaccurate internal records and inability of management to engage in fair and reasonable decision making. The sole objective of TCHC should be to provide tenants with safe and secure units in a state of good repair with clean common space. The issue currently is that there is no one on the ground that is overseeing the Regional General Manager and Regional Management Operations and entire executive team (CEO and COO included), which can lead to improper management, cover ups, gang corruption, absolute power to target and apply unfair access policy to attack individual tenant and lack of transparency and no accountability, freely and secretly changes to how facilities are used as "Business Direction, Money Grabber Development" at the expensive of the tenants and vulnerable tenants. Those improper management team members including Executive Assistant [REDACTED] from [REDACTED] Office, Solution Team Manager [REDACTED], Regional General Manager in Central and Tenants engagement Refresh team and former CSC [REDACTED] used false information and false documents put in TCHC Official record. Dishonest claim in front of my unit windows is the common walkway despite the fact my side lawn always have the wooden fence for over 10 years and my front lawn always planted the heavy evergreen Shrubs extended to my front lawn property line since 1983 original re- model to City- Home building.

My wooden side lawn fence and front lawn heavy evergreen Shrubs acted as boundary to provide my privacy and security since it is original re- model as City Home in 1983. I requested to remove the former wooden fence and I requested removed the heavy Evergreen shrubs around 2018 and requested to replace the metal fence in 2019. I provided design input ideas with TCHC Landscaping

manager [REDACTED] and Oversee By TCHC Senior Director [REDACTED] and the whole new lawn flowers and shrubs are designed by me and all flowers are based on my design drawing to plant. I am also the only person who paid for the two exterior front lawn lights which are connected inside my unit of electrical panel since it was originally put up. I am also is the only person tidy up my lawn since 2006- June 4, 2021 before restricted me go inside my lawn to tidy up. All the truth and fact on record being erased by TCHC on November 22, 2022 sneaky sent two apprentice program trainee without mentor or master oversee their electrical job secretly jump over my fence with long ladder and heavy tools in early morning while I still sleeping ,climbed up on top of my windows to disconnect my exterior front lawn light from inside my unit electrical panel and connect my two front lawn lights to the building electrical panel intended to change the truth to suit TCHC false claimed, " I have no access to my front lawn and Inside my lawn is common walkway. TCHC acted childish, silly and dishonest operations without shame.

TCHC culture of dishonest including LIE to the Ombudsman Office.

I did brought my case to Ombudsman office regarding TCHC sneaky sent two apprentice program trainee without mentor or master oversee their electrical job secretly jumped over my fence with long ladder and tool disconnect my front lawn exterior lights from my inside unit electrical panel and reconnected my exterior front lawn lights to the building light to get electrical source without notify me. This unprofessional apprentice program trainee without mentor or master supervised their electrical work caused me two time in three months side lawn lights are burnt out due to electrical job not supervised by certify electrician, Both two trainee admitted no master or mentor oversee their job while they both got caught by me in the early morning for their sneaky job.

TCHC replied [REDACTED] at Ombudsman Office by saying TCHC will sent me an explanation letter on December 8, 2022 , [REDACTED] told me she did read that explanation letter, TCHC staff showed her that explanation letter to satisfy [REDACTED] requested. In reality , I never received such an explanation letter as [REDACTED] at the Ombudsman Office replied that to my complaint.

TCHC using lie to suit the different situation likewise using the false document ,and different set of documents to suit the improper management. One of the secret selected community Representative by Tenant Engagement Refresh is not living in our project she is an outsider. The other secret selected Community

Representatives by using our Community Representatives "TITLE" promote Rogers services to get the personal gain out of us. His name was printed in Rogers flyer as our building Community Representative without our consent. His name print as Ours Community Representatives in the Rogers services promotion post in our building laundry room and inside our building wall. That secret claimed as our Community Rep. Not living in our building, why he allowed trespassing into our building to promote Rogers service by using as our Community representative title to gain profit out of us. Why He have the access go inside our building and he is not live in our building. Our name and telephone Number could be leak to outsider and our privacy not being protected. TCHC allowed those secret non real but claimed as our community representatives to make business and allowed those illegal activities in our building violated our privacy right.

External investigations to all involved staff and Integrity Commissioner are necessary for the whole improper management TCHC without leader Oversee the operations and using LIE to covering up the improper management.

Those improper management teams NOT Including (Facility Management and General Counsel Darragh Meagher team members). Those two Divisions members are Professional and always put tenants first with full respect.

Dear Director Fletcher, Thank you for your dedication and fearless STRONG act like Tiger Mother to protect us (TCHC tenants). I applaud the City Council Decision and the motion put forward by you on February 28, 2023, "TCHC reported back in the first quarter of 2024 on the progress of the new Tenant Advisory Committee including the terms of reference that were developed".

Myself and many TCHC tenants in different buildings gathered together watching YouTube "Planning and Housing Committee" from beginning to the end. on February 28, 2023.

We Clapped Hands together at the end and cheering up to each other and saluting to you toward the Youtube channel. We will meet in person in City Hall soon.

If CSAC charter mandates, establish the Tenants Open Deputation group. Tenant Voices will Heard.

All TCHC Tenants have opportunities to thrive and play leadership roles in building their communities in collaboration with their fellow tenants in an open,

transparent way. We will have a peaceful, security environment around our home , in a state of good repair, clean and safe common space. We will be as happy as old times, Proud "CITY HOME" residents.

Thank you for the opportunity to share my comments and Concerns in Item 7, CSAC Charter.