

Deputation - Jackie Yu  
Item 5 - Business Arising from the Public Meeting Minutes  
and Action Items Update  
TSC Public Meeting - July 6, 2022

Deputation - Jacqueline Yu,  
Written deputation.

Item 5- Business Arising from the Public Meeting Minutes and Action Items  
update, Participatory Budgeting Program.  
Deputation to : Tenant Services Committee Meeting on July 6, 2022.

Good morning Mr. Chair and all Community Members.

Thank You for the opportunity to share my comments on Tenant Action funds and  
Participatory Budgeting Program. It is a joke and the most corrupt Division in  
TCHC in respect of the non - transparency distribution of the Tenant Funds  
including participatory Budgeting Program while TCHC is going through Tenant  
Engagement Refresh, management suggested a Future state that would  
decentralize the funding through the hub model .

In my view , decentralizing any service to the Regional management  
team including Tenant Funds, PB Funds and service elements is a way to team up  
and cover up for improper management.

Most importantly, not only no other Department at TCHC oversees the  
Regional Operations and turned blind eyes to ganging up and teaming up to cover  
the improper management resulting in application of their selected policy, lack of  
transparency use facilitates changes ( that ignores TCH's legal obligations) to  
corrupt our system including and not limited to Tenants action funds, PB Funds.  
, Tenant Representatives input into decisions at the corporate and local  
level. Tenant input for setting local spending and service level, tenants feedback  
and future development.

We must learn the Lesson from current non- real Corruption Tenant Engagement  
Refresh, lack of transparency and lack of professionalism, inability to manage its  
own internal records, inability management and fair decision making, By passing  
legal obligation and using intimidation and corruption, team up of bullies to target  
tenants.

I want to point out, TCHC is a housing provider, we only need a safe, peaceful  
enjoyment in our home. If those basics needed not to be provided to tenants ,  
our decentralized Regional management team inability to provide those  
basic needs instead suggested our former Tenant Councils funds have been

replaced by the Regional Tables funds decentralize the Tenant Action fund including PB Funds without consultation through the hub Model. I think it is a way to show Dictatorship and control .

I was a long-time tenant at TCHC ( former name City Home) In or around 1986 everything was transparent, our local councillor , Olive Chow and /or her assistant would attend our monthly meeting. All tenants were invited. Our building manager, supervisor and superintendent all attended the meeting monthly, Before christmas time or Summer TCHC will make the reservation in the Nearby Chinese restaurant , usually few tables ( very reasonable price ) Food such as Fried Rice, Spring rolls, Fried Noodle , some vegetables, unusually under \$100 per table, not all tenants came but invited all tenants before Christmas time or in summer time, TCHC manager, staff, Councillor Olive Chow also came, talked to us, consulted us on what we think could do better in TCHC for us. It is a real OPEN tenant engagement focused on tenants needed.

In the normal monthly meeting, Tenants freely voiced their concerns in the open meeting and directly addressed the concerns or requested repair to the manager, supervisor and superintendent. They will take notes of the tenants' concerns and needs and will follow up the issues accordingly. All the staff know us well and we know them well. The superintendent also lives in the same building or nearby building. We ( all tenants ) are invited to join the meeting. Not all tenants came but were invited . We have no needed Tenant Engagement Refresh, no needed Tenant Action Fund and No needed P B funds.

All Tenants are Happy regardless of their age. We have Community Centre such as Scadding Court Community Centre and /or University Settlement Community Centre for kids, Youths, Adults and Seniors and a lot of activities for all ages to participate in . No one left behind. Most children and Youths growing up in TCHC (City Home) become today's productive Members in our society. A lot of Kids grow up in TCHC , whose former name ( City Home) become real professionals and contribute a high portion of their income back to our society today.

In or around 2006, I moved to my current address, I was aware of the tenant action fund and PB funds , However, not every building got approved for the action fund and/ or PB fund. From my knowledge , my building at [REDACTED] Street never approved any action fund or PB fund, except 2018.

A tenant Representative called "Delegate" will represent our building at the tenant funding table to get the item approved.

In 2018, I am acting Delegate representing my building at [REDACTED] Street. I went to 341 Bloor Street West funding table and got 1 fan and 1 bench for our laundry room. The fan was delivered to me and I signed off and gave it to Superintendent [REDACTED] to keep in his office for all needy tenants to use. The approved item of Bench worth \$800 in catalogue never delivered to our laundry room despite I got approved in the funding table. I requested CSC [REDACTED] to put up a poster with information on our board. CSC [REDACTED] told me for privacy reasons, she wouldn't announce or put up information to notify my fellow tenants in my building what we got approved in the funding table or Who was the tenant acting as delegate in our building. The end result is no Bench delivery to our laundry room as today.

I was just wondering if we needed to keep what we got as secret for privacy reasons and not announce what we got approved from the tenant funding table. Why did we need that program and the approved item for whom? and who will know if the item will actually be delivered or not? I kept tracking the undelivered and never delivered item and I got the target of attack.

In my 15 Years in my current address, from my knowledge, we didn't get anything except in 2018, I am the tenant as our building delegate, signing off 1 fan. I challenged Tenant Engagement Refresh tracking on my building at [REDACTED] Street, which we got approved on record since 2006. My answer is only 1 fan in 2018, that is all for 15 years from Tenant action funds including PB funds.

TCHC urgently needed an External Auditor General as soon as possible to oversee TCHC Tenant Engagement Refresh including Tenant action fund and Participatory Budgeting Program as well as investigated underground business illegal activities in our project and Regional Management partnering with Tenant engagement Refresh using the non real election as tool to corrupt our decision making and future development plan and the involved staff in Solution Office, COO office and CEO office for their un-professional conduct for gang up and covering up the corruption and accepted the false and misleading information to covering up. It is a very serious matter and TCHC CEO Sharma and all Board Directors should not take it lightly.

Our current Tenant Engagement Refresh is non real and non - existent, all feedback does not reflect reality. It served as a self and one side story and can't be trusted. It is set up for corruption and intimidation.

Our Tenants' Engagement Refresh NOT maintains a democratic System of active tenant Participation and involvement and corrupts our system by using false and misleading information.

For example, there is no representation from [REDACTED] apartment buildings and our building is controlled by townhome non real Community Representatives .

All feedback does not reflect reality.

1. Not provide a Tenant Council structure or similar organization.
2. Not provide Tenant Input into decisions at the corporate and local levels.
3. Not provide Tenant input for setting local spending priority and service level.

TCHC Tenants Engagement Refresh violated all the requirement process that includes no democratic system and using false and misleading information , including people who do not live at the adjoining townhouses to be secret replaced our Community Representatives in TCHC official record. That non real Community Representative never attended any meeting in our project and she does not live in our project but is listed as Tenants but rents out her unit to an outsider for much higher rent for profit. Tenant Engagement Refresh refused to provide who the fellow tenants nominated that non real Community Rep. My name was secretly put on record as a Building Committee Member , Part of the member of this corruption team without my consent.

Tenant Engagement Refresh errors in record - keeping is leading to Tenant Engagement Refresh speaking to invalid parties with respect to tenants matters and the result is that the outcome is unjust and invalid by Tenant Engagement Refresh's own processes. When errors leading to corruption involve who is the actual community Representative and who the Building Members are all wrong in record keeping and using the non real Community Representative as a tool to bully and target individual tenants for the purpose of corruption. It is a very serious matter and independent investigation is necessary.

This immediately raises the question as to whether our Tenant Engagement Refresh (1) is there actual engagement of Tenants?  
 (2)Whether the current corruption Tenant Engagement is in the Best interest of all?

My answer is "NO" Our corruption Tenant Engagement set up for corruption and intimidation. It is harmful and dangerous to the vulnerable tenants. How does TCH not recognize its duty to tenant safety and security and immediately declare these types of "corruption Tenant Engagement Refresh" under independent investigation?

In any organization, there is accountability when errors leading to corruption involved who is the actual COMMUNITY Representatives and who is the building Committee Members are all wrong and using that non real Community Representatives for bully and target individual tenants and leading to corruption Tenant Action Fund, Future Development Plan in local and corporate decision making and setting local spending priority and tenant feedback. It is a very serious matter. All involved staff should be investigated.

TCHC needed to establish an open deputation focus group to replace the current non real Tenant Engagement Refresh. New Model of the Real Tenants Engagement With Agenda including and not limited to Overview of Community Safety and Support Pillars, Tenancy Management, Hub Model and recommendation to TCHC within the Community Safety Advisory Sub-Committee to replace the current non-real Tenant Engagement Refresh.

Our New Model of Tenant Engagement is under TCHC Community Safety Advisory (NOT sub-Committee meetings) chaired by Director Paula Fletcher, Board members included and not limited to Former and Current Tenant Directors and supported by General Counsel Darragh and his current Deputation team members. All tenants in the focus group, Senior Tenant Advisory Committee (STAC),

Tenant debutantes, Real tenant elected representatives and current and former Tenant Directors. This New Real tenants Engagement should be re-name as Independent Committee and direct Report back to TCHC BOARD.

The New Model of Tenants Engagement must open and welcome all tenants. Policies feedback and decision making should be obtained from affected tenants, reducing the impact of non-affected groups in decision making. All in the format of open Deputation, Should be documented before action is taken to ensure free of corruption and fair to all tenants.

Thank you for allowing me to share my comments.