

Deputation - Jacqueline Yu  
Item 8A - Tenant Engagement Refresh Update  
TSC Public Meeting - February 9, 2022

TCHC TSC meeting on February 9, 2022

Deputation from Jacqueline YU

Good morning, Board of Directors.

My name is Jacqueline Yu and I live at [REDACTED] Street [REDACTED]

Thank you for the opportunity to share my terrible experience as a TCHC tenant under the new tenant engagement refresh system. I believe that decisions made by the Regional General Manager's team under the new non-transparency tenant engagement refresh system election have led to very bad consequences for tenants such as myself.

**Issues with Tenant Engagement Refresh System**

The whole situation is exacerbated by the tenant engagement refresh system. I am very concerned about the current new tenant engagement refresh. Non-transparency who actually are our community representatives appear to have been pre-approved, secret and automatically appointed. No information was given out or announced who is our Community rep. [REDACTED] with our local senior management team ganging up with the secret Community rep. write the proposal recommended to turn my lawn in front of my bedroom, living room and dining room windows as common space without my consent. Everything is secretly done without my consent or knowledge.

[REDACTED] used Non-transparency Tenant Engagement Election as a tool and kept secret who actually are our official Community Rep. to target individual weak, chronic ill senior tenants such as myself.

Please refer to [REDACTED] email dated December 8, 2021 provided the name of our Community Rep. is [REDACTED]  
[REDACTED]

[REDACTED] According to [REDACTED]  
[REDACTED]

Please also refer to another tenant [REDACTED]  
[REDACTED]. She is our Community Rep.

(Please refer to attached email 1 from [REDACTED] dated January 30, 2022).

██████████ incorrectly confirmed in TCHC official record, I am one of the members in the Community Committee without my consent and incorrectly wrote down I lived at ██████████ ██████████ was excluded from the tenant engagement Refresh system.

██████████ provided TCHC official records. Our election day is November 9, 2020, Please refer to ██████████ election Day as November 19, 2020. Please refer to ██████████ email

On November 9, 2020 for the first meet and greet election meeting ██████████ claimed a townhouse tenant at ██████████ Street, ██████████ and ██████████ at townhouse ██████████ ██████████ were automatically appointed as our Community Reps. No election ever take place on November 19, 2020

Please refer to ██████████ confirmed email dated November 10, 2020 ██████████ and ██████████ are our Community Reps. according to ██████████ dated November 10, 2020 email sent to 5 selected tenants only. Nothing was posted or information given out regarding tenant engagement including who is our Community Reps. ( attached email 2 )

██████████ provides incorrect information dated December 8, 2021, ██████████ is one of our Community Rep. and ██████████ not in the record as our Community Rep. Please refer to ██████████ email dated Dec. 8. 2021 Please refer to ██████████ dated December 8, 2021 email provided the name of our Community Reps.

Tenant at ██████████ ██████████, ██████████ still thought she was our Community Rep. and her name as our Community Rep. was secretly replaced to ██████████ without anyone's consent or knowledge. Please refer to ██████████ confirmation email date January 30, 2022 ( attached email 1)

██████████ and ██████████ provided mixed and matched incorrect information regarding tenant engagement Refresh regarding the name of our Community Reps.

and members of the Community Committee and date of Election are all incorrect including my name was added on as the member Community Committee without my consent. It is potentially adding one more name to support their secret illegal proposal or illegal recommendation to support their underway future development plan to take advantage of the system. Stay tuned, I will update with you all soon.

██████████ provided information Election Day is November 9, 2020 and ██████████ notified us in an attached email Election Day is November 19, 2020. Please refer to ██████████ email.

There is no community representative from the apartment building at ██████████ Street. This is bad policy as shown in this case as townhouse representatives are trying to use land and areas that are not a part of townhouse rental agreements to the detriment of ██████████ Street representatives. Townhouses representatives should not have any say in ██████████

█ apartment matters as they are self-interested and should not be using █ for any reason, much less an area that directly affects a tenant's right to quiet enjoyment of her unit. However, if TCHC wants to have a mix, then the only fair policy is to have the community representatives mix be proportional to the number of tenants in the townhouses and apartment building.

█ email dated December 8, 2021 also stated that there was an Election Open Call - February 6, 2020, 4 attendees attended the meeting.

My understanding is that the election open call is also when nomination forms are handed out to interested tenants to participate in the election. The truth is that there was no notice posted at █ building about any information regarding an election open call until a few hours before the actual meeting that day. To my knowledge, no one at █ building was made aware of the election open call. I am missing that open call even though I am checking on the board daily.

The information of an Election open call poster on February 6, 2020 put up a few hours on the same meeting day was confirmed by our building superintendent █ after I kept chasing him. Why no information regarding Election Open calls being put up?

█ confirmed our community election is on November 9, 2020 and 4 tenants attended the election meeting.

The truth is that on November 9, 2020, it was the first meet and greet meeting and the election was set for November 19, 2020. No poster or information was put up and only invited selected few tenants have the chance to participate in the first meet and greet election meeting on November 9, 2020.

Please refer to █ email to invite selected tenants and notify the selected tenants Election was November 19, 2020.

No information or poster was put up in our building on November 9 or November 19, 2020. Only a few selected tenants were invited by private email from █ I am being invited because I kept chasing █ When is our Community election? (Never announced or open call invited interested tenants for a first meet and greet for election).

I invited a tenant at townhouse █ █ to join the virtual first meet and greet meeting to avoid the pre-arranged or automatic appointment our Community representative because in 2020, before the election, townhouse tenant █ at █ approached me by saying that he will be our Chair in the new Tenant Engagement Refresh, his plan is to turn our project into CO-OP Housing. He continually sells his plan by saying that under the new tenant engagement, the Chair has the power to make the local management decision and he continually sells his new plan to turn our project into CO-OP Housing by taking advantage of the new tenant engagement Refresh and the new system would allow him to make the local management decision in our project. I showed no interest toward his plan and walked away.



I invited townhouse [REDACTED] [REDACTED] tenant [REDACTED] to join me for the first meet and greet virtual meeting on November 9, 2020 since she doesn't know we have a tenant engagement election underway plus rumor flew that the Chair ( Community Rep.) of the tenant Engagement was pre-arranged. In fact no information or posters were put up. Only a few selected tenants were invited by private email from [REDACTED] for the November 9 first meet and Greet meeting and Election was set on November 19, 2020 (Please refer to the attach information [REDACTED] clearly stated that election is November 19, 2020

Total of 3 tenants attended this virtual first meet and greet meeting on November 9, 2020 which was [REDACTED] at townhouse [REDACTED] at townhouse [REDACTED] and Myself at [REDACTED] Street [REDACTED] wife of [REDACTED] same household at [REDACTED] phone in to join the meeting. [REDACTED] on the email list only. Not call in and not in a virtual meeting at all.

It was revealed that there was a plan for the townhouse residents to put forward a recommendation to turn the roof at [REDACTED] Street into an open area in which townhouse residents would also have access into the building at [REDACTED] Street for the purposes of the roof to be used for parties, catering and as a gym. I expressed concern that there was only one set of walk up stairs which could potentially violate fire codes, as there is no monitoring of these proposed activities and security at [REDACTED] building will comprise. Once again, the security of tenants at [REDACTED] Street is being directly affected by townhouse residents as they try to gain access to space that they have no business using. We have always had separate independent front door keys and separate independent facilities.

But as I tried to voice my concerns, [REDACTED] told me mute my computer. It appeared that [REDACTED] along with input from tenant from townhouse at [REDACTED] had already made a decision to go ahead with opening up access to [REDACTED] Street and its roof to townhouse unit residents, with a recommendation in favor of this proposal before the Community representative election, and without any discussion or input from any one at [REDACTED] Street.

Feeling like my hands were tied, decisions were already made, and that there was a problem with how this election was run, I withdrew my nomination application to be a Committee Member at this first greet and meet meeting on November 9, 2020 effected immediately and I received [REDACTED] confirmed email, I am no longer part of the Community Committee.

[REDACTED] at townhouses [REDACTED] and [REDACTED] at townhouse [REDACTED] [REDACTED] Automatically Appointed as our Community Representatives without Actual election on November 19, 2020.

No information was given out regarding tenant engagement including who our Community representative was until December 8, 2021 after I brought my concerns to Mayor Tory on November 30, 2021.

[REDACTED] email dated December 8, 2021 misleadingly provides mix and match quotes from the unfair and undemocratic tenant engagement without verification by stating



that on June 1, 2021 CAPS Meeting-13 attendees with nearly half of all households participating in the most recent tenant meeting in June. I want to point out, the CAPS meeting is not an election meeting. Our project has approximately 65 tenants and 31 households. If 13 attendees attended the CAPS meeting, the ratio of tenants to tenants is 13:65 not as [REDACTED] claimed 13 tenants come out is nearly half of our households. [REDACTED] wrongly compared tenants to households by saying nearly half of all households participated in the most recent tenant meeting on June 1, 2021. 13 tenants out of 65 tenants is not nearly half of the households.

If [REDACTED] wants to compare and she should know the ratio of tenants needed to compare with the total of tenants.

If [REDACTED] wanted to compare households, she should know the ratio of households needed to compare with the total of households.

[REDACTED] also failed to point out, what is the real reason for 13 tenants coming out of 65 tenants participating in the June 1, 2021 CAPS meeting. One of the important reasons is the shocking harassment, I am being the target of attack. I was being harassed on May 31, [REDACTED] townhouses tenant at [REDACTED] [REDACTED] encouraged by [REDACTED] used Secret Community Representatives in Official record and used New Tenant Engagement Refresh as a tool to target me and Regional General Manager [REDACTED] email passed to individual tenant at [REDACTED] townhouse tenant as protection for her came to harass me without consequence from security, tracking number [REDACTED] Special constable [REDACTED] came to my unit 5 hours later after I complained of harassment around 3:30 PM. Special Constable [REDACTED] arrived at 9:15 PM, 5 hours after the harassment and told me he can't stop [REDACTED] townhouses continually coming in front of my windows because [REDACTED] townhouses had General Manager [REDACTED] email as protection for her bully action against me without consequence.

On December 8, 2021, [REDACTED] provided tenant engagement information, and this was the first time we found out who our official reps were: one is [REDACTED] at Townhouses [REDACTED] Street, who (to the best of my knowledge) is not even a regular tenant at townhouses [REDACTED]. She is listed as a tenant, but rents out her whole/ part of her unit for much higher rent for profit. I met her former sublease tenant many times in the laundry room. According to our former CMP1 [REDACTED] [REDACTED] at townhouses [REDACTED] [REDACTED] actually lives in Bathurst Street, Toronto. The second Community Rep. is [REDACTED] in Townhouses [REDACTED].

All claimed our Community representatives are townhouses listed tenants. [REDACTED] does not live in [REDACTED] [REDACTED]. She rents out her unit for profit. We have many market rent tenants renting out their whole or part of their unit or renting out for wild parties with our local senior management turning a blind eye and allowing those privately run businesses in our project. (please check security records, we have over 80 records of fighting, wild parties, drug dealings, large group social gathering and garbage dumping from upstairs windows violation from 2018-current).



Tenant [REDACTED] at [REDACTED] [REDACTED] still doesn't know her role as our Community Rep. was officially secretly replaced by [REDACTED] on record by [REDACTED]. Please refer to [REDACTED] Confirmation, she is one of our Community Representative emails dated January 30, 2022. ( attached 1) .

The motivation of this non-transparency tenant engagement conduct is to potentially make a huge profit from our future development by using tenant engagement as a tool and using the secret Community Representatives proposal and recommendations without our knowledge or consent potentially ganging up and potentially leading to huge corruption at best .

How could Community representatives who either do not live at [REDACTED] Street or who do not even live in the townhouses at [REDACTED] [REDACTED] Street address the problems at [REDACTED] Street building? This new tenants engagement refresh system does not make sense to me, particularly as there was not even a minimum tenant voter turnout that was even needed. As far as I can see, there was no quorum or minimum number of tenants needed to participate to pass proposals, no elections and secretly replaced Community representatives in official records by staff to suit different situations and different needs such as writing the illegal proposal without our consent and knowledge to fit the goal of the potential corruption.

With only members of townhouses as Community representatives. This does not reveal a democratic process or system that would take into account all tenant views. Nor would this provide local management teams with feedback that would actually be an indicator of performance or whatever metric local management was hoping to get out of this process. Tenant input would be limited to a select group who would merely push forward their own agenda.

The net result is that the interests of those at [REDACTED] Street are never taken into consideration when decisions are made regarding this building, and that the existing members of this tenant engagement refresh system are all in the townhouses from [REDACTED] Street. For me personally, this has led to my front lawn and side lawn of [REDACTED] Street, [REDACTED] as being a common space for everyone in this complex, including townhouses [REDACTED] Street to hang out and loiter in the front lawn and side lawn of [REDACTED] Street, despite each of these townhouses having their own front lawn and large private backyards or balconies in their own townhouses.

I did bring my concerns of this new, un-democratic tenant's engagement to Mr. General Manager [REDACTED] attention in November 2020 and December 31, 2020. Nothing was done that I could see.

[REDACTED] support of townhome tenants to use tenant engagement as a tool to take advantage of the tenants in a separate building creates a two tier system in our project with the support by our local management team resulting in application of their selected policy. The reality is that townhome tenants are unlikely to know of the problems with building tenants and vice versa. The model of "townhouses and building" combined with the same community representative is a problem itself.



Please refer to Our Regional General Manager [REDACTED] letter dated November 24, 2021

I am an older tenant, suffering from various medical issues, [REDACTED]. During the past 2 years, I was admitted to the ICU, had code blue call and 4 times had [REDACTED]. After each occurrence, as a result of intubation through the airway to the lung, I am short of breath and very weak and need a quiet place to rest for self-care. I have informed this to my local management team repeatedly, along with requests for their support to continue to keep my front and side lawns inaccessible to others as I have been faced with many issues from strangers as well as people in the overall complex on [REDACTED] Street.

My local management team acknowledges my health condition, I got my medical priority transfer in 2016. The transfer system at TCHC was changed in 2019 to a Matching system, I am being advised by former Asset Vice President [REDACTED] if the tenants got approved for the medical priority transfer not being matched, the tenant would be qualified for [REDACTED] modified.

But (I feel), my local senior Management team have chosen to ignore my needs and have supported those who are Community Representatives (despite there being no Community Representatives from the apartment building and no election take place on November 19, 2020 Election Day.) on the tenant engagement refresh system, at the cost of not only myself but also those in my building at [REDACTED] Street.

I live on the ground floor of [REDACTED] Street, which is a three-story walk up building. My unit is a corner unit with windows that face the front of the building and the side of the building into the area between [REDACTED] Streets. Since I've lived in my unit, there was a side wooden fence that separated my side lawn and the walkway between the building at [REDACTED] Street and the row of townhouses from [REDACTED] Street. Because there were homeless people setting up beds behind my side lawn, drug dealing, loud fighting, and partying in this area, this wood fence was taken down in 2018 (please refer to the attached photo)



In 2019, there was a metal fence put up around my lawn to protect my privacy and security; this metal fence was approved by former CEO Mr. Kevin Marshman in June 2019 and construction was referred to the Facility Management team. Director [REDACTED] arranged for his team mate to go to the City of Toronto to apply for the permit extended beyond the property line in my front lawn at my request due to a large group of our neighbors and guests wild party, social gathering, fighting often close in my lawn. Please check into our building security records from 2018-2021.

Since my lawn is directly joined with my very low windows in my bedroom, living room , dining room and kitchen, anyone that comes onto my lawn could directly see and get into my unit. (Please refer to the attached photos of all my windows. Please refer to the attached photos of my former side lawn wooden fence, before 2018 and the current metal fence that was put up in 2019.)



Despite concerns that I have raised, my lawn in front of my bedroom, living room, dining room and kitchen windows deliberately choose by my local senior management team choose to be open up as common space without my consent for townhouses tenants at [REDACTED] Street which every unit of townhouses all have their own private enclosed wooden fence



backyard/ private balcony and front yard. Please refer to the attached photos of the townhouses front yard and private backyard.



The tenants at Townhouses at [REDACTED] were encouraged by [REDACTED] to come into my lawn, slam my gate, step over my flowers and pull out my flowers to re-designed my lawn.

Physically get closer to me and want to pick a fight with me to intimidate me. screaming and yelling in front of my windows to harass me.

On May 31, 2021, around 3:30 PM, the townhouse tenant at [REDACTED] Street came to my window. I did not see any reason for this individual to come right up to my window, and it felt threatening and like it was to harass me. When I asked her why she came, slammed my gate and trespassed into my lawn in front of my window to harass me, she yelled loudly and told me [REDACTED] told her to come to my lawn. I called superintendent Mr. [REDACTED] for help, and the superintendent [REDACTED] told me to contact [REDACTED] I email all the staff for help including Regional General Manager [REDACTED] and Community safety Manager [REDACTED]



Both Mr. General Manager [REDACTED] and Community Safety Manager [REDACTED] told me to call security, which I did. The tracking number for my call is [REDACTED]. Special Constable [REDACTED] arrived 5 hours later and a Special constable [REDACTED] came to my [REDACTED] told me that he can't stop townhouses tenant at [REDACTED] from coming to the front of my windows because there is an email from General Manager [REDACTED] to townhouse tenant at [REDACTED] stating that "...in front of my windows are not part of my rental agreement..." For that reason, security did not do anything and allowed the tenant at [REDACTED] to have the right to open and slam my gate, come onto the lawn area in front of my windows to yell and scream at me without consequence.

I was totally shocked why any information relating to my rental agreement was passed on to individual tenants from General Manager [REDACTED] without my consent. Further, this decision makes no sense as it directly impacts my right to quiet enjoyment of my unit and appears to permit non-tenants of [REDACTED] to access the property of [REDACTED]. By this logic, I should be able to use the townhouse backyards too even though I am not a townhouse tenant!

That aside, I want to say that I am the only person tidying up and cleaning my lawn from 2006 to 2020. No staff or any tenant at TCHC cleaned my lawn except myself. I always thought it was my lawn since 2006, the first day I moved into my current unit at [REDACTED] Street, [REDACTED]. No staff ever told me not to clean my lawn and in fact no staff tidied it up at all from 2006 to 2020. I am also the only tenant paying the electric bill for my front lawn. Both lights at the East and West exterior wall are hooked up to my inside unit electrical panel to light up my front lawn. There have been signs approved by my local management team to put on the metal fence to give notice to others not to trespass.

On June 1, 2021, the tenant at townhouses [REDACTED] Street continued to harass me when I was leading the TCHC contractor to replace one of my window glass, which was damaged by the wild parties hosted by my neighbor. They were fighting and throwing wine bottles at my windows, which resulted in a deep crack. While I was leading the contractor into my lawn to replace my window, townhouse tenant at [REDACTED] angrily looked at me, tried to tell me it is a new common space under the new tenant engagement refresh and not my lawn any more, despite the "private property" and "no trespassing" on the fence. I felt very frightened and went back to my unit.

On June 2, 2021 morning, I reported to police at 808- 2222, police report event number [REDACTED], constable badge [REDACTED].

On June 2, 2021, the same townhouse tenant at [REDACTED] townhouse unleashed her dog intent to let her dog go inside my lawn; however, after she saw my son with me, she backed off.

I did report and complain to my local management team and all staff have distanced themselves from me and allowed the harassment to continue from May 31 and onwards. [REDACTED] proposed to have a phone meeting with me on June 3, 2021.



In this phone meeting, [REDACTED] Regional General Manager reversed his verbal agreement offered to me on May 27, 2021. His original agreement offered to me was that my lawn will be restricted common space and no any tenants in our project allowed into my lawn except myself and he continually told me that there was no reason for any tenants to come in front of my windows due to all my bedroom, living room, dining room and kitchen windows are surrounded and direct adjacent to my front and side lawn. However, less than 1 week later, [REDACTED] reversed his original agreement by telling me that if I did not agree to open up my lawn to the townhouse residents, then I am also not allowed to enter my lawn either. He gave me the option of either having my lawn open to all tenants at townhouses including myself or no one having access to my lawn including myself. I re-iterated to him that our project has many illegal activities, with people knocking on my windows until past midnight, many loud gatherings and dog owners treating my lawn as a dog park and not cleaning up after themselves. All of the noise and loud social gatherings have interrupted my rest and the strong painkillers made me very tired and I just needed a quiet home. The townhouse residents all have their own front lawn and private backyards to gather socially without needing to go into my lawn and loudly disrupt the residents and particularly me in my unit. However, as my lawn is directly adjacent to all the windows in my unit, under this situation, for my safety and quiet home, I was forced to accept what I saw as a bully-ish and unfair offer: I would not be allowed to go inside my lawn to exchange with no other tenants allowed to go inside my lawn, all in order to have a quieter home, which all tenants are entitled to and which my medical condition requires.

I told Mr. Regional manager [REDACTED] that I disagreed with opening up my lawn as a common space to welcome back all the illegal activities. We have a high record of illegal activities and wild parties in our project before my metal fence was put up. Facility Management solved this issue; why are they welcoming it back? Particularly as I am a chronically ill senior, with need to rest as part of self care.

I am very worried about my safety. I feel like I am trapped inside my unit and am afraid of going out, feeling extremely anxious and helpless and isolated.

I felt scared enough to call Ms. [REDACTED] Secretary at TCHC Board, leaving the message to her voicemail with uncontrollable crying and wanted to tell her if some bad thing happened to me, at least one staff at TCHC knows I am being targeted and if something happened to me, at least 1 staff I trust in head office will know because I don't trust my local management team. My local management seemed to be engaged in a culture of dishonesty with either no policy or double policies.

On the morning of June 4, 2021, felt extreme chest pain, was vomiting, was unable to breathe and called 911. During 911 communications, I lost consciousness and was unable to talk. Fire trucks, policemen, and paramedics rushed me to Mt. Sinai hospital and doctors at the emergency ward saw my uncontrollable emotion affected by this harassment and referred me to [REDACTED] at Western hospital and I am still under treatment affected by this terrible memory.

I do not have any past psychiatry history and this terrible experience is still affecting my sleep patterns and giving me nightmares.

In addition to trying to maintain a sense of safety in and around the building, the reality is that I also need access to maintain the yard to keep it clean as needed. I have had [REDACTED] [REDACTED] four times in the last 2 years, and this can be life threatening and very dangerous in my medical condition. I was hospitalized 4 times including ICU and had a code blue call during the past 2 years.

[REDACTED], the unit above mine at [REDACTED] Street, has a mentally ill woman living there. She likes to dump her garbage and odd items from her windows onto my lawn, including her personal monthly feminine products, human poop, foods, cans of fish, meats, apples, noodles, ice cream and all other garbage daily. We have a wonderful superintendent team after I reported it and they did come to clean my lawn. However, if [REDACTED] dumps her garbage after 5 PM or on the weekend or the staff is too busy. I have to wait for the next business day. Please check into the security and tenants line Help @torontohousing record of our building at [REDACTED] garbage and odd items dumped into my lawn at [REDACTED] [REDACTED]. I also invite you to please check into the over 80 security reports including fighting, wild parties, large group social gathering and personal feces, female monthly diapers, meats, fish and all kinds of garbage that are dispensed into my lawn from 2018 to 2021. My gate has now been locked and I was not provided with a key but the reality is that I need access to maintain the yard as I have always done in the past since 2006.

Mr. Regional General Manager, [REDACTED] responded to my request to have the key go inside my lawn when time is needed. He told me that by providing me with the key in my lawn, it will become my private lawn. I do not agree with that, as [REDACTED]. The General Manager already passed around to individual tenants and in his own document that in front of my windows is not part of my rental agreement. If I follow the logic that by virtue of me having a key and having access to clean my lawn it will become my private lawn, then all the contractors and the superintendent team also have their own private lawn in front of my windows. I merely want to clean up the lawn as I want to ensure that I keep things as clean as possible in view of my medical needs. I have never gone inside my lawn for my personal enjoyment, since I've moved in my [REDACTED] tidied up my lawn daily since 2006. I am a self isolated, quiet senior. I go into the lawn directly adjacent to my windows purely for cleaning up only and make sure there is no food or meat to attract many flies or mice in order to avoid bacteria around my windows and potentially getting indoors because I have a very weak immune system. My request was rejected, and it comes across that this rejection is as a consequence for not opening up my lawn to the townhouses who all have their private lawns or private balconies. The reality is that the front and side lawn is serving the purpose of being a buffer zone to preserve my right to quiet enjoyment inside my [REDACTED] preventing the past illegal activities from occurring. Timely maintenance, including over long weekends, etc. helps to ensure that non-tenants see the area is actively maintained and discourages illegal activities.

I appreciate your review of this matter. I understand that it is a lot to take in, and I feel like I have been able to make you understand what I have been going through the past few months.



I have tried to frame things fairly. But, overall, I feel like my human rights, fair access policy and my privacy are all violated without any place to report as every road that I have tried to pursue all are referred back to my Regional Central General Manager, [REDACTED]. In his letter dated November 24, 2021, he responded to my request to have access to my lawn to clean when time is needed.

This engagement will continue to be supported as they affect local decision making, including the use of space. The General Manager turned the blind eyes of the undemocratic tenant engagement Refresh system.

Please refer to Regional General manager [REDACTED] letter dated November 24, 2021

I am writing to let you, the Board of Directors know of the improper management and policies at Toronto Community Housing and how this is affecting tenants such as myself, a chronically ill senior. In particular, I wish to further reply to the December 8, 2021 e-mail from [REDACTED] as it is apparent that there is a lack of understanding of this situation.

First of all, with respect to [REDACTED] Claimed, in front of my windows the exterior common space is incorrect, the fact is my lawn never acted as an exterior common space as photos speak for itself. My side lawn has always had a wooden fence for a very long time, over 10 years acted as a boundary to provide the privacy and security to give me peaceful enjoyment in my unit as I lived on the corner ground floor with very low windows.

My front lawn always planted heavy evergreen shrubs planted all the way to the edge of the property line and between my front and side lawn planted a huge Aged Christmas tree that formed a well divided boundary from or before 1982- 1983. The Age Christmas tree was removed in 2017- 2018 during our building foundation repair by the Facility Management Division.

The evergreen shrubs in my front lawn and the wooden fence in my side lawn were removed at my request to Facility Management around 2018 because many homeless set the bed behind my wooden fence for social gathering , fighting, and drug dealings. Please refer to attached photos.

I am also the only person who pays the electrical cost for my front lawn with both lights on the west and East exterior wall to light up my front lawn. The electrical source of the lights in my front lawn are hooked up by a TCHC contractor to my unit panel. If [REDACTED] claimed that in front of my windows are exterior common space, why did I need exclusively to pay for the exterior common space electricity?

I am also a single person to clean and tidy up my front and side lawn since 2006- 2020. NO Staff told me not to clean and in fact no staff cleaned my front and side lawn except myself. I challenge any staff to stand up to tell me , he or she cleaned my front and side lawn during 2006-2020. My lawn is locked down from June 4, 2021. I water my flowers daily except winter and clean my lawn daily all year round before June 4, 2021 locked up and not provided me with a key.

My metal fence in my lawn was approved by former CEO Mr. Kevin Marshman after my side lawn wooden fence and my front lawn evergreen shrubs were removed in 2018. In June 2019, I requested Former CEO Mr. Kevin Marshman put up the see through metal fence and outlined my issues of the security and privacy concerns with many security records around my lawn area including the drug dealers who mistook I am a drug dealer kept knocking at my windows and refused to go. I have to hide myself inside my kitchen cabinet and call 911 and wait for the police to arrive. My requested of put up a secure metal fence to former CEO Mr. Kevin Marshman got kindly approved, my metal fence construction project was referred to Mr. Director [REDACTED] and designed by landscaping Manager [REDACTED] with my designed input idea. Mr. Landscaping manager [REDACTED] designed my metal fence for the purpose of giving me the best protection for privacy and most security possible due to the high records of the illegal activities and large group of wide parties fighting and social gathering. (Please refer to my taller, better protection for security and privacy side lawn fence photos).

Can TCH confirm from an authorized representative that the secured common space around my living room and bedroom windows will remain as secured common space accessible only to TCH staff, vendors and contractors and site operations staff as per [REDACTED] reply? In the letter from the General Manager of Operations that [REDACTED] references, [REDACTED] specifically says that TCH will continue to engage with others on the use of this secured common space, which is a general answer that may apply to regular common space, but should not apply to this secured common space, which has had a history of drug dealing, etc. that I have already detailed before. This type of answer from [REDACTED] demonstrates a lack of understanding of this particular situation and blatantly ignores a tenant's right to quiet enjoyment of their unit, where individuals have peed, dealt drugs, and made lots of noises beside my windows at all hours of the day and night. I should also state that the Facility Management Team solved this problem, as approved by the former CEO, Kevin Marshman, by creating this buffer zone and I have beautified the area to discourage others in the area from repeating this past negative behavior. It makes no sense to me why the Facility Management Team would solve this huge problem, only to have the General Manager then say that if others agree to something else through a TCH process, then TCH may change their position irrespective of their legal obligation to provide tenants with quiet enjoyment of their unit.

Secondly, the TCH process that [REDACTED] wants to use to facilitate changes (that ignores TCH's legal obligations) is itself unfair, unequal, and has all the appearances of corruption and at the very least, a complete inability to manage internal records that govern TCH decision-making. According to TCH and [REDACTED] (Manager), the Community Representatives are [REDACTED] and [REDACTED] and I am a Building Committee member living at [REDACTED] Street. This is not correct. I am not a Building Committee member and I have expressly stated this many times in the past. I withdrew my application before the election after I was not allowed to talk at the first meet and greet before the election as it was apparent to me that this was not a fair process. Also, I do not live at [REDACTED] Street, which are the townhomes, and I live at [REDACTED] Street, which is the apartment building. The Community Representatives are [REDACTED] and [REDACTED] not [REDACTED] and [REDACTED] is someone that does not even live at the townhomes and rents her unit out. If TCH records are all wrong, then how can the outcome be anything but unjust and invalid by TCH's own process as

the appropriate representatives will not be consulted. It is my belief that the real reason why TCH's records are wrong and why managers are trying to reopen problems that have already been solved is because the townhome tenants want to convert to a co-op and use apartment building space for their own use even though they already have their own private backyards and front yards, and are trying to use TCH's process to fulfill their end goal, at the expense of other tenant's rights, security, and safety.

TCH's Tenant charter refers to integrity and equitable treatment. Yet, TCH's Tenant Engagement process is not equitable. [REDACTED] had the opportunity to refer to the charter and say that the townhouses should NOT control the apartment building as it was not fair and equitable and instead said that the building and townhomes are part of the same development. Extending this unequitable thought further, then TCH can reply that the [REDACTED] townhomes should control and represent TCH's entire portfolio of properties or all of the properties that are under [REDACTED] management. Does this make sense? This is an unfair and inequitable process, and makes no sense as the [REDACTED] townhomes represent the interests of the [REDACTED] townhomes and no one else. This type of unreasonable and illogical thought process should have no place within TCH and each building should have at a minimum it's own community representative and in numbers that are representative of the tenant population within each development. This is a fatal flaw in TCH's Tenant Engagement process as it allows for intimidation and corruption, particularly if a CSC is only listening to 1 community representative that is only interested in his or her own agenda. Because of TCH's inequitable Tenant Engagement process driven by townhome community representatives, we now have unfair proposals floating around that seek to use secured common space and the roof spaces of [REDACTED] for gatherings, parties, catering and gymnastics. I will also note that there was no minimum number of tenants required to vote for these Community Representatives. How does TCH not recognize it's duty to tenant safety and security and immediately declare these types of proposals as non-starters given that townhome tenants do not live in the apartment building. If such a proposal is agreed to, apartment building tenants will literally have no idea as to who is coming and going, and problems of noise, partying, etc. will dramatically increase at [REDACTED] Street. Such proposals are coming forward because of TCH's inequitable Tenant Engagement process that is entirely controlled by the townhouse tenants. TCH's inability to manage it's own internal records and know who the actual Community Representatives are is also problematic in this regard.

I would also like to bring to your attention a situation regarding a replacement drawer for my kitchen pantry in October of 2019. (Attached email 3 ) The replacement drawer was not suitable and I refused to accept this drawer as the contractor had not done a proper job. The superintendent came over and phoned the housing supervisor, who was off that day. The substitute housing supervisor told me over the phone that if I did not accept this unfit drawer, then I would be charged for the drawer. I was left with no option but to accept an unfit drawer as a replacement until the superintendent told the contractors to pull the drawer out and said that he will deal with TCH. I understand that the actual housing supervisor was not present that day to make the decision, but the reply from TCH indicated a complete lack of care to their own units and the quality of product that TCH is willing to accept from their contractors. To tell a tenant to accept an unfit drawer or pay for it is both heavy-handed and tells contractors that TCH is willing to accept shoddy workmanship, and all at the tenant's expense. Luckily, the superintendent was very helpful that day and made the right decision on this matter.



Finally, it was very disappointing to receive this reply as the reply does not demonstrate an understanding of the very real problems of improper management, record-keeping, decision-making, and fair and equitable processes that should be TCH hallmarks. I am also a chronically ill senior whose first language is not English and it is so hard for me to communicate my thoughts in a way that is understandable to TCH. Providing plenty of notice for meetings, providing certainty with respect to requests such as not changing the character of the areas around my living room and bedroom windows, and being completely transparent and fair are more important to a chronically ill senior such as myself compared to a young person born in Canada. It is important to myself and other seniors that age and health be taken into consideration in your decision making, which I have found lacking to date in my situation. I can provide more details, correspondence, or photos with respect to any of these issues upon further request.

TCHC Board Directors. I need your help because this very important and very serious issue in which I feel like the lack of resolution and constantly being approached by townhouse tenants without consequences has resulted in a great deal of anxiety and feeling like I am a target of attack. I feel like I need to reach out to people outside of the chain of local management to see if I can get any assistance and feel that my human rights and privacy are violated.

All supporting and corresponding emails can be provided upon request.

Please feel free to contact me for any additional information and follow up corresponding emails.

Thank you all for your attention to this serious matter .

A Concern TCHC tenant,  
Jacqueline Yu  
[REDACTED] Street, [REDACTED]  
Toronto, Ontario.

[REDACTED]  
tel. [REDACTED]  
cell: [REDACTED]

**From:** Jackie Yu <[REDACTED]>  
**Sent:** Monday, February 7, 2022 11:15 PM  
**To:** [REDACTED]  
**Subject:** Fwd: I just wondering, are you still our Community Rep.?

**CAUTION:** This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [REDACTED],  
Please find the confirmation email from [REDACTED] at Townhouse [REDACTED] street [REDACTED], she is our current Community Rep. Please this confirmed email is my attached 1 email in my deputation.

Thank You, [REDACTED] for your help.

Jacqueline Yu

----- Forwarded message -----

**From:** Jackie Yu <[REDACTED]>  
**Date:** Sun, Jan 30, 2022 at 5:23 PM  
**Subject:** Re: I just wondering, are you still our Community Rep.?  
**To:** [REDACTED] <[REDACTED]>

Hello [REDACTED]

Thanks for your confirmed information.

Please send my warmest regards to your Dad.

Stay safe and stay healthy.

Jackie

On Sun, Jan 30, 2022 at 11:27 AM [REDACTED] <[REDACTED]> wrote:  
Hi Jackie.

Hope you're doing well and staying healthy.

[REDACTED]  
[REDACTED] I have to be with him almost every day plus still doing my usual job.



Certainly feel free to email both [REDACTED] and I with any concerns and we can let you know if we can help find a solution through [REDACTED] and her team.

Stay warm!

[REDACTED]

On Fri, Jan 28, 2022 at 12:10 PM Jackie Yu <[REDACTED]> wrote:

Hello, [REDACTED]

Hope you keep well and keep safe. I am just wondering, are you our Community Rep.? If not, Did you ever officially our Community Rep.? Do you know who our Community Rep is at [REDACTED] Community? Our Official Election for Community Rep. was set on November 19, 2020 and never took place due to only 2 tenants, you and [REDACTED] at [REDACTED] automatically appointed on November 9, 2020 first meet and greet meeting.

We never heard of any information and never announced who our Community Rep. was, from [REDACTED] [REDACTED] No information regarding who our Community Rep. gave out at our building at [REDACTED] at all.

I just wonder are you our Community Rep. ?

Please let me know in case I have some concern, I know who I could share my issue with.

Thank You, [REDACTED] for always being a good neighbor.

Jackie Yu

[REDACTED] Street, [REDACTED]  
tel. [REDACTED]

**From:** Jackie Yu <[REDACTED]>  
**Sent:** Monday, February 7, 2022 11:29 PM  
**To:** [REDACTED]  
**Subject:** Fwd: [REDACTED] election update

**CAUTION:** This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello [REDACTED] This is my second attached reference (email 2) confirmed by [REDACTED] dated Nov. 10, 2020. [REDACTED] and [REDACTED] are our Community Rep.

[REDACTED] never shows up in any meeting but on email list since she is not living in our project and she subleased her unit for profit. According to [REDACTED] TCHC official record [REDACTED] is our Community Rep. Please help me put in my attached email 2 as supporting document in my deputation.

Thank You, [REDACTED] for your hard work in the busy schedule.

Jackie Yu

----- Forwarded message -----

**From:** [REDACTED] <[REDACTED]>  
**Date:** Thu, Nov 12, 2020 at 2:05 PM  
**Subject:** Re: [REDACTED] election update  
**To:** Jackie Yu <[REDACTED]>  
**Cc:** [REDACTED] <[REDACTED]>, [REDACTED] <[REDACTED]>

Hello,

Looking forward to working with you all, to do amazing work for such an beautiful community. Thank you for your dedication, and kind words.

[REDACTED] I've noted on file that you will no longer like to be apart of your communities committee.

Enjoy the rest of your week all.

Thanks,

[REDACTED]

Sent from my iPhone



On Nov 11, 2020, at 9:14 AM, Jackie Yu <[REDACTED]> wrote:

**CAUTION:** This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning, [REDACTED]

I would like to inform you, I requested to withdraw my name as a member of the Community Committee, effective immediately .

Thank you for your time and attention.

Jackie

On Tue, Nov 10, 2020 at 9:55 PM [REDACTED] <[REDACTED]> wrote:

[REDACTED] we all appreciate your dedication and support for our nascent community organization. We will be calling on you as we grow.

Deepest thanks [REDACTED]

Sent from my Galaxy

----- Original message -----

From: [REDACTED] <[REDACTED]>  
Date: 2020-11-10 9:42 p.m. (GMT-05:00)  
To: [REDACTED] <[REDACTED]>  
Cc: Jackie Yu <[REDACTED]>  
[REDACTED]  
Subject: Re: [REDACTED] election update

That's great. Thanks for the news [REDACTED]

[REDACTED], see you and [REDACTED] soon.

[REDACTED]

On Nov 10, 2020, at 6:33 PM, [REDACTED] <[REDACTED]> wrote:

That went smoothly. [REDACTED] when [REDACTED] gets back after this week, let's enjoy a social distance get together and start the ball rolling.

[REDACTED]

Sent from my Galaxy

----- Original message -----

From: Jackie Yu <[REDACTED]>  
Date: 2020-11-10 5:38 p.m. (GMT-05:00)  
To: [REDACTED]

Subject: Re: [REDACTED] election update

Great, thanks for the update!

Jackie

On Tue, Nov 10, 2020 at 5:35 PM [REDACTED] <[REDACTED]> wrote:

Hello community committee members,

Thank you all for taking the time out yesterday for our webex committee meeting.

As I mentioned, I was going to follow-up with Joyce regarding her interest in still running as community committee rep.

She has expressed that she would like to solely be a committee member.

That means that your community committee reps are [REDACTED] and [REDACTED]

Congrats!

I will keep you all updated on any changes, as they come.

Take care,





Deputation - Jacqueline Yu  
Item 8A - Tenant Engagement Refresh Update  
TSC Public Meeting - February 9, 2022

**Attachment - Email 3**

From: Jackie Yu [mailto: [REDACTED]]  
Sent: October-25-19 10:42 PM  
To: [REDACTED]; [REDACTED]  
Subject: Re: [REDACTED] Street [REDACTED] - Pantry Shelving

Hello Dear Management Team and [REDACTED]

This morning, Procleancontractor's team bring in the finishing drawer for replacement of my original build in kitchen pantry which they removed it due to too much mould as photos showed. Around September this year, Procleancontractor's team led by [REDACTED] removed all the mould drywall including of my kitchen pantry and repair back to mould free. They finished all the repair in good condition except my built in kitchen pantry. [REDACTED] told me, my kitchen pantry need to customer made due to built inside and he took down my kitchen pantry door told me to keep it. They will built in my kitchen pantry and will put back my pantry door for me. My kitchen pantry door is new and is the whole set of my newly kitchen cabinets. They all same material and same color and give me the modern kitchen feeling.

I have been waited and waited finally they came with the finishing drawer this morning and I asked [REDACTED] one of the team member came today, I did wonder why is the drawer and [REDACTED] reply will cut it and I assuming they will cut the drawer and used the wood panel to built inside my kitchen pantry. At the end, I realized they used this with big chips and dirt at the back drawer just push in my inside pantry instead of my built in kitchen pantry. Because the size is not exactly right, they told me need to cut my baseboard in order to push in my kitchen pantry door and will left inside my left and right pantry empty. space due to this drawer is much smaller than my kitchen pantry. This drawer only acted as blocking my pantry door from outside and the drawer door is not match the rest of the kitchen cabinet. I refused to accept this drawer as replacement of my original built in pantry.

[REDACTED] come over and phone the housing supervisor, not [REDACTED] [REDACTED] is off and the substitute Housing supervisor told me over the phone, if I am not accept this unfit drawer as replacement of my original built in pantry, I will charge for this drawer. I did invited him come over and take a look by himself and will understand why I refused to take it as replacement of my original built in pantry Mr. substitute Hosing supervisor told me, he is busy and I need to let the contractor install this drawer first and if later he found something wrong and he will contact the contractor. I do what he said asked the contractor put the drawer in my pantry and the contractors have difficulty to put in and told me it is not fit and need to cut my baseboard.

After all the struggle, [REDACTED] told the contractors pull the drawer out of my unit and told the contractors, this drawer is different than my original kitchen pantry and he will deal with TCHC, Mould specialize [REDACTED].



First, I was confused why I am being forced to accept the replacement is not original function pantry, particularly I already have my original door and the wood panel plus 8 shelves should not be that expensive if built in my kitchen pantry of course labor cost will be more expensive than the material. later I notice the big chips and dirt in this hard sell drawer and I think this drawer was store in the warehouse for long time and it is target hard sell to me.

The most funniest thing is I was being told by the senior staff ,

if I am refused taking this unfit drawer, I will be charge for cost. I am very doubtful it is the policy at TCHC. It should raised concerns if TCHC staff not fairly on tenants' side and gang with the contractors to force the tenants to accept the unreasonable and unfit products from the contractors

My experience as tenant at TCHC, I am always proud and grateful either in good time or bad time. If TCHC policy I need to pay the cost for requesting my original built in kitchen pantry after the mould removed and repair. Please be advise. I will more than happy to pay my share, as grateful tenant always.

Thank you for your time and attention in this matter.

Good night,

Jackie Yu  
[redacted] Street, [redacted]  
tel. [redacted]

Deputation - Jacqueline Yu

Item 8A - Tenant Engagement Refresh Update

TSC Public Meeting - February 9, 2022

**Attachment - Community Representative Day Email**



**Community Representatives call to action! re: election day!**

1 message

Wed, Nov 4, 2020 at 3:10 PM

Hello,

I hope all is well with you.

I'm touching base to inform you that election day is **Thursday November 19, 2020.**

What does that mean?

As you know, you've signed up to be a part of your community committee, and nominated yourself to run as 1 of 2 community representatives of this committee.

Elections for communities that have selected the committee model is done on a much smaller scale (will be done amongst the group of committee members and not the entire building). There are 5 people that have signed up to be a part of the community committee, and 3 running as community rep (yourself included).

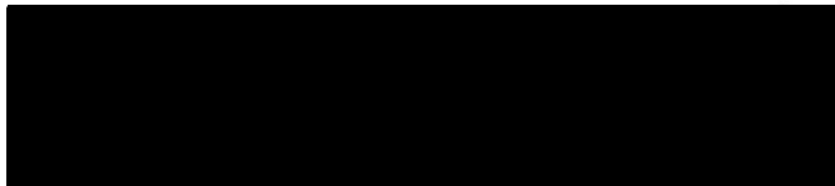
I will be having an 1 hour webex meeting where the committee can see each other face to face for a "meet and greet", and the community rep nominees can speak as to why they would like to be the community committee rep.

Please prepare to answer the following questions:

1. I want to be your Community Representative because...
2. What do I hope to achieve for my community?

If you have any questions, please don't hesitate to contact me.

Thanks,



Item 8A - Deputation - J. Yu - Attachment - Community Representative Day Email

Toronto Community Housing  
Central Region (former Operating Units J, K, L, M)  
931 Yonge Street, 3<sup>rd</sup> Floor  
Toronto, ON M4W-2H2  
Tel. 416-981-5500 e-mail. [help@torontohousing.ca](mailto:help@torontohousing.ca)

Deputation - Jacqueline Yu  
Item 8A - Tenant Engagement Refresh Update  
TSC Public Meeting - February 9, 2022  
**Attachment - Letter from General Manager**



Item 8A - Deputation - J. Yu - Attachment - Letter from General Manager

November 24<sup>th</sup>, 2021

Ms. Jackie Yu  
[REDACTED]  
Toronto, ON  
[REDACTED]

Dear Ms. Yu,

Thank you for your sharing your concerns and requests regarding several items related to your home at [REDACTED] St. as outlined in your e-mail acknowledged on November 4<sup>th</sup>, 2021.

Both I and the operations staff appreciate all the work you have done and the efforts you have made to ensure the safety and security of your community. The operations staff and other departments within TCH, will continue to work with you to ensure the continued safety, security and livability of your community.

All of your requests have been reviewed by various staff and the responses are below.

1. As previously mentioned, [REDACTED] that need to be accounted for. I am requesting access to my front and side yard as I have previously had access to these areas since 2006 and have recently been locked out of the front and side yards that I have cared for. This front and side yard used to have many issues such as drug dealing, peeing, etc. and was fixed by the Facility Management team with input and consultation by myself as this area is directly in front of my front and side windows. It was my understanding after the Facility Management team completed their work that the previous problems were fixed as I was able to go in and maintain the front and side yards to a standard that discouraged people from coming close to my windows as they could see the area was being maintained and monitored. I was happy with this arrangement as this solved the previous problems.

**Response**

The AODA (Accessibility for Ontarians with Disabilities Act) is the governing law that sets out a process for developing and enforcing accessibility standards. Persons with disabilities and industry representatives work together with the government to develop the standards.

The construction of your current home at [REDACTED] occurred at a time when Accessibility requirements were not considered during the construction and as such, [REDACTED] is not considered to be an Accessible community for a number of reasons. Most specifically, [REDACTED] lacks Accessible entrances and exits which provide access to the interior units for persons with disabilities. There are stairs that lead to each unit and there is no elevator in the building. As [REDACTED] Street is not considered to be an Accessibility community, none of the residential units can be considered to be Accessible.

2. The front and side yards be accessible only by myself and staff and that the area not be changed from the Facility Management solution.....(staff).. has called this a "restricted common space" and I request that "restricted" means restricted only to the unit directly facing the yard, which is my [REDACTED] and staff. A lock on the fence is good as long as I am also provided with a key.

**Response.**

The last major reconstruction of the exterior of [REDACTED] Street was focused to address several important issues occurring in the community, namely the safety/security in the previous garbage/bulk/recycling compound as well as the illegal dumping of garbage and operational issues with the ongoing maintenance of the garbage/bulk/recycling area. There was no intent or purpose to create a space that would be added to the rental premises at [REDACTED] Street [REDACTED]



The purpose of the additional fencing was to enhance the overall safety and security of the community through the control of pedestrian traffic in that area.

The secured space within the fenced area in front and at the side of [REDACTED] Street will continue to remain as a secured common space that is currently accessed only by TCH staff, vendors and contractors.

3. An awning be installed as there are issues with a tenant from a higher floor throwing things out of the window and into the front and side yards. I know that staff have recently been conducting maintenance on the front and side yards since I was not provided with a key, but the reality is that I need access to maintain the yards as I have always done in the past particularly when staff can not immediately come and maintain the yards after an incident. I had bacteria in the blood, which can be very dangerous, and it is a concern to me when food (including meat) is thrown down and decomposing outside my window and flies are swarming all around the decomposing food. It is important for my peace of mind to know that the area is maintained before going to bed so that others in the area know that the area is maintained and criminal activities should not be conducted while I sleep. Any "proposed" change to use or less vigilance by myself in maintaining the front and side yards lead to increased risk of incidents in the area in front of my windows.

**Response**

The site operations staff have been engaged to ensure a consistent inspection schedule for the common areas of the [REDACTED] Street community. As noted in a recent e-mail by yourself, staff were quick to respond to debris that was found in the secured common space outside of your home. Staff will continue to diligently check this area and remove any debris as quickly as possible.

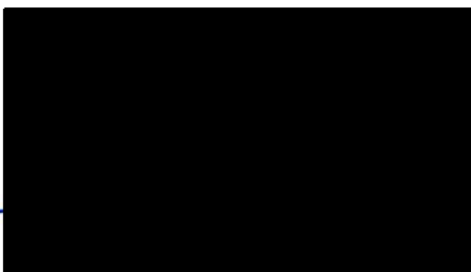
In order to assist the staff, I would please ask for your assistance by contacting our 24 Hour Client Care Centre at 416-981-5500 or via e-mail, [help@torontohousing.ca](mailto:help@torontohousing.ca) to report any debris that you may come across in your community. If you witness or have information regarding a tenant that is intentionally improperly disposing of any garbage or debris in the community, I would please ask that you contact our Community Safety Unit at 416-921-2323 so that a Special Constable may attend to investigate and provide a Safety Report. All Safety Reports are reviewed on a daily basis and the information is tracked to a tenancy when needed. Tenants that are found to be improperly disposing of any debris in a community, will be charged with Clean Up costs as well as being formally advised that ongoing infractions will impact their tenancy. The Tenancy Management process of ensuring that our Community Safety Unit is called to each and every disturbance is critical to holding tenants accountable for their actions.

4. Written confirmation that regardless of future proposals, that the front and side yards be restricted only to myself and staff and that this status not be changed for any reason without my consent. As a senior where English is a second language, I do not have the same ability as an energetic individual whose first language is English. Change and the prospect of possible change are also very bad for my physical health and I do not want to have to constantly respond to everything Toronto Housing does to ensure that my situation does not change from the Facility Management solution.

**Response**

TCH continues to engage with tenants, staff and stakeholders on the current and future use of any common spaces in our communities. TCH will continue to collaborate with tenants in building a democratic system that will provide for tenant input for decisions at the corporate and local levels. This is supported by providing resources where tenants are engaged and have opportunities to thrive and play leadership roles to build their communities in collaboration with their fellow tenants and TCH staff. An example of this support is providing information to tenants in various languages and guided by principles of being respectful, equitable, informative, inclusive and collaborative. This engagement will continue to be supported as they affect local decision making, including the use of space.

I hope that we can continue to work together to enhance the safety, security and livability of the Sullivan Street community.



Deputation - Jacqueline Yu  
Item 8A - Tenant Engagement Refresh Update  
TSC Public Meeting - February 9, 2022  
**Attachment - Medical Priority Transfer**

Toronto Community  
Housing Corporation  
931 Yonge Street  
Toronto, ON  
M4W 2H2  
416-981-5500  
Fax: 416-981-4388



Toronto  
Community  
Housing

February 02, 2016

**JACQUELINE YU**  
[REDACTED]

**TORONTO ON** [REDACTED]

Dear **JACQUELINE YU**:

**HMS Client Account** [REDACTED]

**Priority Transfer Approved**

Toronto Community Housing (TCH) Transfer Review Committee has made the following decision about your household:

On January 13, 2016 your application for [REDACTED] priority status was approved and your household was added to our internal transfer waiting list.

Your household is on the waiting list for a **1** bedroom unit at the locations you selected (see attached).

Please note that vacancies will be offered to tenants on the transfer waiting list in chronological order based on their priority.

You will be contacted by phone and/or mail once we have a suitable unit that is available to offer you.

We will only make up to **3** offers, so please think carefully about each offer. If you refuse all **3** offers, you may be removed from the priority transfer waiting list.

Once you accept another unit, **Operating Unit Staff** will inspect your home before you move.

**If there is damage other than normal wear and tear, you may be responsible to pay for the repairs before you move. You must also ensure that you do not have any outstanding balance when you sign a lease for another unit.**

If you have any questions or if your housing needs change, please contact your Tenant Services Coordinator, [REDACTED] at [REDACTED]

Item 8A - Deputation - J. Yu - Attachment - Medical Priority Transfer



Yours Truly,



Chair, Transfer Review Committee  
Toronto Community Housing

cc: Tenant file

Item 8A - Deputation - J. Yu - Attachment - Medical Priority Transfer



Toronto Community  
Housing Corporation  
931 Yonge Street  
Toronto, ON M4W 2H2

Deputation - Jacqueline Yu  
Item 8A - Tenant Engagement Refresh Update  
TSC Public Meeting - February 9, 2022  
**Attachment - No Match Letter**



Item 8A - Deputation - J. Yu - Attachment - No Match Letter

VIA REGULAR MAIL

February 11, 2019

JACQUELINE YU

Toronto, ON [REDACTED]

Client number: [REDACTED]

**MEDICAL AND SAFETY AT RISK WAITING LIST MATCHING  
EXERCISE  
NO MATCH LETTER**

Dear JACQUELINE YU,

At the end of November 2018, households on the Medical and Safety at Risk waiting list were given the opportunity to participate in a one-time matching exercise to potentially be matched with an available unit. Households were matched with units that they selected on their Unit Preference form, in order of when each household's transfer request was approved (oldest to newest). After performing the matching exercise, your household was not matched with a unit that you selected.

If, after all units have been offered and accepted or refused, there are still available units to offer, you will receive a second package with a revised list of vacancies to select from. You can expect to hear more from us in late March, 2019.

If you have any questions, please call **416-981-4001**.

Sincerely,

Rental Task Force  
Toronto Community Housing  
416-981-4001

Deputation - Jacqueline Yu  
Item 8A - Tenant Engagement Refresh Update  
TSC Public Meeting - February 9, 2022  
**Attachment - Tenant Engagement Email**

Jackie Yu [redacted]  
To: Mayor Tory <Mayor\_Tory@toronto.ca>

Tue, Nov 30, 2021 at 4:31 PM

Thank you , Mayor's administrator, for forwarding back my original email.

Have a pleasant evening.

Jacqueline Yu  
[redacted]

[Quoted text hidden]

[redacted] Wed, Dec 8, 2021 at 3:07 PM  
To: Jackie Yu  
[redacted]

Dear Ms. Yu,

Thank-you for your email regarding the exterior common space adjacent to your unit at [redacted], as well as your concerns and questions about the Tenant Engagement Refresh. I have reviewed your email with regional staff and am pleased to provide the following information.

**Exterior common space**

I understand General Manager of Operations (Central) [redacted] previously addressed this issue with you in a detailed letter dated November 24<sup>th</sup>. TCHC cannot accommodate your request for exclusive access to the fenced off exterior area adjacent to your unit.

As you know, the fencing was installed to enhance the overall safety and security of the community through the control of pedestrian traffic in that area . It was never intended to create a space that would be added to the rental premises at [redacted]. The secured space within the fenced area in front and at the side of [redacted] Street will continue to remain as a secured common space that is currently accessed only by TCH staff, vendors and contractors and site operations staff will continue to ensure a consistent inspection schedule for all common areas at [redacted], including this one.

You can assist staff in maintaining the area by reporting any garbage or debris to the Client Care Centre at 416-981-5500 or via e-mail, [help@torontohousing.ca](mailto:help@torontohousing.ca). If you witness, or have information, regarding a tenant that is intentionally improperly disposing of any garbage or debris in the community, please contact our Community Safety Unit at 416-921-2323 so that a Special Constable may attend to investigate and provide a Safety Report. These are reviewed on a daily basis and tracked accordingly. Tenants found to be improperly disposing of any debris in a community are charged with clean-up costs and are formally notified that ongoing infractions will impact their tenancy.

**Tenant Engagement Refresh**

I have spoken with [REDACTED], the Manager of Tenant Engagement Refresh, who has provided answers to the specific questions posed in your email, and I have outlined those answers below. If you have further questions about the tenant engagement process, I encourage you to reach out to [REDACTED] directly. He is copied on this email.

***Who Is a Member in the Tenant's Engagement in our building? Building committee members or Reps?***

The Community Representatives are [REDACTED]

[REDACTED]

[REDACTED]

The Building Committee members are:

[REDACTED]

***Who is our tenant's representative?***

The Community reps are [REDACTED]

***How many times have we had tenant engagement meetings for the past 2 year? How many tenants from our building are in the meeting?***

Election Open Call/Info Session – February 6, 2020 – 4 attendees

Tenant Election Committee Meeting - November 9, 2020 – 4 attendees

CAPS Meeting – June 1, 2021 – 13 attendees

Between the three storey walkup building, and the adjacent townhomes, there are 31 households in the Sullivan community. While this is a small community, it is an engaged one, with nearly half of all households participating in the most recent tenant meeting in June.

***How many times have we connected with [REDACTED] for the past 24 months ?***



The CSC was at the community meetings listed above. Other meetings with individual tenants and households may have taken place that were not recorded.

*Did the tenants have an equal say in the meeting?*

Yes. Toronto Community Housing's Tenant charter is observed at meetings

*Why do the townhouses control our building and our building tenants are not allowed to talk and voice the concern in the first meet and greet before the election?*

The building ( [REDACTED] ) and the townhomes ( [REDACTED] ) are all part of the same development ( [REDACTED] )

*No one oversees the election and potentially leads to corruption? [REDACTED] is the one person show for all. Everything is under control by 1 staff member.*

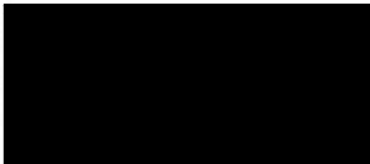
It is standard practice for the CSC to support and facilitate the elections in their portfolio.

I hope this information is helpful. One of my colleagues, [REDACTED] will be reaching out to you to discuss any concerns you may have further.

Thank you,



Toronto  
Community  
Housing



Toronto Community Housing

931 Yonge Street, 7<sup>th</sup> Floor, Toronto, ON M4W 2H2

[REDACTED]  
torontohousing.ca

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Item 8A - Deputation - J. Yu - Attachment - Tenant Engagement Email