

TORONTO COMMUNITY HOUSING CORPORATION
TENANT SERVICES COMMITTEE MEETING
NOVEMBER 27, 2023

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Deputation – Ann-Marie Tomlinson
Items 5, 6, 7B, and 7C
TSC Public Meeting – November 27, 2023

Item 5

Ontario human rights Code protects residence in regards to making sure they have accommodation needs and it's so important that TCHC put priority. Attention to these rights have a special documents of information and how tenants can implement those accommodations so they're not waiting for years to get services implemented in their home.

It's so important that we have proper transparency when it comes to human rights code, residential, tendency act, housing service act, and we have to make sure the standards are maintained and updated.

Item 6

OCHE is a good system and we should have more Frontline services such as this for instance, Tenant complains need to have from the start a separate independent body that is not respective of Toronto community housing staff and needs to have an independent body from the first complaint to the ending of the complaint to make it transparent fair and less threatening.

Item 7B

Tenant complain System is in dire need of overhauling ASAP. Tenants are suffering at the hands of managers, assistant managers, General managers, maintenance staff It's so important that this process be outsourced from the beginning so biasness is not involved personal opinions are not involved, but they're strict adhered meant to policies of Toronto Community Housing are followed, no harassment, bullying intimidation cannot be present. Tenants have the right to complain and speak about horrible experiences too many tenants are suffering in silence this must stop immediately.

Item 7C

Tenant engagement system, refresh, need an update in regards to honorariums for Tenant reps. Where are we with that? Are there any recommendations? Are

they going to be any implementation? If yes, one how much when would these amounts be paid out?

Establishing a tenant advocacy committee, I would like to be a part of that committee once it gets started in 2024. That is Ann-Marie

What implementations are in place for fostering positive exchange we're trying to community housing staff, how is transparency done how is fairness achieved and how are tenants voice being heard absolutely.

One of the critical services that Toronto community housing need are more food banks food security is going to be important coming in the years and we need to make sure our tenants have that within our communities I'm definitely starting one in the West End and it's a much needed service that we need to see more of and we need support and getting them started and we need community partners from Food bank services such as second harvest daily bread and so forth.

Ann-Marie
Thank you

Deputation – Veronika Hering
 Item 7 – Chief Operating Officer’s Report
 TSC Public Meeting – November 27, 2023

Written Deputation for Tenant Service Committee.

Client Care: We have noticed that the client Care Centre is too public to staff and tenants in TCHC. A tenant puts in a work order for their unit and then forwards this to the superintendent of the building.

The problem is that all staff get the information on the work order the tenant put in and some staff tell tenants about the work order.

This brings retaliation against the tenant for other tenants and staff.

It is not necessary for security to know what maintenance was done in a tenant unit.

It is not necessary for the tenant engagement staff to know what work was done in a tenant’s unit.

It is not necessary for the tenant service coordinator to know what work was done in a tenant’s unit?

Community Safety: • Crimes against persons and property showed increases, with reported crimes against persons up by 19 incidents (6%) and crimes against property up by 10 (2%) This is caused by empowering tenants through tenant engagement. They think it gives them power and control. Staff in tenant engagement encourage them by giving them permission to do things without telling other tenants what is going on.

I was assaulted by one of these people and management and security looked the other way.

931 Young Street is too limited to tenants and the security is making it more secure when not needed. This money should be spent in our communities.

One member of the solutions team said: I asked for it. No one asked for it. If this so-called bully committee had told tenants what was going on by posting it this would not have happened.

Other site staff stood there and watched what was going on and did nothing to de-escalate the situation. Security just took the report and passed it to management and not the police.

Our communities are unsafe and continue to be unsafe due to management looking the other way including solutions. This is why I stand by what I said over a year ago solutions do not resolve the issues needed by tenants.

This is why TCHC should not investigate themselves. It should be the police for crime and solutions for internal issues.

- Fire incidents with undetermined causes accounted for 46% of cases, emphasizing the complexity of establishing fire origins. These fire cases are caused by water and electrical mixing.

This happened to me in my old building I was in the washroom and the lights went out but only in the washroom.

I heard this roaring sound approaching me and a big orange ball of fire coming towards me. It is a good thing I did not have a towel on the rack or the whole bathroom would have gone up and I would have died that day. Drains in standard units would solve these issues and you would find that there will be fewer fires because of it.

- TCHC is committed to refreshing the pest management strategy to align with tenant expectations. Environment health guys need more power to recommend unit repairs that need to be addressed to end the pest problem in the unit or building.

Thank-you
Veronika Hering

Tenant's, Voices must be heard not ignored.