

TORONTO COMMUNITY HOUSING CORPORATION

GOVERNANCE, COMMUNICATIONS AND HUMAN RESOURCES COMMITTEE  
MEETING  
APRIL 20, 2022

TABLE OF CONTENTS

WRITTEN DEPUTATIONS

<b>AGENDA ITEM #</b>		<b>PAGE #</b>
<b>2D</b>	<b>City Council Directions Requiring Board Attention</b>	
	Bill Lohman .....	2
<b>6</b>	<b>Board and Committee Meetings Rules of Procedure</b>	
	Jackie Yu .....	5
	Miguel Avila-Velarde .....	48

Deputation to GCHRC Committee

04-20-2022

Item 2D - City Council Directions Requiring Board Attention

Good morning Mr. Chairman and Members of the Committee,

Thank you for the opportunity to address the Committee this morning. My name is Bill Lohman. I am a senior living in one the 83 buildings of the Toronto Senior Housing Corporation(TSHC). I am a member of the Senior Tenants Advisory Committee(STAC), the representative for my community and I am a long standing member of Seniors Voice.

I am here today because many of the TCHC/TSHC operational shared service agreements have direct impact on the quality and level of service that senior tenants receive and will be for some time going forward.

In Strengthening Tenant Voices at Toronto Seniors Housing Corp, and for a successful implementation of the Integrated Service Model, City Council's MM38.51 (12-15-2021), invites current members of the Senior Tenant Advisory Committee to continue their membership to provide continuity of leadership, and ensure that senior tenants can directly access, inform and influence services and programs to be provided by the new corporation.

Management Recommendations: TCHC is supporting the City on the motions (pg 6/8)                      How so?

Over the past three years,there's been a total disinterest shown to the engagement needs of, still isolated seniors. Staff support for senior's efforts to access the arbitrarily available, off and on again, Tenant Action Funds, compared to the exuberant support and aid flowing into family buildings.

It cannot be said that TCHC followed City Council's direction that called for the STAC to Inform, Influence, or included in any decisions of consequence, by definition of the words. In fact, TCHC attitude toward the STAC has been dismissive. The treatment of senior tenants by Tenant Services Engagement team over these past three years, has been nothing short of derelict.

It is a concern at this point, that over the past year the numerous requests by STAC members for inclusion, to access, inform and influence the services and programs to be provided by the new corporation, including 'shared services',

have been met with rock hard indifference. To this day, those requests, and all other tenant attempts to include the voice of senior have been rejected, in spite of Council's direction, Shareholder Directions, and TCHC's own stated commitment to do everything it can to ensure a smooth and successful transition.

For the sake of clarity:

Definition of Inform - give an essential or formative principle or quality to, to give character or essence to the principles that inform.

b : to be the characteristic quality of :

Similar: Suffuse, Pervade, Permeate, Infuse, Imbue, Saturate, illuminate

Definition of influence - the capacity or power to be a compelling force on or produce effects on the actions, behavior, opinions, etc., of others; to have an effect on the condition or development of, to affect or alter by indirect or intangible means; to exercise influence on;

Similar: Noun- Authority, Clout, Heft, Leverage, Pull

Verb- Affect, Impress, Move, Reach, Strike, Sway

As the committee that drafts the policies governing the actions and responsibilities for the corporation and employees, why are there no mechanisms that ensure staff's accountability to the tenants they're paid to serve?

## Item 6

Toronto Community Housing Board of Directors Meeting Procedures Page 12  
Public Materials pg 87

17.3. To ensure that deputations can be meaningfully considered, by both Directors and TCHC staff, in the context of a matter before the Board and its Committees, oral deputations are considered whenever a matter is presented to a Committee of the Board. A summary of deputations received at Committee will be reported to the Board, in conjunction with its consideration of the matter to which the deputations related.

17.4. The Board may consider deputations on any on item, without regard to whether it had previously been considered by Committee. The public shall be permitted to make an oral deputation in relation to any matter that was not previously considered at a Committee Meeting.

17.15. All reports to the Board and Committees of the Board are to include an overview of any stakeholder engagement process that may have occurred and some sense of the stakeholder input so that Directors can be aware of what all stakeholders have said with respect to the item.

Board reports will also include an overview of any deputations received at the committee level on any Agenda item.

Until THCH adheres to the the expectations and faithfully complies with and follows the procedures set out in 17.3 and 17.15, any action on 17.4 is limiting tenant expression.

Considering that the agenda information is posted 7 days before, and you want written submissions at least 3 days ahead of the meeting in order to allow enough time for the distribution of deputation materials, that only allows deputants 3 days to prepare, instead of 6. How is that not impeding or diminishing the ability of tenants to prepare and be heard? You are demanding as much time to read a deputation as the effort and time given to draft it, really?

Making changes to the deputation policy for the purpose of expediency and efficiencies is a clear detriment to tenant interests that deprives, by further diminishing the ability of tenant voices to be heard by the Board, as intended. Especially when the other methods to be heard and provide input, at all levels, have been curtailed in response to COVID-19.

You cannot know what staff are doing or how they are doing it, if there is lax adherence in committee reporting protocol to include dissenting voice , then you are deprived of the balance to effectively determine and decide right outcomes.

Thank you for your reflection on these concerns.

Bill Lohman



Deputation - Jackie Yu  
Item 6 - Board and Committee Meetings Rules of Procedure  
GCHRC Public Meeting - ~~April 5, 2022~~ April 20, 2022

TCHC Governance, Communications and Human Resources Committee meeting dated April 5, 2022

Deputation from Jacqueline Yu

Good morning, Mr. Chair and Directors.

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

Thank you for the opportunity to share my thoughts.

I think it is very important to establish a sub- committee Deputation Focus Group meeting with Agendas developed by tenants in order to ensure that tenants' concerns are heard. New Sub- Committee Deputation Focus group should be overseen by the General Counsel Deputation team members or legal training team staff. Very often , tenants are pushed to the edge without a place to complain. TCHC not only has no channel for tenants to complain and further shut all the channels to complaint by creating the New Restructuring Plan, decentralizing all management operations and brings all elements of tenant Service and local decision making led by the Regional General Manager without any division overseeing the actual operations within the local Regional office which leads to problems of ganging up, corruption and cover up. The Community Service Coordinator ganging up with Regional Management corrupted the system using the tenants engagement Refresh as a tool to target and attack the weak and chronic ill senior tenant using the secret Community rep. to write the illegal recommendation without our consent or knowledge. The local management decision making by Regional General Manager demonstrate a lack of understanding and blatantly ignores a tenant's right of quiet enjoyment of their unit and 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 TCHC hallmarks and ignores TCHC legal obligations is itself unfair, unequal and has all appearances of corruption and at the very least, a complete inability to manage the Regional Management operations.

Our Tenants Engagement Refresh approach and policy do not reflect City Tenant First Philosophy and certainly do not reflect TCHC's Tenants Charter.

I have brought my complaints since May 31, 2021 - February 2022 to the Regional General Manager, Security Division, Solution Division, COO office and CEO Office. All my complaints are referred back to the Regional General Manager without any Division to appeal.

As a tenant, I don't need Tenant Engagement Refresh. It is the most corrupt Division in TCHC, I don't need access to the Tenant Engagement Refresh program. It is not a welcoming Division as shown in the extremely low participation rate. Ganging up, cover up, high-hand bullying and by passing tenants Human Rights, Unfair Access Policy and Harassment and trying to SHUT all channels for the weak chronic ill tenant to Voice the concerns is the main GOAL/ PURPOSE for the Tenants Engagement Refresh and support by our New Restructuring Plan decentralizing and brings all elements of tenant Service and local decision making led by the Regional General Manager easier shut all the channel for tenants to voice the concerns.

The target and attack caused by this new Restructuring Plan and New Tenants Engagement Refresh is my concern and needs review by the General Counsel or Legal professional independent investigation of the misconduct of the staff at Tenants Engagement Refresh and Regional General Management team.

In my opinion, we need the Auditor General and we need the Governance, Communications and Human Resources sub-Committee Deputation Focus Group and allow us to openly voice our concerns. It will decrease the gang up corruption at the expense of the weak tenants' Human Rights, Privacy Right, Fair access Policy, Harassment, target of attack and discriminate against the weak and chronic ill tenants such as myself.

I am one of the lucky tenants being invited by the Deputation Focus Group on January 20, 2022. The Deputations Focus Group is very helpful and provides me the opportunity to share my terrible experience under the new Restructuring Plan and New Tenant Engagement Refresh.

General Counsel Darragh Meagher acknowledged in the consultation meeting, Director Fletcher instructed to invite the tenants for Focus Group consultation.

Thank you Director Fletcher for your deep insight and caring for your tenants. Thank you Director Brian Smith and Director Marcel for attending the meeting .

Thank you General Counsel Meagher and your extremely hard working team, [REDACTED] [REDACTED] patiently guided me through this virtual meeting on January 20, 2022. Without your dedicated team, my terrible experience as a tenant will never be heard openly in front of Director Brian Smith. Thank You, Deputations Focus Group.

Please refer to my whole below written deputation.

### **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 and the new decentralized Restructuring Plan,

Non-transparency who actually are our community representatives appear to have been pre-approved , secret appointed and automatically appointed. No information was given out or announced who is our Community rep. Community Service Coordinator [REDACTED] ganging up with our local senior management team and the secret Community Rep. wrote the illegal proposal recommended to turn my lawn in front of my bedroom . living room and dining room window area as common space without my consent. Everything is secretly done without my consent or knowledge.

CSC [REDACTED] used Non- transparency Tenant Engagement Election as a tool and kept secret who actually are our official Community Rep. for the purpose of being freely and secretly removed and replaced our Community Rep. any time as she wish to suit her corruption plan and need for privately business run in our project wrote the illegal proposal and illegal recommendation on our behalf without our consent for ganging up to corrupt our local management decision making future development plan in the regional local management in our project.

Please refer to CSC [REDACTED]'s email dated November 10, 2020 claiming our automatic appointed Community Representatives are [REDACTED] at Townhouse [REDACTED] Street [REDACTED] and [REDACTED] at [REDACTED] Street [REDACTED]

Please refer to townhouse tenant [REDACTED] at [REDACTED] confirmed email dated March 2022 . She is our Community Rep.

Please refer to Ms. [REDACTED]'s email dated December 8, 2021 provided the name of our Community Reps are townhouses tenant [REDACTED] at townhouses [REDACTED] street [REDACTED] and Townhouses tenant [REDACTED] at [REDACTED] Street [REDACTED] . According to [REDACTED]'s official TCHC record. Both townhouses tenants [REDACTED] at [REDACTED] and townhouses tenants [REDACTED] at [REDACTED] are our official Community Reps. Townhouse tenant [REDACTED] at [REDACTED] Street [REDACTED] doesn't know she is secretly removed as our Community Rep. and secretly replaced to [REDACTED] by CSC [REDACTED] [REDACTED] without consent of [REDACTED] or any tenants. Tenant [REDACTED] is a listed tenant at [REDACTED] Street [REDACTED] . She does not live in her unit at [REDACTED] Community but rents out her unit for much higher rent for profit. I want to ask when [REDACTED] suddenly became our secret Community Re?? Without providing the information which tenant nominates her as our Community Rep. according to our TCHC policy all Community Rep. needed a fellow tenant nominated in the nomination form and Tenant Engagement Refresh failed to provide that information and secretly put [REDACTED] as our Community Rep. in official record without tenants know.

All the tenants in our project have the right to request who is the tenant nominating our Secret Community Rep. [REDACTED] and when she became our Community Rep.??? What is the reason all kept secret from all of us and allowed her representation? Do we have the right to know who our Community Rep is? In Particular, she acted on our behalf to write the recommendation and proposal without our knowledge. It is corruption and needs an independent investigation.

[REDACTED] never attended any meeting in person, phone in, or virtual meeting , CSC [REDACTED] put her name in email list but she never involved in any meeting in person, phone in or virtual. Why Tenant Engagement Refresh secretly put her as our Community Rep. without revealing which fellow tenant nominated her as our Community Rep. in Nomination form. It violated the election Policy and TCHC should investigate immediately what is the real reason allowed to be violated TCHC policy and why this kind of corruption is supported by the Regional General Manager. I did bring my concern of the improper professional conduct of CSC [REDACTED] to Regional General Manager in November and December 2020 and it caused me to be the target of attack as a consequence for speaking up.

TCHC Policy required all Community Rep. needed fellow tenants to nominate in the nomination form in order to qualify to run the position as our Community Rep.

Why [REDACTED] allowed no tenant to nominate her and she did not even live in our building and our project . She was just a list tenant and allowed rented out her unit for profit and [REDACTED] provided the information that she is our Community Rep. and failed to provide which fellow tenant nominated her as our Community Rep.? I request TCHC provide the information who nominated [REDACTED] as our secret Community Rep.???

[REDACTED], incorrectly stated, I am one of the members in the Community Committee without my consent and incorrectly wrote down that I lived at [REDACTED] to hide the fact our building at [REDACTED] was excluded from the tenant engagement Refresh system.

[REDACTED] also provided incorrect information by stating that Our election day is November 9, 2020, Please refer to CSC [REDACTED]'s election Day as November 19, 2020 and in fact no election ever took place in our project and building.

The truth is on November 9, 2020 is the first meet and greet election meeting CSC [REDACTED] not open to all tenants to participate and she only invited 5 selected tenants in private email by her choice.

Townhouse tenants [REDACTED] at [REDACTED] Street, [REDACTED] and townhouse tenant [REDACTED] at [REDACTED] were automatically appointed as our Community Reps. On November 9, 2020.

No election ever takes place on November 19, 2020 due to no information being put up for November 9, 2020 first meet and greet meeting and no information put up for election on November 19, 2020. Tenants do not know we have a tenant Engagement Election. 5 tenants were invited by CSC [REDACTED] private email. Only 3 tenants attended the virtual meeting on November 9,2020 for the first meet and Greet meeting and tenant [REDACTED] from the same household , wife of [REDACTED] at [REDACTED] called in to join the meeting.

The secret Community Rep. [REDACTED] provided by [REDACTED] email dated December 8, 2021 is on CSC [REDACTED] email list. [REDACTED] did not participate in any election meeting. She did not call in to join the meeting in the first meet and greet election meeting and did not show up in virtual meetings at all on the first meet and greet meeting on November 9, 2022 and all the meetings. She does not regularly live in our project. I only met her 1 time in my 15 years staying at my current address. She only showed up when our project had the unit inspection or needed dealt with by the TCHC Staff. I did talk to [REDACTED]'s former sublease tenant many times in the laundry room. According to our former CMP1 [REDACTED], [REDACTED] actually lived in [REDACTED] Street, Toronto. I was shocked to find out she is our secret Community Rep secretly replacing our Automatic Appointed Community Rep. [REDACTED] without tenant [REDACTED] or any tenants' knowledge. Tenant [REDACTED] at townhouse [REDACTED] Street [REDACTED] still thought she was our Community Rep. Please refer to attached email confirmed by [REDACTED] dated March 2022

Tenant Engagement Refresh kept secret and freely to add or remove who are our Community reps. and who are our Community Committee members and used that as a tool to corrupt the system to target individual weak tenants to create the 2 tier system in our project leading to huge corruption and encouraged intimidation and harassment by CSC [REDACTED] with protection email from Regional General Manager passed to individual bully townhouse tenants at [REDACTED] Street [REDACTED] as protection without consequence for her bully behaviour towards me without consequence from the security Division. Tracking Number [REDACTED] on May 31, 2021. special Constable [REDACTED] came to my unit and told me he can't help due to Regional General Manager's protection email.

[REDACTED] provided information dated December 8, 2021 stating that our Election Day is November 9, 2020 and CSC [REDACTED] notified us in an attached email Election Day is November 19, 2020. Please refer to CSC [REDACTED]'s email and [REDACTED]'s email. The truth is we don't have elections on both days.

There is no community representative from the apartment building at [REDACTED] Street. This is bad policy as shown in this case as townhouse representatives are trying to use land and areas that are not part of townhouse rental agreements to the detriment of [REDACTED] Street representatives. Townhouses representatives should not have any say in [REDACTED] apartment matters as they are self-interested and should not be using [REDACTED] 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?

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.

It was revealed that there was a plan for the townhouse residents to put forward a recommendation to turn the roof at ██████████ Street into an open area in which townhouse residents would also have access into the building at ██████████ 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 ██████████ building will comprise. Once again, the security of tenants at ██████████ 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, CSC [REDACTED] told me mute my computer. It appeared that CSC [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 before the election, effect immediately and I received a CSC [REDACTED] confirmed email, I am no longer part of the Community Committee in November 2020..

[REDACTED] at townhouses [REDACTED] and [REDACTED] at townhouse [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]'s email dated December 8, 2021 , Please refer to [REDACTED]'s 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 number of tenants.



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

[REDACTED] also failed to point out what is the real and important 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, 2021 by townhouses tenant at [REDACTED] encouraged by CSC [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]'s 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] is listed as a tenant at townhouses [REDACTED] actually she lives in [REDACTED] Street, Toronto.

All claimed our Community representatives are townhouses tenants or only listed tenants. [REDACTED] does not live in [REDACTED]. She rents out her unit for profit. We have many market rent tenants allowed to rent out their whole or part of their unit or renting out for wild parties on weekends 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).

How could Community representatives who either do not live at [REDACTED] Street or who do not even live in the townhouses at [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, [REDACTED] 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 Corruption tenant's engagement to Mr. General Manager [REDACTED]'s 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, including with my liver, ERCP complication, ulcer, chest pain, biliary obstruction, and pancreatitis. During the past 2 years, I was admitted to the ICU, had code blue call and 4 times had recurrent bacteria in my blood causing sepsis. 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 unit accessibility 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] and [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 [REDACTED] 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 CSC [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 CSC [REDACTED] told her to come to my lawn. I called superintendent [REDACTED] for help, and the superintendent [REDACTED] told me to contact CSC [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 unit and 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] [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 [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 [REDACTED] hospital and doctors at the emergency ward saw my uncontrollable emotion affected by this harassment and referred me to [REDACTED], Psychiatry at [REDACTED] 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 recurrent septicemia, sepsis 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.

Unit [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 unit [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]. 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 unit and 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 unit and 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.

Mr. Regional General Manager, [REDACTED] stated that in his letter dated November 24, 2021, 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]'s letter dated November 24, 2021

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.

I am writing to let you, Mr. Chair and all Board 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], the Executive Assistant to the Chief Executive Office 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 is an 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 Aged 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 (not TCHC) 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 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.

I have the following questions to [REDACTED] and our Regional Manager [REDACTED] if in front of my windows is a common space?

1. Why am I exclusively paying the electricity cost for my front lawn with both east and west exterior wall lights to light up my front lawn?
2. Why did the electricity source need to drill the big hole in my living room wall and connect it to my electricity panel for electricity? and I am responsible for all the electricity bills?
3. The former local management supervisor, promoted to our current local cleaning Manager [REDACTED], advised me more than 2 times in 2018 and 2019 to go to city Hall to get the permit. If I want to put up my new metal fence in my lawn. If in front of my windows is a common space, why did manager [REDACTED] tell me to apply for my lawn metal fence permit by going to City Hall of Toronto to apply?

4. If in front of my windows is a common space, why did the Facility management team followed my request, removed my side lawn wooden fence in my side lawn and removed all the heavy evergreen in my front lawn at my request in 2018.
5. If in front of my windows is a common space, Why did former CEO [REDACTED] approve my personal request to approve my metal fence in my lawn in 2019 without public consultation.
6. During the 2 months of construction of my fence in 2019, why did no single staff at my local management team or tenants in my building question or forward their opinion or objection or demand public consultation if my lawn is a common space as [REDACTED] and General Manager [REDACTED] claimed?
7. If my lawn really is a common space, why did my local management team approve the signs put up in my lawn metal fence such as no Trespassing, private property etc, signs along my fence?
8. In front of my windows is a common space as [REDACTED] and Regional Manager [REDACTED] claimed, Why did Regional General Manager [REDACTED] in May- June 2020 approved my exclusive design of my lawn and flower bed, allow me exclusive choice of flowers planted in my lawn and shrubs as I prefer and Refer me to Facility Management for lawn planting and the design based on my drawing to design my lawn.
9. Why Facility Management put up a stronger water reminder for me as I requested to make it easier for me to water my lawn since I am a small senior.
10. If my lawn is really a common space, why Regional General Manager [REDACTED] offered me on May 27, 2021, my lawn will be a restricted area, no other tenants allowed to go inside my lawn except myself, he further stated, other tenants have no reasons to go inside my lawn, in front of all my windows. I sent an email to accept and confirm his offer on May 27, 2021 and thanks for his cleverness dated May 27, 2021.  
The Regional General Manager, [REDACTED] reversed his verbal offer 1 week later and told me if I am not allowed townhouse tenants trespassing inside my lawn. I am also not allowed to go inside my lawn directly adjacent to my very low window.  
The truth is my lawn never acted as common space, as photos speaks for itself, my side lawn have the wooden fence put up between the walkway and my side lawn and my front lawn have the heavy evergreen all the way planted extended to the property line and the aged over mature large Christmas trees located at the edge of front and side lawn and well divided as boundary clearly divided as my lawn and the common walkway before our foundation repair 2017- 2018.

My metal fence in my lawn was approved by former CEO [REDACTED] after my side lawn wooden fence and my front lawn evergreen shrubs were removed in 2018. In June 2019, I requested Former CEO [REDACTED] 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 request to put up a secure metal fence to former CEO [REDACTED] 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]'s 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, [REDACTED], 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]. [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]'s 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 its 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 its 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 its 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 on October 9 of 2019. Please refer to the email Kitchen Pantry email dated October 9, 2019.

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.

Mr. Chair and all Directors, In my opinion, we don't need Tenant Engagement Refresh, what is the role and the purpose of the tenant's Engagement for tenants ? We don't need access to the program and we don't need access to the tenant table funding. It never delivered approval items to tenants despite tenants getting approved. Our project got an approved bench in laundry in 2018, I am the tenant going to the funding table to get approved in 2018 and never deliver to us. In my 15 years in this address, from my knowledge, we only got 1 fan. Nomatter what approved in paper and in funding table. In reality didn't delivery to us. Everything is kept secret and not announced. It is not fair to say a lot of tenants don't want to participate in this new corruption tenants Engagement Refresh because the tenants want to have access to the program and money without participating in tenants Engagement Refresh. It is untrue, we don't need anything from Tenant Engagement Refresh Refresh, we just don't want harassment, control , bullying, gang up corruption to target or attack intimate individual weak , sick and old tenants by using corrupt Tenant Engagement Refresh as a tool.

We needed the Auditor General Office created as soon as possible to oversee our Regional local Management operations and measures of performance.

We also needed to create a permanent Deputation Focus Group and expand it as an independent Division directly overseen by Board Chair and Directors. More Deputation Focus Group Meeting is better for transparency and it is the only channel for the tenants to voice concerns. I found the Focus group deputation meeting is the Best and open way for tenants to voice concerns. This Deputations team, Focus Group Meeting on January 20, 2022 gave me the opportunity to voice my concerns. It is the first time my concerns have been seriously heard by Director [REDACTED].

Thanks to Director [REDACTED] Attending all 3 Focus Group Deputation meetings and Director [REDACTED] for attending the meeting. Thanks to Director [REDACTED] proposal Focus Group Deputation consultation meeting and it was acknowledged by General counsel [REDACTED] in the Focus Group meeting. Thanks to Cohost General Counsel [REDACTED] and Cohost [REDACTED] and Host [REDACTED]. It is the Best , Fair , Open and Transparency Focus Group Meeting.

Thank you to all Deputations team members for your hard work, I am really looking forward to having more Focus Group deputation meetings in the soon future.

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

██████████ Street, ██████████

Toronto, Ontario.

██████████

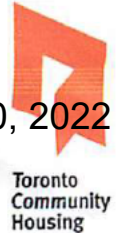
tel. ██████████

Cell: ██████████



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

Deputation - Jackie Yu  
Item 6 - Board and Committee Meetings Rules  
of Procedure  
GCHRC Public Meeting - ~~April 5, 2022~~ April 20, 2022  
**Attachment 1 - No Match Letter**



VIA REGULAR MAIL

February 11, 2019

JACQUELINE YU  
[REDACTED] St [REDACTED]  
Toronto, ON M5T 1B8

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

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 - Jackie Yu  
Item 6 - Board and Committee Meetings  
Rules of Procedure

GCHRC Public Meeting - ~~April 5, 2022~~ April 20, 2022

**Attachment 2 - Letter from General Manager**



Item 6 - Deputation - Jackie Yu - Attachment 2

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

Ms. Jackie Yu

██████████ Street, ██████████  
Toronto, ON  
M5T-1B8

Dear Ms. Yu,

Thank you for your sharing your concerns and requests regarding several items related to your home at ██████████ 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, I am requesting that my unit be classified as a disabled unit as I have numerous medical issues 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 ██████████ occurred at a time when Accessibility requirements were not considered during the construction and as such, ██████████ is not considered to be an Accessible community for a number of reasons. Most specifically, ██████████ 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 ██████████ 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 unit ██████████, 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 ██████████ 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 ██████████ Street ██████████.



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 [REDACTED] Street community.

Sincerely,

[REDACTED]  
General Manager, Central Region  
[REDACTED]

Deputation - Jackie Yu  
Item 6 - Board and Committee Meetings  
Rules of Procedure  
GCHRC Public Meeting - April 5, 2022 April 20, 2022  
**Attachment 3 - Tenant Engagement Email**

Jackie Yu [redacted]  
To: [redacted]

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] Street [redacted]  
[Quoted text hidden]

[redacted] Wed, Dec 8, 2021 at 3:07 PM  
To: [redacted]  
Cc: [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] Street [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]. 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] and [REDACTED]

[REDACTED] [REDACTED] Street - [REDACTED]

[REDACTED] [REDACTED] Street - [REDACTED]

The Building Committee members are:

[REDACTED] [REDACTED] [REDACTED] Street - [REDACTED]

[REDACTED] [REDACTED] [REDACTED] Street - [REDACTED]

[REDACTED] [REDACTED] [REDACTED] Street - [REDACTED]

[REDACTED] [REDACTED] [REDACTED] Street - [REDACTED]

[REDACTED] [REDACTED] [REDACTED] Street - [REDACTED]

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

The Community reps are [REDACTED] and [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 [REDACTED] 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 CSC [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 (Dev# [REDACTED] )

*No one oversees the election and potentially leads to corruption? CSC [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

[REDACTED]

Executive Assistant

Chief Executive Office

Toronto Community Housing

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

T: [REDACTED]  
torontohousing.ca

Positive Tenant Experience | Quality Homes | Vibrant Communities

Item 6 - Deputation - Jackie Yu - Attachment 3



**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).

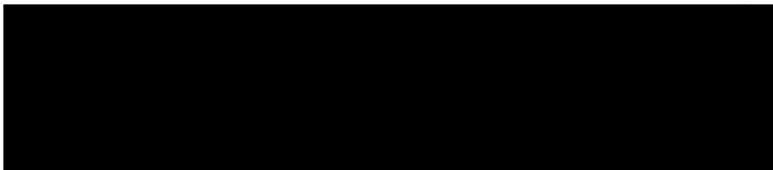
I will be having an 1 hour webex meeting where the committee can see each other face to face for a "meet and greet", and the community rep nominees can speak as to why they would like to be the community committee rep.

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,



Deputation - Jackie Yu  
Item 6 - Board and Committee Meetings Rules of Procedure  
GCHRC Public Meeting - April 5, 2022 April 20, 2022  
**Attachment 5 - Community Committee Reps Email**



Item 6 - Deputation - Jackie Yu - Attachment 5

[Redacted]-election update

7 messages

Tue, Nov 10, 2020 at 5:35 PM

To: Jackie Yu <[Redacted]>

[Redacted]

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 [Redacted] 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,

[Redacted]

Jackie Yu <[Redacted]>

Tue, Nov 10, 2020 at 5:38 PM

To: [Redacted]  
Cc: [Redacted]

[Redacted]

Great, thanks for the update!

Jackie  
[Quoted text hidden]

To: Jackie Yu <[Redacted]>

Tue, Nov 10, 2020 at 6:32 PM



Deputation - Jackie Yu

Item 6 - Board and Committee Meetings Rules of Procedure

GCHRC Public Meeting - ~~April 5, 2022~~ April 20, 2022 Jackie Yu [redacted] >



**Attachment 6 - Community Reps Confirmation Email**

**Confirmation that you are one of our community reps**

Sat, Mar 19, 2022 at 3:50 PM

[redacted]  
To: Jackie Yu [redacted] >

Hi Jackie.

Hope all is well. I don't know who Joyce is. As far as I know it's still me and John.

[redacted]  
> On Mar 19, 2022, at 3:42 PM, Jackie Yu [redacted] > wrote:

>

>

> Hi [redacted],

>

> Can you kindly confirm that you, and not [redacted], are still one of our community reps? I am communicating with TCHC and they are telling me that [redacted] is one of our community reps and not you.

> Would it be okay to share that you are one of our official community reps with others?

>

> thank you,

>

> Jackie Yu

> [redacted] Street [redacted]

> [redacted]

>

Item 6 - Deputation - Jackie Yu - Attachment 6



Item 6 - Board and Committee Meetings Rules of Procedure  
GCHRC Public Meeting - April 5, 2022 April 20, 2022  
**Attachment 7 - Fence Installation Email**

Item 6 - Deputation - Jackie Yu - Attachment 7

UPDATE

14 messages

Sun, Aug 11, 2019 at 10:18 AM

To: Jackie Yu

Cc:

Jackie,

Hope you are well.

As a matter of update:

1. We will be moving forward with an application to install a fence on the City property. I believe we just need confirmation from you that fence will be 1.2M high (4 feet).
2. [REDACTED] will be moving forward with a window replacement project for the entire building. Once we have the project scoped, we will give you an update on the schedule and timing of the window replacement. We will need some patience on your part as these larger projects require planning, procurement of design and time to implement.

More updates to follow,

Thanks



Toronto  
Community  
Housing

[REDACTED]  
Director, Capital Planning, Design & Engineering

Toronto Community Housing

35 Carl Hall Rd, Toronto, ON M3K 2B6

T: [REDACTED]

C: [REDACTED]

torontohousing.ca

Positive Tenant Experience | Quality Homes | Vibrant Communities

• Jackie

[Quoted text hidden]

Mon, Aug 12, 2019 at 8:18 AM

To: Jackie Yu

Cc:

I will be on site Tuesday, August 13, around 11:30am to take measurements and prepare a scope of work.

The attached plan shows the proposed location of the fence. I have extended the fence along the west elevation to restrict access to the side window.

I have contacted the city about the requirements for the installation of the fence on city property. I will start the approval process today.

[Quoted text hidden]



Fence Site Plan.pdf

9205K

Jackie Yu

Mon, Aug 12, 2019 at 9:43 AM

To:

Cc:

Thanks, Facility Management team, [redacted], I have doctor's appointment at [redacted] Hospital tomorrow Tuesday at 10:10 am . I will try go to hospital earlier then I will back home earlier to meet you. I think I will back on time because hospital just 10 minus walk for me and too later for me to cancel doctor's appointment. I am sure I will back home on time. Thank you all of you.

Happy and grateful tenant  
Jackie

[Quoted text hidden]

Mon, Aug 12, 2019 at 9:56 AM

To: Jackie Yu

Cc:

Jackie

I will be on site until 12-12:30pm.

Item 6 - Deputation - Jackie Yu - Attachment 7

5/9/2020

Gmail - UPDATE

I can wait for you. I'd like to meet.

[Quoted text hidden]

Jackie Yu <[REDACTED]>

Mon, Aug 12, 2019 at 10:24 AM

To: [REDACTED]  
Cc: [REDACTED]

[REDACTED] thanks for your email and understanding. I would like to meet you too. I will go home as fast as I could and will arrived doctors ' office at 9:30 am , then I will be faster in line.

Exciting looking forward to meet you tomorrow.

Jackie

[Quoted text hidden]

Jackie Yu <[REDACTED]>

Tue, Aug 13, 2019 at 11:48 AM

To: [REDACTED]  
Cc: [REDACTED]

[REDACTED]

I have the good talk with [REDACTED] and he is so professional and detail , he even notice the settle soil in my exterior wall before I told him. His plan is good and I like it and I offered him \$500 Dollars for part of the cost. He told me , No, Thank You will be good enough. Please let me know, if I need to Pay and I did have the CHECK ready any time.

A BIG THANK YOU will be Property done in PUBLIC and the privately thank you can't reflect my grateful Heart.

Thank You all.

Jackie

[Quoted text hidden]

Tue, Aug 13, 2019 at 2:25 PM

To: Jackie Yu

Cc: [REDACTED]

Jackie,

Tenants simply do not contribute to capital projects. Work like this provides safety and security at our buildings ad is the responsibility of TCHC.

[REDACTED]

[Quoted text hidden]

Jackie Yu <[REDACTED]>

Tue, Aug 13, 2019 at 5:40 PM

To: [REDACTED]  
Cc: [REDACTED]

Item 6 - Deputation - Jackie Yu - Attachment 7

Street  
Tel.  
[Quoted text hidden]

Deputation - Jackie Yu  
Item 6 - Board and Committee Meetings Rules of Procedure  
GCHRC Public Meeting - April 5, 2022 April 20, 2022

Item 6 - Deputation - Jackie Yu - Attachment 8

Jackie Yu <>  
To: <>  
Wed, Oct 9, 2019 at 11:21 AM

good morning:

Friendly reminder, when you or your team member come to finish my kitchen pantry. I need put back all my dishes into my pantry as right now I put all the dishes outside in my dining room. I have my unit State of Repair and Annual unit inspection soon. I need my unit look tidy and clean as tenant's responsibility. Please come as soon as you could and prefer before Thanksgiving holiday. Is it POSSIBLE?

Jackie  
street,  
tel.  
[Quoted text hidden]

Jackie Yu <>  
To: <>  
Fri, Oct 25, 2019 at 10:42 PM

Hello Dear Management Team and Christian:

This morning, '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, 's team led by 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. 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 , one of the team member came today, I did wonder why is the drawer and 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.

come over and phone the housing supervisor, not 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, 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

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 expansive if built in my kitchen pantry of course labor cost will be more expansive 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

1/27/22, 10:49 PM

Gmail - [redacted] Street [redacted] - Pantry Shelving

Item 6 - Deputation - Jackie Yu - Attachment 8

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]

[Quoted text hidden]

Mon, Oct 28, 2019 at 8:31 AM

To: [redacted]  
Cc: Jackie Yu [redacted]

Good morning,

You need to build the pantry exactly the same with old one that you removed. The pantry that they bring last Friday is too small tenant don't want and need to build inside the box.

Thank you

[redacted]

[Quoted text hidden]

Mon, Oct 28, 2019 at 8:43 AM

Jackie Yu [redacted]  
To: [redacted]

Good morning , thank You. [redacted] for your follow up .

Jackie

[Quoted text hidden]

Mon, Oct 28, 2019 at 1:07 PM

[redacted]  
To: Jackie Yu <[redacted]>



Deputation - Jackie Yu

Item 6 - Board and Committee Meetings Rules of Procedure

GCHRC Public Meeting - April 5, 2022 April 20, 2022

**Attachment 9 - Landscaping Email**



Item 9 - Deputation - Jackie Yu - Attachment 9

**Thank you for meeting and confirmed me the shrubs and flowers plant along my fence.**

20 messages

Jackie Yu <[redacted]>  
To: [redacted]

Mon, Jun 15, 2020 at 11:16 AM

Dear [redacted]:

Thank you for take time met me again and confirmed with me , you will approved the following flowers and shrubs along my front and side lawn as following:

- 14 of 5 gallon Dwarf Alberta Spruce.
- 2 of snowflake Mock Orange.
- 1 of Golden Mock Orange.
- 3 of limelight Hydrangea .
- 3 of Sally Clematis
- 1 of Crimson Cascade climbing rose
- 5 of Bridalwreath Spirea
- 6 of Sedum ( Autumn Joy).

As I mentioned to you , I might need Holland Wire Rake Adjust 13-21 " for my climbing rose as it needs support to make it grow to climb along the fence. I hope I will also grant your permission to grow some flowers before the shrubs maturity. Your confirmation allows me to grow some small flowers and allow me to set the Holland Wire Rake adjustment that is needed for the climbing rose.

As I also mentioned 4 of the Dwarf Alberta Spruce on the other side of the fence is needed to make the building more unique and I will be responsible for watering our front lawn and my side lawn. I am proud to volunteer for this wonderful project.

Thank you very much for your kind approval and I will take photos sharing with you and all my silent Hero team after this project is done. This one of the kind fence with all the shrubs and flowers will shine and stand very tall in our building.

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

[redacted]  
To: Jackie Yu <[redacted]>

Mon, Jun 15, 2020 at 11:35 AM

Hi Jackie,

Sent from my iPhone

On Jun 15, 2020, at 11:16 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.

[Quoted text hidden]

[redacted]

The following plant materials and garden supply are to be listed as agreed in our meeting with you and site staff:

- 14 of 5 gallon Dwarf Alberta Spruce.

West Elevation: 7 plants

North West Elevation: 7 plants

North East Elevation: 4 plants

- 2 of snowflake Mock Orange.

- 1 of Golden Mock Orange.

- 3 of limelight Hydrangea .

- 3 of Sally Clematis

- 1 of Crimson Cascade climbing rose\*

*Note: \*Holland Wire Rake Adjust won't be provided; however, you are volunteering to provide it as plant grows to climb along the fence*

- 5 of Bridalwreath Spirea

- 6 of Sedum ( Autumn Joy).

- 1 wall mounted garden hose reel

All plant materials will be planted as per provided sketch/drawing.

In addition, regarding permission to plant additional small flowers(not part of our meeting), you can request it to site staff.

Regards,



Toronto  
Community  
Housing



Program Supervisor – Ground & Waste  
Management

Facility Management

Toronto Community Housing

35 Carl Hall Road, Toronto, ON M3K 2B6

T: [Redacted phone number]



To: Jackie Yu

Good morning Jackie,

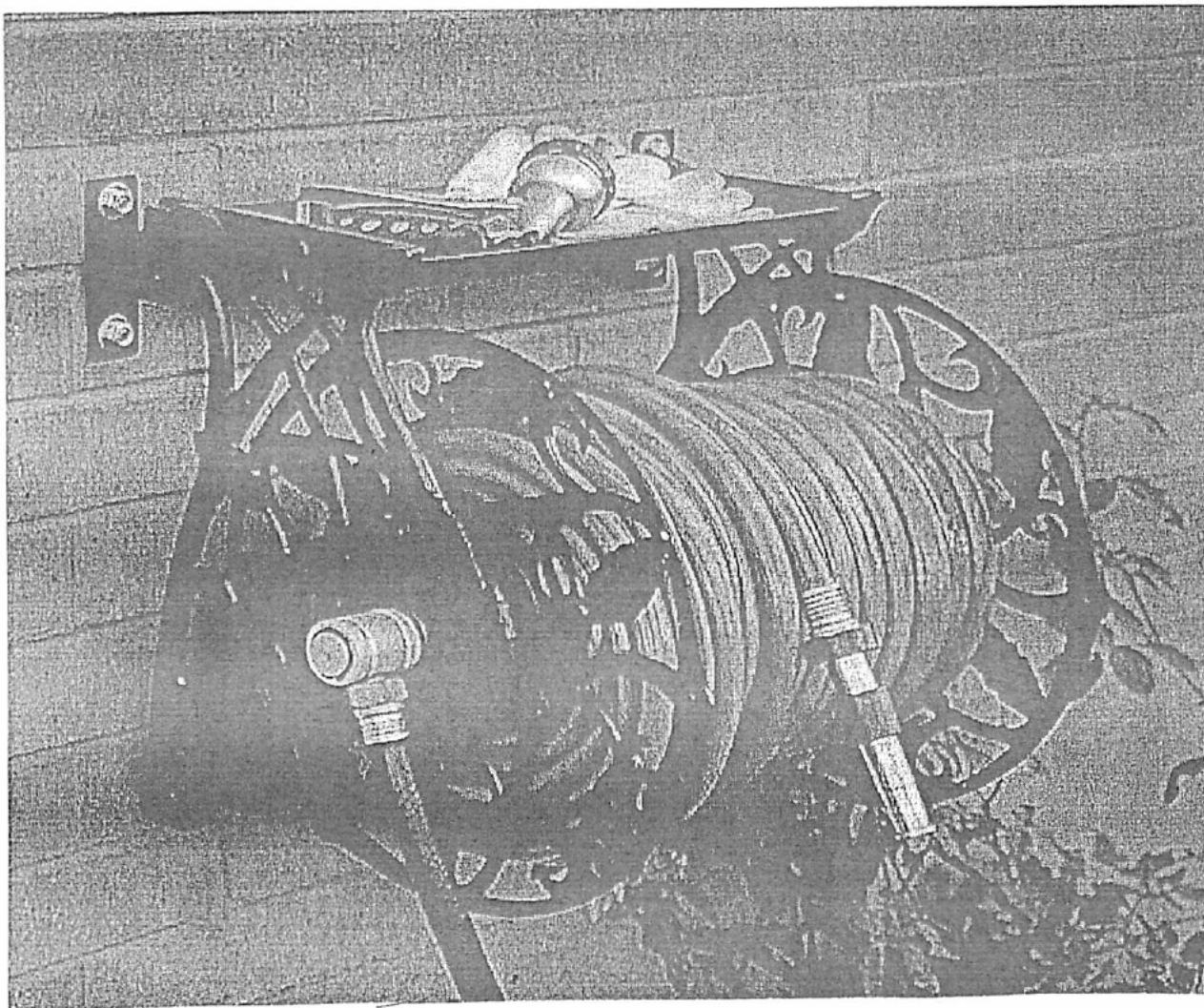
Please note that it was my pleasure meeting with you and Site Super last week Friday – June 12<sup>th</sup> at [REDACTED] St.

Looking forward to receive the marked planting sketch. The following plant material are agreed in our meeting:

- 14 Hills Yews
- 3 Sally Clematis
- 1 Crimson Cascade Climbing Rose
- 1 Bloodgood Japanese Maple Tree (instead of half dead tree\*)

\* an arborist will inspect and provide recommendations regarding the half dead tree located on West garden elevation.

In addition., we'll include a wall mounted garden hose reel for watering purposes – see below sample.



Deputation - Jackie Yu  
Item 6 - Board and Committee Meetings Rules of Procedure  
GCHRC Public Meeting - ~~April 5, 2022~~ April 20, 2022  
**Attachment 10 - Medical Priority Transfer**

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



Toronto  
Community  
Housing

February 02, 2016

JACQUELINE YU  
[REDACTED] ST [REDACTED]  
TORONTO ON M5T 1B8

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 **Medical** 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 10 - Deputatoin - Jackie Yu - Attachment 10

Yours Truly,



Chair, Transfer Review Committee  
Toronto Community Housing

cc: Tenant file



## **Board and Committee Meeting Rules of Procedure Item 6 April 20, 2022 Governance, Communications and Human Resources Committee**

### **Good Day TCHC:**

**I am here to speak on item NUMBER 6: Board and Committee Meeting Rules of Procedure**

**I am a Tenant Leader at [REDACTED] STREET who has given numerous deputations before the Board since 2011**

I do this service VOLUNTARILY to speak to the board or committee for FREE, GRATIS, NADA, we used to get a Sandwich , Coffee and TTC tickets and those little perks have disappeared.. Our Input is Valuable because we provide you with a second sober clarification to the debate. I don't believe you should be setting any limitations on deputations.

we have deputed on this very item before us "The Rules of Procedure" as pointed out by Councillor Fletcher at the Meeting in February: Stifling tenant's voices, opinions and perceptions will create an atmosphere of distrust, lack of transparency, honesty and accountability.

Many feel that what has been proposed is a sham to shut down tenants' voices.

**At its meeting of February 9, 2022, the Tenant Services Committee considered Report TSC:2022:04 and directed management to consult the City's Tenants First team and Tenant Directors in relation to proposed changes to the Rules, impacting tenants. Tenant First staff advise that they have no particular concerns with the provisions of the Board Rules and after reading the comments I am satisfy we put to rest some of the grievances put forward by many deputants with regards the proposed changes.**

My Comments are my opinions, are in reference with the attachment document to be approved by the Committee:As for when written deputations may be submitted to committee or board meetings you are simply reinforcing the fact that I don't believe written deputations are read prior to meetings by changing protocols to

allow them to be submitted right up to the beginning of the meeting.

**Those of us who have given deputations do so because all other avenues to be heard are closed. We are experienced in sending emails and making phone calls to the appropriate managers in charge of the issue we're bringing forward. We get no response, or "We're looking into it," and/or "We'll get back to you." They do not. The end. A deputation to the Board is our only forum for drawing attention to a problem.**

Since the INCORPORATION of hybrid meetings in person or on ZOOM or Webex for the RECORD I have been EXPELLED from a Community Meeting on February 09 2022 and no one else have been removed from a virtual meeting in REGENT PARK and no one else has , I felt targeted because I am fearless, bold and speaking Truth to Power since 2010.

**On one of these meetings called by the Regent Park Safety Network that works with Residents, Toronto Police Services and Community Safety Unit on February 09 2022 a member of the TCHC Staff \*\*\*\*REMOVED \*\*\*\*\* me from the meeting. this is a bad precedent and several attempts to enforce a "CODE of CONDUCT" at TCHC / RPNA meetings by the \*\*\*RPSN\*\*\*\* have failed.. is absurd to think we need a code of conduct since we are not employees of the Corporation.**

We must remove the word "code of Conduct" and replace it with a """"Guidelines for Webex Meetings for Deputants, Resident , Tenants and visitor"""" and similar here at the board as stated before I am just an unpaid volunteer since 2010.

**17.6. Deputants to the Board or Committees must:**

- 17.6.1. not speak disrespectfully about anyone;**
- 17.6.2. not use offensive language;**
- 17.6.3. speak only about the subject on which the Board or Committee invited them to make a public presentation; and**
- 17.6.4. obey the procedures by-law and any Chair's ruling.**

**DEPUTANT CONDUCT:**

**17.7. The Chair may end a deputation if there is disorder or a failure to follow these rules.**

**Meetings are open to the public**

Public Proceedings 15.1. Public proceedings of the Board are open to members of

the public, and the public are notified of all public Meetings. Reports and other items which are part of the public proceedings, and any debate and voting of such items are open to the public. The Chair has the right to expel, or exclude, from any Meeting, any person who disrupts the proceedings of the Meeting.

Deputations 17.1. Deputations are used to provide the Board and its Committees with information not available in writing or not brought before the Board as part of Committee or staff reports. Deputations are not a forum for debate between deputants and Directors, but are to be used as an opportunity for the sharing of new information and the clarification of issues.

**GOOD NEWS:**

**17.4. The Board may consider deputations on any on item, without regard to whether it had previously been considered by Committee. The public shall be permitted to make an oral deputation in relation to any matter that was not previously considered at a Committee Meeting.**

You have created Focus Groups, for us to voice concerns. Focus groups are actually information sessions on staff's agenda. The concept is "pull the wool over their eyes, tenants are too stupid to know any difference."

Tenants rights Matters ,Our voice must be heard not ignored.

Sincerely

Miguel