

ITEM 4. MINUTES OF MEETING FEB 5, 2024

DEPUTATION

Good morning Chair Campbell, Members of the Committee and Staff and Deputants.

Welcome Sean and congratulations on your appointment as President & CEO.

You have your work cut out for you, you have excellent staff, a dedicated BOD and tenants who are not shy about offering suggestions on ways to improve service delivery.

I'd like to thank members of TSC for consideration of potential future Agenda items on its annual Work Plan at its previous meeting.

The Meeting Minutes indicate:

The reference to Use of AC units will be brought back to TSC to reflect the changes to the provincial legislation.

While I acknowledge that, it's only a footnote on the revised Work Plan. This item does not appear on the Action Item List.

It has been my experience when items don't get included on the Action Item List, they sometimes disappear.

We don't have to wait for the Province to finalize Legislation on this important issue, increased heat alerts, air pollution from wild fires pose a great risk for vulnerable tenants and does not prevent the committee from talking about use of AC Units for the upcoming cooling season.

I ask the Committee to consider adding "Use of AC Units" on the Action Item List.

Deputation – Catherine Wilkinson
TSC Public Meeting – April 11, 2024

ITEM 6A. 2024 CSAC WORKPLAN

DEPUTATION

I am raising the issue again, we are not discussing the most commonly reported incidents that tenants report to CSU.

The Minutes of the February 5, 2024 meeting indicates there are “regular reports regarding community safety provided through CSAC”.

If that were true, I wouldn’t be making this deputation. We need only to look at the Work Plan of CSAC, it has 1 Agenda item only the “Violence Reduction Program”.

This pertains specifically to 11 high needs communities ONLY, who have dedicated on-site CSU staff.

Last month, TSC received a report on Tenancy Management Protocol – CSU Incidents. It included a list of the types of calls for service incidents CSU receives: ie; such things as: Disturbance, Thefts, Break & Enter, Disputes, Dog Owners, Personal Injuries, Noise Complaints etc.

There is no regular reporting on these incidents that our tenants face every day across all communities. The COO report speaks only to CRIMES against Property, People and Fire Incidents.

We do not receive any statistics on the remaining Incidents, the ones that generate the highest call volume for service and severely impact our tenants. We need to know what those numbers are, CSU response and whether these complaints are reducing or increasing over time.

We know that Calls for Service are triaged by CSU – they make a determination whether or not to dispatch an Officer to attend.

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The TPS is required, by law to serve and protect, all communities and attends calls for service.

As the most common safety incidents are not reported to the TSC or CSAC, it prevents Tenants from making deputations on Safety & Security as it never appears on an Agenda.

To my mind, we are doing a great disservice to tenants who don't live in high needs communities, they are suffering and do not feel well served. We can't NOT talk about these incidents that are severely impacting our tenants' quality of life every single day in all communities.

The Tenant Survey indicates less than ½ respondents were satisfied with safety level in their community, ½ respondents were satisfied with the service provided by CSU. This has been identified across all regions as an area in need for improvement.

As indicated in the report, CSAC is not restricted from identifying additional matters that it wishes to consider.

To that end - I recommend:

The Committee ask Management to provide:

Quarterly reports on CSU Top 10 calls for service “portfolio wide”, CSU method of response, identifying trends and making recommendations to improve the tenant experience and relationship with CSU.

Thank you.

Deputation – Catherine Wilkinson
TSC Public Meeting – April 11, 2024

ITEM 9A. OPERATIONAL PERFORMANCE MEASURES

DEPUTATION

CALL CENTRE/MAINTENANCE REQUESTS

This is the script of the CC recording that is played when tenants call:

PLEASE REMAIN ON LINE FOR THE **DEAD AIR** NEXT AVAILABLE TEAM MEMBER

Due to technical issues with our phone line intermittent or undue delay issues with staff may be experienced during your interaction with staff,

We appreciate your patience while we work to resolve this issue.

The CCC tries to provide all tenants with excellent customer service in a timely and professional manner.

*We remind all callers that aggressive behaviour, harassment or the use of profane language **DEAD AIR** will NOT be tolerated and could lead to the call ended if necessary.*

We have had a problem with the phone line for months.

I understand a call centre has some irate callers and they are trained to deal with them as they arise. But to subject every single caller to that recording when calling for service is frankly offensive.

A few months ago, on a Sunday, I called to report a leak in the ceiling at the main entrance of our building, the water going was going into what looked like an old smoke detector. I put up signs, wet floor pylons and a bucket to catch the water, warning tenants & visitors of the leak, to prevent a slip and fall. You're welcome! I was on hold for 30 minutes ... disconnected, called back on hold for another 20 minutes..

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To be clear, I'm doing YOU a favour by reporting a plumbing / electrical, potential liability issue in a common area. The delay in call answer and receiving that offensive recording (twice!) was quite off-putting.

You do not have this recording on your employee Maintenance Request Line and it should be removed immediately from the Tenant Line.

In March, a "select" group of tenants received a generic email from TCHC advising them that back in NOVEMBER 2023 (4 mos after the change), TCH started a temporary hold on NON-URGENT work orders, to be replaced by a new "TRIAGING PROCESS".

To allow TCH to prioritize urgent and emergency work orders over non-urgent ones.

I'm not questioning management's decision to do this.

This change in service NOT communicated out to all Tenants, leaving the majority of tenants in the dark. Something as significant as this should have been communicated portfolio wide.

There is no timeline when the temporary hold on work orders will end –
"committed to completing these repairs as soon as possible".

It is actions like this that further tarnish our public reputation and lead to increased tenant dissatisfaction.

In a recent call for a lighting issue, (takes between 3-5 days), I was surprised when asked if I wanted a NOE and I said YES. Under the RTA, with the exception of emergencies, a landlord must provide 24 hours written notice to enter a unit, there could be serious consequences for failing to do so.

I hope this feedback helps to improve service delivery.

Deputation – Catherine Wilkinson
TSC Public Meeting – April 11, 2024

ITEM 9D. REINSTATEMENT CCTV ACCESS

DEPUTATION

Thank you Nadia and Allan for re-evaluating this process, considering how this operations decision would indirectly impact on Tenants and Staff who serve them and reinstating CCTV access for Superintendents.

It is not a good business practice to change the name of Corporate Policies, once approved and implemented. This Policy has been in place for 15 years or so. The name is well recognized amongst staff and tenants alike. Changing the name may lead to confusion for people wishing to access the policy, or to reference documents related to the policy.

If I could suggest a friendly amendment, keep the same policy name CCTV Policy, with the sub-title Security Video Surveillance Policy directly below, which spells out clearly what it is.

Board and Committee materials are posted on the website, when someone conducts a search by “topic” the name of the report must be the exact same each time it appears, to ensure one can find all related materials by that name.

Thank you Chair Campbell, Directors and Management. Today is a win-win for Tenants, Staff and Visitors.

Deputation – Catherine Wilkinson
TSC Public Meeting – April 11, 2024

9E. CSU – ANNUAL REPORT TPS

DEPUTATION

One of the primary roles of the Community Safety Unit when created was to provide community patrols portfolio wide. This would help to build positive relationships and build trust amongst Tenants to help CSU address community issues. As a result of restructuring, this became more difficult over time, we have since increased staff.

Today that model is provided to 11 High Needs Communities only, these are part of the VIOLENCE REDUCTION PROGRAM “VRP” which has dedicated on-site CSO’s. The chart indicates there were 18,266 Calls for Service in those 11 communities. Those tenants are well served.

As mentioned earlier today, the TCH Board does not receive performance metrics from CSU as it relates to Calls for Service for the remaining TCHC communities.

On Page 2 & 3 of this report, in addition to working with tenants, the overarching objective for CSU is “to reduce Crime, ASB and provide support to TPS by conducting investigations, collecting evidence, arresting/releasing and transporting individuals to TPS for processing”.

There were multiple conversations over the years about TPS officially taking over CSU – but there was pushback at TCH.

It appears CSU has become an arms-length division of TPS but is funded through the TCHC Budget.

I look forward to the CSU review being done at the City to see if it identifies ways we can improve service delivery for all tenants.

Deputation – Catherine Wilkinson
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ITEM 9F. ANNUAL PEST MANAGEMENT REPORT

DEPUTATION

It can't be understated, Pests are the most serious issue that negatively affects the quality of life for our Tenants. Yet it is the least talked about.

There is significant community stigma attached to having “pests” of any kind.

EHU is openly talking about their pest management services, this will go a long way to building trust, reducing stigma and result in better outcomes for tenants, staff and visitors. In the longer term, it will minimize migration of pests between units and reduce the costs associated with treatments and repeat treatments for the corporation.

We know the most common pests are Bed Bugs, Cockroaches and Mice. Once these “structural” pests invade a building, they quickly breed and migrate to other units in various ways, often through adjoining walls, electric receptacles and baseboards.

Where a tenant is vulnerable and needs assistance to prep for treatment, or has hoarding issues, TCH must first arrange to have the unit cleaned up before pest treatment can take place.

This cleanup process can cost thousands of dollars for which TCH is not funded. It falls to EHU to seek out those funding partners and agencies to provide the necessary supports & services. This could take several weeks or longer.

The Maintenance Dispatch Chart on Page 12, identifies Calls for Service, Pest Management is not included.

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There were 57,700 service requests in 2023, making it the 2nd highest call for service after Alarm Calls. Presently the TSC receives an annual report on Pest Management.

The Tenant Survey asks questions related to “services that have the highest impact on Tenants”. Yet there are no questions regarding Pest Management.

Our aim is to reduce pests and improve the quality of life for our tenants. To achieve this, we need to start talking openly and more frequently about pests, in our communities, across the organization and at the Board Level.

To that end, through the Committee, I would recommend:

The TSC request Management to include Pest Management Calls for Service on the Maintenance Dispatch Chart, 2) include Pest Management Questions on Tenant Surveys; and 3) provide the Pest Management Update including associated costs twice annually.

Thank you.