

TCHC April 27th Board Meeting

Name: Cheryl Duggan (cheryl.duggan.66@gmail.com)

DEPUTATIONS RELATING TO ITEMS 2C, 2D, 2E, 5, 6, 7, 8A, 8B, 9, 10 & 11

ITEM 2C – Q1 2020 PAC AWARDS AND REVENUE CONTRACTS

For the change order on page one is the amount listed under winning bid the original bid or is this the amount of change order request? If, as I suspect, this is the change order request then maybe we can find a way to include the amount of the original contract on the chart?

ITEM 2D - APPROVAL OF FACILITIES MANAGEMENT CONTRACT AWARDS WITHIN BIFAC APPROVAL AUTHORITY

ATTACHMENT 1 - Direct Award: Sprinkler Head Replacement at 717 Broadview Avenue (VAC 20054)

How does a sprinkler system become "internally blocked by glue"? Has the source been traced? Is this a result of a previous replacement of the system thereby raising concerns about a specific approved vendor? Do we need to be concerned about this at other TCHC buildings?

ATTACHMENT 3 - Direct Award: Supply of Cisco Equipment for CCTV Camera Network Deployment (VAC 20123)

Are these "Network switches with associated clips and power cables" the components necessary for TCHC to install the surveillance systems that a National Post article titled "Forgot Your Keys? Scan Your Face Says Canadian Firm Amid Privacy Concerns?" where TCHC is mentioned. (Do you think this technology is going to prevent people from tailgating into our buildings? Or better yet, simply walking through unlocked, or propped open building access doors?)

ATTACHMENT 4 - Direct Award: Ameresco Asset Planner and Auditor Software and Support Services Renewal (VAC 20120)

Their website claims "When budget constraints are an issue for energy project financing, Ameresco can turn these fiscal strains into sources of cash through different contract options that allow reinvestment into core assets and the reduction of operating costs. By conducting a needs analysis that highlights facility-related cost savings and revenue opportunities." So how much cost savings and revenue generation has been a result of this partnership?

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ATTACHMENT 7 - Change Order: Additional Compliance Measures for Exterior Insulation and Finish System (“EIFS”) for Re-cladding at Jane/Falstaff and Birchmount/Eglinton (VAC 20116 & VAC 20115)

This is something that I was trying to prevent before by limiting the amount of a change order and the number of times they come back to the board a contractor can come back requesting more moneys. At what point does the bidding process become redundant? At the 22.8% Change Order request plus a \$300,000 contingency? Or at the 29.3% Change Order request plus a \$300,000 contingency? ...

ATTACHMENT 8 - Change Order: Additional Equipment for Preventive Maintenance Services and Demand Repairs for Furnaces and Domestic Hot Water Heaters (VAC 20127)

... Or 36% of the original amount?

ITEM 2E - DIRECT AWARD: CERIDIAN DAYFORCE PAY & TIME SUBSCRIPTION RENEWAL AND TIME & ATTENDANCE IMPLEMENTATION & SUBSCRIPTION

About the online thing you haven't outsourced with respect to human resources is recruitment.

Oddly enough I don't see any COVID provisions attached to this agenda item. Given that many TCHC staff position have been shifted to temporary workers I would be interested in knowing how that is affecting the budget for Human Resources.

ITEM 5 - ANNUAL INFORMATION RETURN

Attachment 1

Financial Management

5) Did the corporation receive a management letter from its auditors reporting serious deficiencies in internal controls or operations? (If yes, attach a copy of the letter) - The answer was NO. But I'm wondering if there was an audit looking to expose serious deficiencies in internal controls or operation? What is considered a reportedly "serious" deficiency? What lesser deficiencies are escaping oversight and controls?

9) Did the corporation make all transfers to and expenditures from the Capital Reserve Fund as required? The answer was YES. I would like to know if the recent influx of federal moneys for capital projects are passed through this fund?

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13) Is the corporation free and clear of material contingent liabilities and legal disputes? The answer was YES. But I don't believe that to be 100% truthful. Legal disputes include wrongful termination suits do they not? Or has that been creatively recorded only through HR?

ITEM 6 - ANNUAL REPORT AND LETTER TO THE SHAREHOLDER

Quality Homes

1.1 how can a property be "net neutral" given TCHC has covered previous years operating costs? Maybe replacing that term with something along the lines of "at no further cost to" would be more accurate. Beside "net neutral" has other connotations related to internet access and internet service providers.

1.2 Am I the only one having difficulty with the very simply math calculation? Since when does $2 + 2 + 2 = 4$?

2.1 Tenant Engagement System

Again I would like to hammer home the idea that a tenant board member is part of a viable tenant engagement system. Nowhere is there any mention of when elections may be held to replace current tenant board members who's terms are up shortly. This is part of a universally accepted standard of governance practices. Both the City of Toronto and TCHC should not be negligent in this regard.

2.1.1 Could we amend those action plans in light of COVID 19 to include hand sanitizers for all entrances to TCHC buildings?

2.1.2 Could we not just do one bulk order with the Tenant Action Funds? and have them distributed according to my suggestion in 2.1.1?

2.2.2. Eviction Results

Are 447 applications from 2017 still being processed by the LTB or have they been resolved? Thereby making the 579 cases in 2019 in front of the LTB from that year (2019) alone?

Astounded by the numbers listed beside anti-social behaviour, damage to unit of complex (maybe that should be changed to damages to unit or extended TCHC property [the guy next door to me keeps ramming his accessibility scooter into the lobby doors and has recently incurred a charge

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to his rental account for repairs to said lobby doors]), health and impaired safety (same guy was smoking in the lobby the other day) and illegal acts (SURPRISE!!! Seriously, though I would think these illegal acts may be happening on TCHC properties more during COVID 19 as they would stand out if they stand out ... you know what I mean?)

2.3.1 Would it hurt to include interested tenants in that AODA training?

2.3.2 "TCHC has developed and implemented complaints procedures for resolving complaints concerning discrimination and/or harassment between tenants." Where is the Vulnerable Tenant Strategy with a plain English explanation of what discrimination and/or harassment is for tenants as a portfolio wide educational program? I have been requesting this for approximately two years now. My guess is that if more tenants knew what qualified as discrimination or harassment there would be more complaints to resolve. #JobCreation

4. BUSINESS FOUNDATIONS

4.2 Procurement

Are the Procurement Policies and Procedures redundant given the number of contracts that come back to the table for Change Order approvals? Chances are that they may have bid too low in the initial bidding process to gain the contract> Then once they had it found way to inflate it by following through on change order claims and having contingency funds to top it all off.

4.4 Challenges Faced In 2019

Air Conditioner Exchange Program

Long before the tragic death of a child from an air conditioner falling out of a window my building was slated to get new windows. So we had an Air Conditioner Exchange Program. I'm just wondering who got our advanced order of air conditioners because tenants in my building have yet to receive theirs.

Appendix A - Ten Year Capital Financing Plan

Won't this Capital Needs budget numbers need to be adjusted upwards for the next year as a result of COVID 19 impact?

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Appendix B - Shareholder Reporting Requirements (Bottom of page 82)

"TCHC and the Tenant will maintain a democratic system of active tenant participation and involvement that will:

Provide a tenant council structure or similar organization; •

Provide for tenant input for decisions at the corporate and local levels; • Provide for tenant input for setting local spending priorities and service levels; and

Include tenant representation on the Board.

The system of tenant participation will respect the terms of the Shareholder direction and the financial targets and performance benchmarks that are established for TCH by the service manager."

The tenants should be able to vote for our own representatives to sit on the Board of Directors. Be thankful I'm not asking for equal tenant representation yet.

Appendix C (pg 32 - 34)

In the Regent Park Development Corporation and the Regent Park Art's Non-Profit Development Corporations documents there is an acknowledgement of "Daniels Eastside Corporation". Is that not now known simply as Daniels Corporation and shouldn't these documents not be changed to reflect that?

ITEM 7 - AGM PROCESS FOR TCHC AND ITS SUBSIDIARIES

As I have indicated previously I used to sit on the Board of Directors for Scarborough Community Legal Services. During the Annual General Meetings was when we would fill vacancies on the board by secret ballot. Why can't this same process be applied at TCHC AGM's for electing board members including tenant board members? Theoretically, should we not stagger the terms of the tenant directors so that there is a not a gap in knowledge.

C SPECIAL RESOLUTION FIXING NUMBER OF DIRECTORS

"the number of directors of the Corporation within the minimum and maximum numbers of directors provided for the in the Articles of Incorporation is hereby determined to be _____;" Is the number of board members really that flexible that TCHC can leave it blank? If it is, which way is TCHC flexing?

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ITEM 8A - CHANGE ORDER: BULK GENERAL REPAIRS UNDER STATE OF GOOD REPAIR PROGRAM (VAC 20033)

Change Order: Bulk General Repairs under State of Good Repair Program (VAC 20033)
Now I'm thoroughly confused.

So the previous agreement for State of Good Repair funding was \$5 million per year.

The Change Order is requesting \$7 million a year because of an increase in demand based on an opt out instead of opt in approach to State of Good Repair.

Now is that \$7 million on top of the previous \$5 million?

Original \$5 mill + Change Order \$7 mill = \$12 million

Total \$12 mill - \$8 mill preapproved = \$4 mill

If it is then where is the other \$4 million going to go as there is already \$8 million approved (according to Table 1 SOGR Spend & Impact)?

If not then shouldn't the Change Order specifically state that there is an additional \$2 million per year required for SOGR? & maybe indicate where the other million will come from that has already been preapproved for SOGR?

Original \$5 mill + Charge Order \$2 mill + Unspecified \$1 mill = \$8 million

Does the Vendor Compliance Evaluation System take into account the number of times and amounts of Change Orders that contractors apply for? If not maybe it should.

ITEM 8B - CONTRACT AWARD: ROOFING PREVENTIVE MAINTENANCE PROGRAM (VAC 20068)

Maybe it would be a benefit in the long run to increase the amount of preventative roof maintenance in the short term to decrease the cost of emergency maintenance? I'm sure that premiums rates would apply to emergency work orders.

While mentioning scope of work on pg 2 of 4 there is a notion of Routine Preventative Maintenance with a biannual roof cleaning. Maybe we could remove those cellular towers off our roofs until such a time as the big telecoms understand access to our roofs should result in a quid pro quo of access for all tenants to main entrance lobby cameras.

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ITEM 9 - LAWRENCE HEIGHTS: PHASE 2 & 3

Will the units that are scheduled to be part of the new development phases be of a proportion that families can share the spaces? I have been to other new units in TCHC communities and overheard comments from other people stating that the bedrooms are no larger than a single person jail cell. I agree. The living room and dining area will fit either a dining room set or a small living room set. But not both. In a five bedroom townhouse it would be best to give families with children and youth room indoors to socialize with their families than have them outdoors 24/7 socialize with gawd only knows who. Is there not a minimum additional square footage per person allowance when designing residential spaces? I honestly believe the way new units are currently being designed at TCHC could increase the potential for criminal behaviour.

Oh and please stop putting so many outlets in those tiny bedrooms. Four or five outlets per cell is insane. I'd hate to see the hydro bill!

ITEM 10 - IMPLEMENTATION OF RUBIN THOMLINSON RECOMMENDATIONS

This should be an easy question to answer - What does TCHC's Human Resources department do well? Unfortunately, unless that answer is pawn the work off onto others I can't think of an answer. Payroll and employee attendance have been outsourced to Ceridian. Now the newly created in-house Professional Standards Unit will be under the Legal Services umbrella. If Human Resources personnel can't be trusted to do their job then why are they still on TCHC's payroll?

TCHC's employee motto "Your Culture. Your TCHC." rings hollow when followed up with the perception that employees under investigation will try to game the system. If you don't trust your staff to perform appropriately then those issues could be a result of one of three things not mentioned here. TCHC is not hiring qualified staff, TCHC is not training the staff they do hire properly, or TCHC is not supervising staff properly. These issues can be traced back to ... you guessed it ... Human Resources.

Procedure for Staff Complaints -

With the history of issues associated with TCHCs Human Resources do you really think that offering up the HR complaints email is a viable solution? I don't even work there and I think that's sketchy. Maybe post the contact for the Professional Standards Unit. I know I'd be more likely to contact them if I had an issue.

Is there an evaluation form for the person who initiated a complaint to fill out about the process?

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As far as record keeping is concerned shouldn't records of all substantiated claims be held in an employee's files and included in discussion while evaluating the offender at their annual employee performance review?

Are staff quizzed on their knowledge of the different Policies and Programs in place to protect themselves and others at their annual employee performance review or otherwise encouraged to improve their familiarity with the materials?

Does TCHC hold workshops on these issues that are mandatory for staff to attend?

Since the new policies and procedures have been in place what is the total number of complaints received? How many have they been resolved in a hundred days or less? Is anyone tracking the complaints to ensure there are no unsavoury patterns developing that could lead to a toxic work environment?

Now if only we could get one hundred day resolutions for some of the issues involving tenants that are engaging in illegal and/or anti-social behaviours ... This place gives the phrase "one day at a time" a whole new meaning.

ITEM 11 - JUNE 2020 MORTGAGE RENEWAL WITH SCOTIABANK AND CANADA MORTGAGE AND HOUSING CORPORATION

How can you talk principle (amount of money owed), terms (length of time to pay cash back) and not mention percentage of interest rates {are they fixed or variable and are they simple or compound}?

Is TCHC planning on paying down these mortgages or rolling them again once this next term is finished?