

Deputation - Jackie Yu  
Item 8 - 2023 Board and Committee Meetings at City Hall  
GCHRC Public Meeting - January 30, 2023

Governance, Communications and Human Resources Committee meeting public Agenda January 30, 2023 , item 8 " 2023 Board and Committee Meeting at City Hall."

Written deputation from Jacqueline Yu.

Good morning, Mr. Chair and Community Members.

My name is Jacqueline Yu and I am a tenant of TCHC .

Thank You for the opportunity to allow my voice to support item 8, 2023 Board and Committee meetings At City Hall. It is an excellent recommendation and one step closer to transparency.

As a long time TCHC tenant since 1986, former name City Home, I am always a grateful and happy tenant.

After 4 pillars services elements decentralization to Regional Management, Regional Management using high-hand, intimidation , harassment , no policy and freely apply unfair policy to target vulnerable tenants such as English is not the first language and chronic ill tenants. I live in fear and in danger, we live in no policy, free of attack in many forms by the Regional Management team.

my local superintendent team is hard working team , but only work from Monday to Friday and we don't have staff work on weekend and long weekend and garbage allowed dumped from second floor to my lawn and townhouses allowed pulled their organic bin in front of my fence and Human feces always found around our building and my front lawn including all the odd items such as Female monthly diapers , Meats, fish , noodles, unknown liquid , dog poop. illegal activities, wild parties from midnight to early morning , drug dealings. Former CSC [REDACTED] using non real tenant engagement Refresh as a tool to corrupt our System and support by Regional General Manager in [REDACTED].

To make it worse, the former CSC [REDACTED] encouraged the tenants who did not live in my building to come in front of my windows to pick a fight and

physically get close to me to intimate me and deprive me of my right to get help from security. The TCHC Special Constable told me he can't help me because the Regional General Manager in the [REDACTED] Region passed his email to the bully townhouses tenant not living in my building as protection for her bully action against me by stating that in front of my windows are not part of my rental agreement. In that theory, all the outsiders could trespass into my lawn right in front of my bedroom windows and living room windows, dining room windows and kitchen windows and have access into my unit through my windows. All the outsiders could fight, party in the hallway, and lobby right outside of my unit door, because it is not part of my rental agreement, according to the theory of our Regional General Manager in [REDACTED].

All Regional staff and local staff distant from me and allowed Harassment continually and did occur right in front of my windows. I sent out over 20 emails begging for help and harassment allowed continually and I got trapped inside my unit for 4 days triggered me chest extremely pain, vomit and finally faint out inside my unit on June 4, 2021, I rescued by paramedic team, police car and fire truck all arrived and rushed me to [REDACTED] hospital emergency ward immediately IV and Oxygen.

Since restructuring 4 pillars of services to the Regional Manager's team. Tenants Complaints have not been adequately addressed as all tenant complaints make their way back to the Regional General Manager. This concentration of power into one team creates an environment where tenant complaints can be covered up and not adequately dealt with. From my personal experience. I have brought up issues with the Regional Manager's team, which were not dealt with to my satisfaction. When I brought up my tenant issues with the Solution Team. Tenant Relation - Solution Team that was based on the Regional Manager's perspective rather than the full factual situation. Policy and Strategy did not reflect reality. Theory is beautiful, Reality is cruel dictatorship and Manipulation pushes the tenants down to show absolutely superior Power to control and insult tenants in reality.

Solution team used the untrue self serve one side story to shut my true complaints which brought to their attention. To make it worse, by using false and misleading information to shut my complaints and close my file and put it in my tenant file to target me is part of the Regional Managements' current working plan to shut the tenants' channel to complaint. Using Non Real and non Transparency Tenant engagement Refresh as a tool for false Tenants

Voice and False feedback to corrupt our System to not benefit tenants but cause harm than good.

██████████ and ██████████ turned a blind eye and ignored all the complaints brought to their attention and referred to the Solution team. Solution team using dishonest and misleading theory to cover up and not truth in reality.

Tenants really live in fear and in danger and NO real channel to report . 2023 Board and Committee Meetings at City Hall is BIG STEP closer to Transparency . I 100% support that wonderful recommendation.

Thank you for this recommendation.

Jacqueline Yu

██████████ Street unit ██████████  
tel. ██████████