

Deputation - Jackie Yu
Item 6 - 2022 Strategic Communications Plan
GCHRC Public Meeting - May 25, 2022

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Deputation from Jacqueline Yu.

Good morning, Mr. Chair and Directors.

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

Thank you for the opportunity to share my thoughts. In my view, a TCHC strategic communications plan requires the creation of a permanent Deputation Focus Group that obtains feedback from all affected tenant groups at TCHC, including groups from all cultural backgrounds, ages, and disabilities. This means first identifying the affected tenant group (e.g. apartment or townhome tenants), reducing the impact of non-affected groups in decision-making, and proactively seeking out input and giving voice to those who may not otherwise participate such as tenants who do not speak English as a first language. Feedback should be documented from all affected groups and considered before any action is taken. Currently, my experience is that decisions at my apartment building seek tenant feedback predominantly from townhome tenants instead of apartment tenants on apartment building matters, and people who are not as comfortable with English are not as equally represented as tenants who speak English as their first language.

Secondly, TCHC has serious governance issues. When errors in record keeping are brought to TCHC's attention, nothing to my knowledge is done to correct the error and the error is used in TCHC's decision-making process, which is improper. There appears to be no verification of information even when the error is brought to the attention of Tenant Solutions and all the way up to the CEO's office. Instead of verifying information, the same error is incorporated into decision-making. In my experience, the tenant representative on record at TCHC is not the actual tenant representative, the error has been brought all the way up to the CEO's office attention, and the result is that any outcome that is supposed to include tenant representatives is corrupted.

In any good organization, there is accountability and follow through when errors are made. This does not appear to be happening at TCHC, and the result is that the same errors continue and are perpetuated throughout the organization.

Thank You for listening.