

Deputation - Jackie Yu  
Item 10A - Review of CSAC Charter  
TCHC Public Board Meeting - July 28, 2022

Deputation- Jacqueline Yu  
Written and Verbal deputation  
Item 10 A Review of Community Safety Advisory Sub- Committee Charter  
TCHC Public Board Meeting - July 28, 2022.

Good morning, Mr. Chair and All Community Members.

My name is Jacqueline Yu.

Thank you for the opportunity to share my comments on Item 10 A " Review of Community Safety Advisory Sub- Committee Charter."

In my view, the TCHC Board urgently needed to establish a Long term independent Community Safety Advisory Committee directly reporting to the TCHC Board and NOT Sub- committee under TSC

Mandate should be included and not limited to the following:

- Community Safety Unit ("CSU");
- Overview Of Community Safety and Support Pillar;
- Tenancy Management , ( Managing Difficult Tenancies, Tenant Support);
- Categorization of TCHC Communities;
- Tenant impact and CSU involvement ;
- Tenant Engagement Models;
- Hub Model;
- Recommendations to TCHC Board directly; and
- combined with TCHC strategic Communication plan required creation of a Permanent Open Tenant Deputation Focus Group Replacing our current non real Corruption Tenant Engagement Refresh.

Our New model of Community Safety Advisory Committee should be CHAIR by Councillor/ Director Paula Fletcher and Board Members sitting in the CSAC including and not limited to Former Tenant Board Directors and Current Tenant Board Directors supported by General Counsel Darragh Meagher 's legal department and his Deputation staff

team. All TCHC tenants are welcome as an open Deputation Focus group. All feedback documented by the General Counsel's team. It is an open channel and welcomes all tenants input ideas and opinions as open True Tenants Engagement with transparency and fair to all tenants.

I am a long-time TCHC tenant, feeling much more dangerous now than ever. Shortly after decentralizing all service elements to Regional Management, I lived in fear, feeling much more dangerous now than ever in our Community. I am not only feeling unsafe in the TCHC Community, I am also worried about my safety in my own home. Tenant Engagement Refresh CSC [REDACTED] encouraged harassment and bullying to target individual tenant such live alone with chronic illness and English is not the First language Asian senior like myself, partnering with The Regional General Manager in the Central Region using High-Hand by passing legal obligations, which CSC [REDACTED] and Regional General management can manipulate for their own benefit to corrupt our system at the expense of the vulnerable individual tenant.

TCHC have No Staff and No Department oversees TCHC Regional management Operations. The Regional General manager in the central region wants to use it 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 that govern TCH decision making and demonstrates a lack of understanding and ignores a tenant's right to quiet enjoyment of their unit

This is fatal flaw in TCH's Tenants Engagement Refresh process as it allows for intimidation and corruption, CSC [REDACTED] encouraged tenants not in my building harassed me and team up with Regional General Manager in Central region by using Corruption Tenants Engagement Refresh as a tool , High-handed and dictatorship to target of attack me, free to apply unfair policy , free of harassment, violated Human Rights and Privacy Rights encouraged the tenants not live in my apartment building came into my lawn, slam my gate, step over my flowers, physical get close to me intimidated me right in front of my windows forced me open up my lawn welcome the illegal activities such as drug dealings, wild parties, large group social gathering from midnight to early morning and fighting right in front of my bedroom , living room, dining room and kitchen windows.

( I invited you to review over 100 security reports in our building since 2018- currently regarding wild parties, fighting, large group gathering from midnight to early morning , drug dealing and break in all our mailboxes and odd garbage dumping into my lawn and only last month ,4 times in one week our building back

gate was damaged and broken by outsider) . We are lucky to have a handy superintendent fixed it .

I was terrified and had no help from TCHC because the Regional General Manager in central region sent his email to individual bully tenant as protection to protect her bully action against me without consequence from special constable [REDACTED], Tracking number [REDACTED] from security department on May 31, 2021 , as consequence I got trapped inside my unit for 4 days caused me extremely worried my safety triggered chest pain, vomit, can't breath and fainted almost die inside my unit. Fire truck , police car and paramedic team rushed me to [REDACTED] hospital on June 4, 2021 . I am still under treatment for this terrifying memory.

CSC [REDACTED] and Regional General manager in the central region teamed up with Solution manager [REDACTED] , COO office and [REDACTED] in CEO office using the false and misleading information to cover up and turn a blind eye to support the corrupt Tenant Engagement Refresh and tried to shut all my channels to complain. Solution Manager [REDACTED]'s letter dated April 8, 2022 closed my complaint as final decision based on false and misleading information by Solution Manager and the false and misleading information will be put in my tenant file.

Our Tenants Engagement Refresh is non real and used as a tool to set up for corruption and intimidation. No election and no minimum number of tenants required to vote , no open call and secretly selected including people who do not live at our building and not live in our adjoining townhome become our secret non real Community rep. in TCHC official records to suit the different corruption situation and not providing information who is the fellow tenant nominated that non real Community rep.

Tenant Engagement Refresh lack of transparency and lack of professionalism by passing legal obligation forced to turned our Common space and restricted Common space into private rentable illegal activities including attempting to open up our roof for the separate building tenants parties by pass fire regulation and building code and forced me to agree open up my lawn in front of my bedroom, dining room , living room and kitchen windows as common space for the tenants living in separate building and they all have their private lawn and private backyard or private balcony for large group of social gathering including wild parties from midnight to early morning and drug dealings. My window glass, just broken and damaged by the wild party guests hosted by my neighbours and replaced on June 1, 2021. Our back building gate just broke and was damaged 4

times in one week last month and lucky we have a handy superintendent who fixed it.

TCH's tenant charter refers to integrity and equitable treatment. Yet, TCH's Tenant Engagement process is not equitable. For example, there is no representation from [REDACTED] apartment building matters, only [REDACTED] Apartment building should be representation from [REDACTED] apartment building matters and NOT the townhomes tenants at the separate building to make the decisions and control our building at [REDACTED] Apartment building. Townhome tenants at [REDACTED] Are self interested in their own issues and are pushing for changes that are detrimental to the apartment building tenants. This is not equitable.

Tenant Engagement Refresh using a non real secret Community representative to write the illegal proposal and illegal recommendation without our consent and knowledge and put the different set of secret non real tenant Representatives in TCHC official record to suit the different situation for corruption.

By using Tenant Engagement Refresh as a tool to corrupt our system including and not limited to Tenant Action Funds, PB FUNDS, Tenant Representatives input into decisions at the corporate and local level. Tenant feedback and future development.

In 2018, I am the tenant representing my building at [REDACTED] Street to the Tenant funding Table at 341 Bloor Street West. I got one Fan and one Bench approved for our laundry room. The Fan was delivered and I signed off and gave it to our building Supervisor [REDACTED] to keep in his office for all needy tenants in our building. The approved Bench worth \$800 in categories never delivered to our building as of today.

After I kept tracking for the undeliver laundry Bench, I got target of attack from CSC [REDACTED] and she encouraged tenant not in my building came into my lawn, in front of my windows physically intimidated me and partnering with The Regional General Manager in Central Region forced me open up my lawn welcome the illegal activities, private unground business in front of my bedroom and all room windows and Blocking all my channels to complaints and not give me opportunity voice my concerns.

I got trapped inside my unit for 4 days and almost died inside my unit. A Fire Truck, police car and Paramedic team rescued me by rushing me to [REDACTED] Hospital on June 4, 2021. I am still under medical treatment for this terrifying memory.

I got trapped inside my unit for my safety and no help from TCHC security because the Regional General Manager in the central region sent his email to the bully tenant as protection by saying that in front of my windows is a common space. She is allowed to come in front of my windows to harass me without consequence. All staff were distant from me and allowed the harassment onward from May 31, 2021 until I got rescued by a paramedic team who rushed me to [REDACTED] hospital on June 4, 2021.

Our current Tenant Engagement Refresh is non real, all feedback does not reflect reality, all records are wrong. Tenant Engagement Refresh using false and misleading information including people who do not live at our building or not even at the adjoining townhome become our non real Community Rep. and non real Building Committee member.

There was not even a minimum tenant voter turnout that was even needed. There was no quorum or minimum number of tenants needed to participate to pass proposals, no elections take place and tenant Engagement Refresh CSC using false and misleading information, including people who do not live at our building or adjoining townhomes become our non real Community representatives and secretly put in TCHC official record and using different set of non real Community Rep. and non real building Community members on our behalf to write the illegal proposal without our consent or knowledge to corrupt our system. My name was secretly listed as our building Committee Member without my consent or knowledge. I feel very offended that I became part of this corruption team member without my knowledge.

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 decision making process. There appears to be no verification of information even when the error is brought to the attention of Tenant Solutions, COO Office and all the way to the CEO 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 office attention, and the result is that the same errors continue and are perpetuated throughout the organization.

Policies feedback and decision making obtained from non-affected tenant groups, feedback and survey do not reflect reality.

TCHC's current policy strategy is that my apartment building at [REDACTED] seeks feedback and decision making from [REDACTED] townhomes tenants instead of tenants at [REDACTED] apartment building matters. That is not a fair policy.

As a tenant, I don't need tenant action funds, I don't need PB Funds. I only need the safe and peaceful enjoyment in my unit. When these basic requirements are lacking instead use Tenant Engagement Refresh as a tool to harass and target me and corrupt our system ( CSC [REDACTED] ). Further team up Regional General Manager [REDACTED] in the Central Region, Solution Manager [REDACTED] and [REDACTED] in the CEO office teaming up by using false and misleading information to cover up the whole improper management.

This is a SHAME and SAD fact of TCHC culture, Why no Single staff or department oversee TCHC Management Operations?

Establish Permanent Community Safety Advisory Committee Open call to all tenants Replaced current Corruption Tenant Engagement Refresh is the Best Solution to monitoring TCHC Management.

Thank you for your consideration.