

Deputation - Jackie Yu  
Item 7 - Review of TSC, BIFAC and PAC Charters  
TCHC Public BOARD Meeting - June 28, 2022

Deputation- Jacqueline Yu

██████████ Street,

Written and verbal Deputation.

Item 7- Annual Review Of The Tenant Services Committee Charter.

Deputation to: TCHC Board Meeting on June 28, 2022 .

Good morning, Mr. Chair and all Community Members.

My name is Jacqueline Yu.

Thank you for the opportunity to share my experience on TCHC Annual Review of the Tenant Service Committee Charter in respect of Community relations, tenant engagement and quality customer services, healthy Communities, policies, strategies , distribution of tenant funds, including the participatory Budget Program, and Community safety and security.

Comments on Community Safety and security , Community Relations and quality customer services:

I am a long time TCHC tenant , 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. Tenants Engagement Refresh CSC ██████████ By using Corruption Tenant Engagement Refresh as a tool partnering with The Regional General Manager in Central Region resulting in application of their selected policy, lack of transparency use facilitate changes ( that ignores TCH's legal obligations ) target and discriminate against certain group tenants such as Chronically ill Asian seniors, English is not the first language group like myself. CSC ██████████ encouraged tenants not in my building to come to my lawn , slam my gate, step over my flowers, yelling and screaming at me. physically get close to me and wanted to pick a fight to intimidate me.

On or about May 31, 2021, a tenant from the townhome at ██████████ unit ██████ entered my lawn and approached my window, yelling at me and claiming Tenant Engagement Refresh CSC ██████████ told the ██████████ unit ██████ tenant they could come onto my unit's lawn. I contacted Regional General Manager ██████████ and Community Safety and Support

Manager [REDACTED], both of whom told me I should contact security. I did so and the Special Constable [REDACTED] on the scene informed me that the [REDACTED] unit [REDACTED] tenant showed the Constable an email from [REDACTED] in which the townhome tenants were told that the lawn surrounding my unit is not part of my rental agreement and thus common space. As a result, the Special Constable was unable to do anything, despite the harassment happening outside my windows, tracking number [REDACTED]

I was totally shocked why any information relating to my rental agreement was passed on to individual tenants from Regional General Manager [REDACTED] without my consent. I feel my Privacy Rights are violated. Further, this decision makes no sense as it directly impacts my right to quiet enjoyment of my unit and appears to permit non-tenants of [REDACTED] to access the property of [REDACTED]. By this logic, I should be able to use the townhouse backyards too even though I am not a townhome tenant!!

That aside, I want to say that I am the only person tidying up and cleaning my lawn from 2006 to 2020. No staff or any tenant at TCHC cleaned my lawn except myself. I always thought it was my lawn since 2006, the first day I moved into my current unit at [REDACTED] Street unit [REDACTED]. No one ever told me not to clean my lawn and in fact no staff tidied it up at all from 2006 to 2020. I am also the only tenant paying the electric bill for my front lawn, both lights at the East and West exterior wall to light up my front lawn, in front of all my unit windows. There have been signs such as "Not Trespassing, Private Property" approved by TCHC staff at my request to put up on my metal fence to give notice to other tenants not to trespass into my lawn. All approved by TCHC and my lawn has a metal fence enclosing my unit which I requested former CEO [REDACTED] in June 2019 put up the new metal fence after my Wooden fence was removed in 2018 at my request, CEO [REDACTED] referral my request to Facility Management and my metal fence project was overseen by Senior Director [REDACTED] and designed by landscaping Manager [REDACTED] and the project was finished in 2019.

On June 1, 2021, the bully tenant at townhome [REDACTED] continued to harass me when I was leading the TCHC contractor to replace one of my window glass, which was damaged by the wild Party guests hosted by my neighbors. They were fighting and throwing wine bottles at my windows which resulted in a deep crack, while I was leading the TCHC contractor into my lawn to replace my window glass, Bully townhome tenant at [REDACTED] with Regional General

Manager's protection Email sent it to her as protection, she angrily looked at me, gave me the warning signal, tried to tell me, under the new tenant Engagement Refresh, it is a new common space and not my lawn any more despite the " Private Property" and " No Trespassing signs approved by TCHC upon my requested put up on my fence. I felt very frightened and went back to my unit.

On June 2, 2021, the same bully townhome tenant at [REDACTED] unleashed her dog intent to let her dog go inside my lawn, however, after she saw my son with me, she backed off.

On June 2, 2021, I reported to police at 808 -2222, Police event number [REDACTED], constable badge [REDACTED].

I did report and complain to my local Management team and all staff have distanced themselves from me and allowed the harassment to continue from May 31, 2021 and onwards. Regional General Manager [REDACTED] proposed to have a phone meeting with me. In his phone meeting, [REDACTED] Regional General Manager reversed his verbal agreement.

On or about May 27, 2021, I made a verbal agreement with the Central Region General Manager [REDACTED] in which I was informed the lawns surrounding my unit would be a restricted common space and only myself would be allowed access. This agreement was made after other tenants in townhomes wanted to enter the lawn area and disturb my peace of enjoyment, given the close proximity of my unit windows to the lawns. If anyone stands in my lawn, they not only see through my inside unit. They also easily get in my unit through my very large and low windows.

On or about June 3, 2021, I spoke with [REDACTED] Regional General Manager [REDACTED] over the phone after several more incidents of harassment by [REDACTED] unit [REDACTED] tenants. At this point I am feared for my safety due to the harassment. During this discussion, [REDACTED] reversed his previous position from May 27, 2021 and informed me that I had two options:

1) the lawns would be open common spaces to all tenants 2) the lawns would be closed common spaces and no one, including me, would be able to access them. I felt bullied into accepting the second option (no access for any tenants) in order to maintain quiet directly outside my unit windows and my own safety.

On or about November 24, 2021, [REDACTED] reiterated that the fenced front and side lawn would remain a secured common space accessible only by TCHC staff, vendors and contractors after I requested a key to access the lawn and maintain the space, as I had done since I moved into the unit.

I reiterated to him that our project has many illegal activities, with people knocking on my windows past Midnight, many loud gatherings and dog owners treating my lawn as a dog park and not cleaning up after themselves. All of the noise and loud social gathering have interrupted my rest and the strong painkillers made me very tired and I just needed a quiet home. The townhome residents all have their own front lawn and private backyard and/or private balcony to gather socially without needing to go into my lawn and loudly disrupt the residents and particularly me in my unit.

I told [REDACTED] Regional General Manager [REDACTED] that I disagreed with opening up my lawn as a common space to welcome back all the illegal activities. We have a high record of security reports of illegal activities and wild parties, fighting and drug dealings and even sex trading around my lawn area before my metal fence was put up. Facility Management's excellent team solved this issue; why are they welcoming it back? Particularly as I am a chronically ill senior, with need to rest as part of self care.

I am very worried about my safety. I feel like I am trapped inside my unit and am afraid of going out, feeling extremely anxious and helpless and isolated, unable to sleep for 4 days.

On the morning of June 4, 2021, I felt extremely chest pain, was vomiting, was unable to breathe and called 911. During 911 communication, I lost consciousness and was unable to talk. Fire trucks, policemen and paramedics rushed me to [REDACTED] Hospital and doctors at the emergency ward saw my uncontrollable emotion affected by this harassment and referred me to Dr. [REDACTED], [REDACTED] at [REDACTED] Hospital and I am still under treatment affected by this terrible memory.

I do not have any past [REDACTED] History and this terrible experience is still affecting my sleep pattern and giving me nightmares.

In addition to trying to maintain a sense of safety in and around the building, the reality is that I also need access to maintain the yard to keep it clean as needed. I have had recurrent [REDACTED] found in my blood caused [REDACTED], [REDACTED] four times in the last 2 years and this can be life threatening and very dangerous in my medical condition. I was hospitalized 4 times for bacteria found in my

blood causing sepsis including ICU and had a code blue call during the past 2 years.

Unit [REDACTED], the unit above mine at [REDACTED] Street, has a mentally ill woman living there. She likes to dump her garbage and odd items from her windows onto my lawn, including her personal monthly feminine products, human poop, food, can of fish, meats, apples, noodles, ice cream and all other garbage daily. We have a wonderful superintendent team after I reported it and they did come to clean my lawn. However, if unit 201 dumps her garbage after 4:30PM or on weekends or the staff is too busy. I have to wait for the next business day. Please check into our building security reports and tenants help line at my building at [REDACTED] Street over 100 security reports including fighting, wild parties, large group social gathering and personal feces, female monthly diapers, meats, fish and all kinds of garbage that are dispensed into my lawn from 2018 to current. My gate has now been locked and I was not provided with a key but the reality is that I need access to maintain the yard as I have always done in the past since 2006 and my medical needs to keep in front of all my windows directly join into my lawn clean. I feel my Human Rights are being violated.

I am not only restricted to cleaning up my lawn after the mentally ill unit [REDACTED] dumped odd garbage into my lawn, I am also restricted to watering my lawn grass, flowers and shrubs, all the flowers, shrubs in my lawn are designed and chosen by me with my designed drawing in my lawn.

On June 4, 2021, Regional General Manager [REDACTED] ordered the locks in my gate, not providing me with the key. I was locked out of the front and side lawn, this action by the Regional General Manager in central region was the culmination of a series of events related to the lawns and the TCHC's sudden insistence that the lawns be a common space after nearly 15 years of my exclusive care and maintenance of the area.

[REDACTED] Regional General Manager, [REDACTED] responded to my request to have the key go inside my lawn when time is needed. He told me that by providing me with the key in my lawn, it will become my private lawn. I do not agree with that, as [REDACTED] Regional General Manager [REDACTED] already passed around to individual tenants and in his own document, in front of my windows is not part of my rental agreement. If I follow the logic that by virtue of me having a key and having access to clean my lawn it will become my private lawn, then all the contactors and the superintendent team also have their own private lawn in front of my windows.

I go to the lawn directly adjacent to my windows for cleaning up and watering my lawn and make sure my flowers, shrubs and grass are not dried up and die and make sure there is no food or meat to attract flies or mice in order to avoid bacteria around my windows and potentially getting indoors. because I have a very weak immune system. My request was rejected, and it comes across that this rejection is as a consequence for not opening up my lawn to the townhome who all have their private backyard and /or private balcony and front lawn.

The reality is that the front and side lawn is serving the purpose of being a buffer zone to preserve my right to quiet enjoyment inside my unit and preventing the past illegal activities from occurring.

Timely Maintenance, including over long weekends , etc. helps to ensure that non - tenants see the area is actively maintained and discourages illegal activities.

Third, a metal fence was installed in the summer of 2019 at my request in order to enhance the security of the lawn area. A wooden fence separated the side lawn from the walkway between the building at [REDACTED] Street and the row of townhouses from [REDACTED] to [REDACTED] Street until it was removed between 2017 and 2018. In or around June 2019, I asked former TCHC CEO [REDACTED] to install a metal fence around the front and side lawn due to security and private concerns following the removal of the wooden fence and the subsequent presence of large disruptive social gatherings near my windows. The request was approved and the fence was installed with the Toronto Community Housing program, Senior Director [REDACTED] overseeing the project and designed by Manager [REDACTED] and accepting design input from me. The fence specifically encircles the area around the unit and does not extend to other units of the building, creating an enclosed area.

Fourth, during re- landscaping in and around May to June 2020, I am heavily involved in the design of the lawn area. During this time, I was authorized by Regional General Manager [REDACTED] to get quotes from third party flower shops and spent months doing so. The quotes were too expensive and so Regional General Manager [REDACTED] referred to Facility Management and requested my flower choices and acknowledged that all plant material would be planted per my provided drawings. A wall mounted hose was likewise installed to allow me to water the garden at my request.

Fifth, in or around the 2020 December holiday season, I will decorate the lawn and fence area with the approval of TCHC Regional management staff.

Finally, TCHC management placed " NO Trespassing" and " Private Property" signs on the metal fence around the front and side lawns prior to the event of May and June 2021 at my request.

I am currently not only restricted to cleaning up my lawn after the mentally ill Unit [REDACTED] dumped odd items into my lawn, I am also restricted to watering the lawn, flowers, shrubs, and grass. Three of the shrubs are dried up and removed from the lawn. Some flowers are falling down and some grass is not green any more due to no water being dried up. Our superintendent team is excellent staff and very hard working on their own schedule. Very uneasy for me and I have no right to request them to water my lawn, adding more jobs on their busy schedule. I know it is NOT their responsibility . I am the tenant who requested flowers and shrubs and chose flowers, shrubs and provided designed drawings planted in my lawn, I am the tenant who promised to water the lawn and flowers and shrubs to ensure it is not dried up. I am also the tenant who promised and requested an Auto- water-hose to put up for me to maintain my lawn clean to ensure all the flowers and shrubs are not dried up. All my requests and promises to take care of my lawn were approved by the Regional General manager , [REDACTED] and Facility Management supervisor , [REDACTED] , by providing me with the Auto- water hose at my request.

On June 4, 2021, after the paramedic team rushed me to [REDACTED] Hospital was affected by the harassment encouraged by CSC [REDACTED]. I was locked out of the front and side lawn, not provided with a key by the Regional General Manager [REDACTED] in the central region.

It is very sad to see, flowers and shrubs are dried up to die and the lawn green grass is dried up to dry.

It is immoral and not right for Regional General Manager instructed me and authorized me to spend that much time shopping around and designed my lawn and arranged Facility Management supervisor , [REDACTED] worked with me for my lawn project, It is a very expansive lawn project and no staff at TCHC should have the right to act freely wasting resources and fooling around with tenants. It is unacceptable and morally wrong. Particularly my enclosed metal fence is officially approved by the former CEO and referred to Facility Management to provide me with security and safety support as Buffer Zone. I am also a medical Chronic ill senior and got a Medical priority transfer in 2016 and due to the transfer system changed to a match system. I did not get a

match in 2019 and was told by TCHC former Asset Vice President \_\_\_\_\_, I could request to modify my unit to suit my medical needs.

From in or around the end of 2006 to 2020, I am the only person who oversaw the appearance of the lawn and was never prevented from doing so by TCHC staff, first, I carried out routine maintenance on the lawn for approximately 14 years. Second, during re-landscaping in and around May to June 2020, I am heavily involved in the design of the lawn area. During this time, I was authorized by TCHC to get quotes from third party flower shops and spent months doing so. The quotes were too expensive and so Regional General Manager \_\_\_\_\_ referred the project to TCHC facility Management, requested my flower choices and acknowledged that all plant materials would be planted per myself provided drawings. Additionally, a wall mounted hose was installed to allow me to water the garden.

Third, in or around December 2020, I purchased several hundred dollars' worth of Christmas decorations that were placed on the lawn and the fence surrounding my unit. These decorations were approved by TCHC management. The care and maintenance by me of the lawn area is a significant aspect of my enjoyment of the tenancy. Since my access was denied, I have been unable to hang my costly decorations and some of the plants have died due to lack of watering. I feel as if a crucial aspect of my tenancy, which I enjoyed for over a decade, has been removed by TCHC.

From in or around the end of 2006 to 2020, I has had extensive control and input over the appearance and security of the lawn, despite TCHC's assertion that the lawn is "common space". as evidenced by the following facts. First, for approximately 14 years (2006-2020), I maintained the front and side lawns and was never prevented from doing so by TCHC staff. Second, two exterior lights illuminate the front lawn and connect to my unit's electrical panel. I am the only person who pays the electricity bill for these exterior lawn lights, and continues to do so as of today.

While use of the lawn area is not included in the written agreement between the TCHC and myself, the Landlord acted as if the unit's lawn areas were the exclusive possession of the Tenant (myself) for several years. Their actions repeatedly deferred solely to the tenant (myself) when altering the front and side lawns and repeatedly reinforced the exclusivity of the area for the tenant (myself), as evidenced by the fence construction, the lights the tenant (Myself) pays for, and the "No Trespassing" signs.

The landlord's unreasonable restriction of the Tenant's ( myself) access has had a significant impact on the tenant ( Myself). First, the tenant ( Myself) is unable to maintain the area and ensure the space directly adjacent to their unit is to their standards. As an elderly tenant ( myself) who has lived in their unit for 16 years, the tenant ( Myself) takes great pride in their unit and the surrounding green space. This is evidenced by the meticulous care with which flowers were chosen for the area and the tenant's ( myself) extensive maintenance work over the course of 14 years. The tenant ( myself) is now unable to maintain the lawns and must sacrifice these years of diligent care. Some flowers the tenant ( myself) specifically chose in 2020 have since died from lack of watering. Additionally , the upstairs tenant in unit No. 201 routinely throws garbage onto the lawn area. The Tenant ( myself ) is unable to remove the debris when site staff are unavailable due to the restricted access. Third, the Tenant ( myself) is unable to decorate the areas despite previously receiving authorization from TCHC staff.

#### Issue 2: Garbage strewn by upstairs Tenant

The tenant in apartment 201 directly above the unit routinely throws garbage onto my lawn. The garbage lands on the lawns directly beside my windows. The garbage lands on the lawn directly beside my windows and attracts many flies, in addition to carrying a foul odor and being extremely unsightly . The garbage includes used feminine hygiene products, human feces, food waste, and other miscellaneous pieces of trash. I have reported the garbage to the site staff; however, the staff are unable to remove the garbage after 4:30 Pm on business days and on weekends . Moreover, due to my restricted access to the lawn, I am unable to clean up the garbage during the times when site personnel are unavailable.

#### Comments on Healthy Communities:

TCHC has serious governance issues. When errors in record keeping are brought to TCHC 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 , Coo office and all the way up to 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 the tenant representative 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.

Comments on Tenant Engagement Refresh:

Tenant Engagement Refresh system and records do not reflect the reality and self-serve record.

In fact, we never have Tenant Engagement Refresh election, Tenant Engagement Refresh staff , CSC [REDACTED] didn't put up the election information and no election take place in our building at [REDACTED] and used a different set of non real Community Representative secretly put in TCHC official record to control and corruption our system in Tenant Engagement Refresh including that Non real Community Representatives in TCHC Official record, one of them listed as our Community Representative, in reality lived somewhere else in midtown, Toronto but listed as TCHC tenant and allowed rents her TCHC townhome unit out for much higher rent for profit. That non real Community representative never attends any meeting and we don't know her and she doesn't know us. TCHC policy required Tenant Community Representative required fellow tenants nominated in the nomination form . It does not appear to be happening in the Tenants Engagement process and we never have elections and we don't know who the tenants or community representatives are. Errors are all wrong in the TCHC record Tenant Engagement Refresh freely to add or remove who are our Tenants or Community Representatives to suit the different corruption situations and all in secret without being announced or acknowledged to inform tenants.

Tenant Engagement Refresh CSC [REDACTED] partnered with Regional General Manager in Central region for the purpose to corrupt our system and not limited to Tenant Action Fund, Participation Budget Fund, Tenant Representatives input into decision at the corporate and local level . Tenant input for setting local spending and service level, tenants feedback and plan to turn our common space including restricted common space into rentable common space to rent out for party, catering, large group social gathering for profit at the expense of the live alone chronically ill senior.

By Knowing I am a chronically ill senior , Tenant engagement Refresh CSC [REDACTED] encouraged a bully tenant to come in front of my windows to harass me for purpose tuned my lawn in front of my bedroom , living room, dining room windows for the townhome tenants ( they all have private yard and private

balcony) for large group social gathering, party and I got trapped inside my unit for 4 days and almost died inside my unit. ( please refer to my comments on the first paragraph , Community safety and Security for details).

TCHC sets out a broken vision of how TCH will continue to engage with tenants, staff and stakeholders, including collaborating with tenants on building a democratic system for input at Corporate and local levels. The framework set by TCHC is that resources will be provided where tenants are engaged and have opportunities to thrive and play leadership roles to build their communications in collaboration with fellow tenants and TCH staff. While I applaud TCHC in trying to build a cooperative and more inclusive Community, the reality is that this framework is faulty from the start and the adherence to TCH processes appears to be quite weak. For example, there is no representation from [REDACTED] apartment building matters. Only [REDACTED] apartment building tenants should be representatives of [REDACTED] Apartment building matters and not the townhomes tenants at the separate building. TCHC Tenant Engagement Refresh cannot say that tenants from townhomes at [REDACTED] are representatives of [REDACTED] apartment building, representatives as the townhome tenants are self interested in their own issues and are pushing for changes that are detrimental to the apartment building tenants. This is not equitable and each building should have its own representative(s) and at a minimum, in numbers that are proportionate with the tenant population within each development. Secondly , there was no minimum number of tenants required to vote for Community Representatives and no open call election. Tenant Engagement Refresh staff, CSC [REDACTED] Freely add or remove who are our Community Representatives to suit the different corruption situation and opportunity for the purpose of corruption without our consent or knowledge. All the feedback and official record in Tenant Engagement Refresh does not reflect reality. It is self served and one side- story and kept secret from us.

TCH 's Tenant Charter refers to integrity and equitable treatment. Yet, TCH's Tenant Engagement process is not equitable . [REDACTED] from CEO office had the opportunity to refer to the charter and say that the townhome should not control the apartment building as it was not fair and equitable instead said that the building and townhome are part of the same development. This is an unfair and inequitable process, and makes no sense as the [REDACTED] townhomes represent the interest of the [REDACTED] townhomes and no one else. This type of unreasonable and illogical thought process should have no place within TCH and each building should have at a minimum its own community representative and in number that are representative of the population

within each development . This is a fatal flaw in TCH's Tenant Engagement process as it allows for intimidation and corruption. Because of TCH's inequitable Tenant Engagement process driven by townhome Community representatives, we now have an unfair proposal floating around that seeks to use secured common space and the roof of [REDACTED] for large groups of non tenants in our building for social gathering, Wild Parties, Drug dealing and fighting for private business in our building.

I also note that there was no minimum number of tenants required to vote for these Community Representatives. How does TCH not recognize its duty to tenant safety and security and immediately declare these types of proposals as non-starters given that townhome tenants do not live in the apartment building . If such a proposal is agreed to, apartment building tenants will literally have no idea as to who is coming and going, and problems of noise , partying , etc. will dramatically increase at [REDACTED] Street. Such proposals are coming forward because of TCH's inequitable Tenant Engagement process that is entirely controlled by the townhome tenants. TCH's inability to manage its own internal records and know who the actual Community Representatives are is also problematic in this regard.

I want to point out , TCHC is a housing provider, we only need a safe, peaceful home and we don't need the non- existent and non- real Tenant Engagement Refresh , all feedback from Tenant Engagement Refresh does not reflect reality. It served as a self and one side story and can't be trusted. It is set up for corruption and intimidation.

Our Tenants' Engagement Refresh NOT maintains a democratic system of active tenant participation and involvement and corrupts our system by using false and misleading information.

1. Not provide a Tenant Council structure or similar Organization.
2. Not provide Tenant input into decisions at the corporate and local levels.
3. Not provide Tenant input for setting local spending priorities and service level.

TCHC Tenant Engagement Refresh Violated all the requirement process that includes no democratic system and using false and misleading information, including people who do not live at the adjoining townhome to be secretly replaced by our Community representatives in TCHC official record. That non real Community Representative never attended any meeting in our project and she does not live in our project but is listed as Tenant and allowed to rent out her TCHC unit to an outsider for much higher rent for profit. Tenant

Engagement Refresh refused to provide who the fellow tenants nominated our non real Community Representative.

My name was secretly put on record as Building Committee Members without my consent or knowledge.

Tenant Engagement Refresh errors in record - keeping is leading to Tenant Engagement Refresh speaking to invalid parties with respect to tenants matters and the result is that the outcome is unjust and invalid by Tenant Engagement Refresh's own processes. This immediately raises the question as to whether our tenant Engagement Refresh (1) is there actual engagement of tenants? (2) Whether the current corruption Tenant Engagement is in the Best interest of all?

My answer is "NO". In any organization, there is accountability when errors leading to corruption involve who is the actual Community Representative and who the Building Committee Members are all wrong in record keeping and using the non Real Community Representative as a tool for bully and target individual tenants for the purpose of corruption. It is a very serious matter and independent investigation is necessary.

Comments on distribution of Tenant Funds, including the participation Budget funds:

Non transparency of TCHC programs governing the distribution of Tenant Funds including the participatory Budget Program.

It is a joke and the most corrupt Division in TCHC in respect of the TCHC Tenant Engagement Refresh program governing the distribution of Tenant Funds including participatory Budget Program. In 2018, I am the tenant representing my building at [REDACTED] Street. I went to 341 Bloor street west, I got approved 1 fan and 1 bench for our laundry room at [REDACTED] Street and the fan was delivered to our building and I gave the fan to Superintendent [REDACTED] kept in his office for our building's needy tenants. The approved Bench worth \$ 800 for the laundry room never delivered it to our laundry room despite I got approval in the funding table. In my 15 years in my current address at [REDACTED] Street, we only got 1 fan in my 15 years stay in my current address. Everything was kept secret from the tenant, according to CSC [REDACTED], for privacy reasons, she couldn't announce who the tenant went to the funding table and what that tenant got from the tenant action fund when I requested her announced or posting to informed my building fellow tenants, I got approved one fan and one Bench for our laundry room. That request was ignored.

The end result is we didn't get bench delivery to our laundry room except for 1 fan worth approximately \$ 100 dollars in 2018 . In my 15 years in the current address, we only got 1 fan. What is the reason we need access to the tenant Action Fund and Participatory Budget Program for? If the tenant puts out the time, go to the funding table and get approved and never deliver to our building or errors in record or no record keeping. According to CSC [REDACTED], It needed to be kept secret for privacy reasons. I was just wondering why we needed to keep a secret. I would not be surprised, no record or records does not reflect reality, freely adding or removing the record to mix and Match to corrupt our system, same as Tenant Engagement Refresh freely adding or removing the non real Community Representative for the purpose of corruption.

I was just wondering if we needed to keep it a secret for privacy reasons not to announce what we got from the funding table and who is the representative going to the funding table ? Why did we need that program and for whom?? I challenged Tenant Engagement Refresh tracking on my building at [REDACTED] Street in the 2018 approved Bench for my building laundry room Missing bench. Jacqueline Yu unit [REDACTED] as representative went to 341 Bloor street West funding table in 2018 got approved and the item of bench in laundry is undelivered and still missing as of today.

Please provide the record of what our building at [REDACTED] got approved for since 2006. My answer is for the past 15 years , we only got 1 fan. Please prove my answer is wrong.

Comments on Policies, strategies.

TCHC Strategic Communications Plan requires the creation of a Permanent Deputation Group "Real Tenant Engagement" input opinion and ideas to replace our current corruption Tenant Engagement Refresh. Our New Model of Tenants Engagement must open and welcome all tenants' participation freely open voice concerns, comments and deputation . This New Model of Tenant Engagement should be led by former and current TCHC Tenant Directors and supported by General Counsel Darrah and his deputation team and Direct report to Director Paula Fletcher as Chair in Community Safety Advisory Sub- Committee Meeting. Obtaining feedback openly in the deputation group from all interested and affected tenants. This also means first identifying the affected tenant group, for example apartment or townhome tenants, reducing the impact of non- affected

groups in decision making, Open feedback should be documented from all affected groups and considered before any action is taken.

My experience is that decisions at my apartment building seek tenant feedback from townhomes tenants instead of apartment building tenants on apartment building matters . My experience with TCHC feedback also does not reflect reality and it is not accurate. Openly voice concerns or comments is the honest and fair policies

For Example, there is no representative from [REDACTED] apartment building on [REDACTED] matter . Only [REDACTED] apartment building Tenants should be representatives of [REDACTED] apartment building and not the townhome from [REDACTED] control [REDACTED] apartment building matters. 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.

TCHC urgently needs the External Auditor General Office as soon as possible to oversee TCHC Management Operations , Accountability , Human Rights, Privacy Rights . Harassment and Access Unfair Policy. It should be directly overseen by the External Auditor General and not TCHC internally. TCHC culture of intimidation and corruption followed by covering up and team up and lack of accountability and putting Tenants last needed changed.

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 Tenant Solutions, COO office and 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 and 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.

I must make it clear, Those problems never found in the Facility Management Division and General Counsel and Corporation Secretary Department. Every single Member in those two departments are respectful and professionalism and putting Tenants first.

Thank you for the opportunity to share my comments. Supporting documents upon request.