

TORONTO COMMUNITY HOUSING CORPORATION
TENANT SERVICES COMMITTEE MEETING
MARCH 29, 2022

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WRITTEN DEPUTATIONS

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the Integrated Service Model

03-29-2022

Item 5 - Integrated Service Model Annual Program Report

Good morning Mr. Chairman, Mr. Sharma and Committee Members,

Thank you for the opportunity to address this body this morning. Over the past 5 years, I have come before this committee on numerous occasions to critique the approach and raise concerns about the process and methods used

After a year of STAC members effort, there is little demonstrative change to the ISM or any meaningful expression of a seniors lens that might alter the years negotiating needs and defining ISM accountabilities where everyone benefits and everyone wins, except the senior tenants who weren't invited to the table. The Integrated Service Model does not engage with or consider the needs of seniors beyond the six(6)

This report is a good reflection of the efforts to set-up and get staffing in place and ready, in time for the inauguration of the new Seniors Corporation.

There has been no senior input from the beginning of this project and no tenant inclusion during the integration process to the new corporation, ignoring the mandated Shareholders Direction for tenant input and influence, despite Council's MM38.51 reasserting that demand. The only input to the ISM transition and this annual report where seniors tenants can claim they actually had influence and inclusion, is the addition of Appendix B: Senior Tenants Advisory Committee Feedback Details. It is the same flawed model, adorned with positive wording, but now with some STAC feedback added.

I appreciate the effort of SHU staff to include a senior-centric lens, despite the intransigence of TCHC. I applaud the inclusion of tenant suggestions within the categories of the report and the added addendum with STAC comments, as they give a tenant's perspective, provide context for senior concerns, and offers a foothold to right the unbalanced three-legged stool of positive ISM collaboration.

The ISM model, it's accountability framework, the implementation approach and this ISM Annual Report all have something in common: They are all examples of, 'For but not With' senior tenant inclusion.

With no disrespect intended to the hard work, effort and time invested in this

report, including a fair bit of my own, I cannot let this report become part of the official record without again, re-stating that the tenant leg of this three-sided stool is missing, and the ISM is incomplete because does not engage tenants! This ISM Annual Report does not meet the needs or expectations of senior tenants and should be returned for further work.
Thank you for your time today.

Bill Lohman

the four(4) innovations

new and increased staffing
Senior specific policies
Senior Health and Wellness Hubs
Designated Care Coordinators

the 6 priority areas of the Integrated Service Model: property management, safety and security, communication with staff, access to supports and services, tenancy management and community development, (are all based on supporting the priorities and accountabilities of staff, not the well-being of seniors and community needs that aren't related to specific tenancy issues or living in place supports of the most vulnerable seniors.)

How are back-facing trained SSC's going to address the needs of the many seniors coming out of 2 years of isolation, who are not in arrears and do need added supports? **They have NO idea because the ISM does not address tenant engagement!**

The Seniors Housing Unit is working with TCHC's Tenant Engagement team to establish the new tenant leadership system and to align tenant engagement and the Integrated Service Model. (So New tenant leaders and committees from the erratic, disinterested and still incomplete Tenant Engagement election/selection process can be used to impose tenant compliance and support for TCHC governance agenda.)

Annual Unit Inspections (AUI)

To mitigate the risks related to life safety, fire safety and compliance with legislated building standards while also assessing the potential vulnerability of a tenant and support successful tenancies. (Huge concerns were raised about tenant privacy from the idea of piggybacking a SSC tenant assessment

on to the mandated annual physical unit inspection to assess the property.)

Agencies or tenants wanting to use available common space must enter into a Use of Space Agreement as defined:

- **Exclusive Use of Space:** Exclusive use of non-residential space by an Agency on a reoccurring basis to provide programs, services, and activities for the benefit of SHU tenants. These types of agreements are for office-type spaces, not tenant recreation/common rooms.

(This is a contradictory statement because it clearly gives exclusive use for agency programs)

- **Non-Exclusive Use of Space:** Shared use of non-residential space on a reoccurring basis by tenants, tenant-led groups, and Agencies to provide programs, services, and activities for the benefit of SHU tenants.

(And again, there is scant mention of outside community access to locked entry senior buildings or the serious security threat that it would cause.)

Good Morning All If I go overtime my written deputation will be emailed

Item 8 Community Safety Unit 2021 Annual Report to Toronto Police Services Board

Last week I spoke at the Community Safety Advisory Sub-Committee

topic: Violence Reduction Program Update – Q4 2021 Item 4 Regent Park is part of those areas where TCHC is putting an investments in providing Special Constables in our HUB SERVICES OFFICE , 220 Oak Street has one and is still closed to the public.. we will like to meet those CSU officers assigned to the hub model office..

The Regent Park Safety Network part of the Social Development Plan for Regent Park met 2 weeks ago and we learned that CONDO RESIDENTS are having a difficult time getting a police report number or a GO : General Occurrence Number

Yes Councillor Paula Fletcher last week agrees that finding out if there is a growing trend in the number of Stolen bikes and E bikes particularly the Regent Park Area and I think the sub committee made a decision to as ask this task to our departing COO .. Shelia Penny..who will be the next executive to undertake the task? A good question to ask

Sheila Penny

I want to say thank you on behalf of the residents of 220 Oak Street thanks for pushing for putting on the list of Buildings to be revitalized with the assistance and support of the R-Path Commitee these is true and will always remember that We thank Sheila and her team - Thank you -

The missing point is that we have a SYSTEMIC PROBLEM with reporting from both sides CSU and TPS have a problem of TRANSCRIBING Documents passed from one agency to another agency.. they told us it will take months and that is the same experience from many RESIDENTS of TCHC .. and CONDO residents alike.. they are very upset we wonder if paying for funding \$1.2 Billion dollars is

acceptable.

Many residents have told us they GAVE Up the FIGHT .. they don't have time, to deal with an outdated process and poorly TRAINED CSU officers..

PAGE ONE on the report :

**I am here to speak on the training of TCHC special constables
"TCHC shall provide to the Board an annual report with statistical information including but not limited to information regarding enforcement activities, training, supervision, complaints, and other issues of concern to the parties and such further categories of information as may be requested by the Board from time to time."**

Last March 09 2022 I was victim of a target robbery and it affected us financially specially Barbara, someone stole without force as we have been told. the ebike of my girlfriend at 220 Oak Street

We reported to the Community Safety Unit right away

We reported a brake and enter

Issue one: The CSU never dispatched a TCHC Special Constable to investigate the padlocks removed from the Ebike Shed garage

Issue two: The CSU never took my statement in full or Barbie as one.

We got an answer that is not necessary it can be reported by phone is sufficient please flagged this concerns for IMPROVEMENTS

I beg your pardon?

and we had asked tchc legal department right away to flag the CCTV footage at the second level parking garage

. TCHC provided us with a reference file number and passed to 51 Division and the CSU officer assigned to the file did not make us aware that the Stolen Ebike file is with the Toronto Police but you need to "Call and get their "GO Number" ?

Training issue FAILURE to Communicate to inform us of the status of the file this needs to be FLAGGED for an opportunity for IMPROVEMENT

That was a very tiring task but I am glad that I showed up to the Regent Park Safety Network meeting because the next day I receive a Police Reference Number , police report from the CSU and the TPS so we have 2 and we had reported to the Financing agency since Barbie applied for CREDIT and the owner of the E-Bike. Emmo Canada

ONE FAVOUR: How can Residents of TCHC can help or work together to get the Community Rooms and Gyms open at 220 Oak Street? Body and Mental Health Matters I asked this at the January meeting. Chair Ubah Farah commented on the issue but no answer from the TCHC or Toronto Public Health

Let's open up the Gyms Rooms because it matters for our Body and Mental Health

From: [REDACTED]
Sent: Monday, March 28, 2022 9:21 AM
To: Sonia Fung
Subject: tenant complaint process

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi.

I am sending in my written deputation on Item 7B the tenant complaint process.

I find this process in effective and not fair to tenants.

I have a few suggestions to fix this problem.

When staff meet with tenants thier needs to take official minutes to protect the tenant

from your staff putting words in the mouth of tenants.

The minutes should be taken and distributed to the tenants and staff for clarification

as to what was really said.

Tenants can have at least one other person with them in these meeting to be a witness

As to what happened.

Written consent from the tenant for staff to enter there unit when thier not home and

A 24 hour notice given to the tenant that staff intends to do work in thier unit.

Staff can be charge if the enter the unit with out written consent from the tenant.

I find the complaint process one sided and issues are not resolved to the satisfaction of

The tenant. Re tenant satisfaction survey.

Get information from more than one supervisor that meets with the tenant and witness

at separate times not together. This will protect the tenant from staff cover-up.

Tenants complaints should be confidential on a needs to know bases not spread in the

Building to be harassed by other tenants or staff.

When tenant complain they are targeted or harassed by staff or the staff gets mad at the tenant

for complaining.

I have experienced this at the management level and then solutions supports the staff

And does not want to hear the complaint any more. Like what happen to me I was accessed

Of racial remarks I never made to one staff member. There was no camera footage of this

So call incident and each supervisor told a different storey.

One said it happened inside the elevator the other said it happened outside the elevator on

my floor. Neither happened because I never got on the elevator with this staff member or

speck with her form more than two years.

I asked [REDACTED] to meet with me and my friend who got a note with all kinds

Of racial remarks made to him by this same staff member but he never responded.

Which tells us he did not want to know the truth either.

I took this complaint to the Onsbudmans office who sided with management based on

The notes of on staff member as did the solutions team.

This is not a solution siding with staff and when staff lies they get away with it and the

Tenant suffers from harassment by staff and tenants in the community they live in.

I want this letter out of my file it must be expired by now anyway and it serves no purpose

Other than to continue to harass the tenant and try to evict them.

The solutions team is not effective when dealing with these type of complaints.

Tenants rights, voice must be heard not ignored.

Thanks

Veronika Hering

Sent from Mail for Windows