

From: [David Ng](#)
To: [councilmeeting](#)
Subject: [External Sender] Supporting Ombudsman Toronto Report: An Investigation into TCHC's Human Rights Complaints Process.
Date: October 5, 2023 2:43:46 AM

To the City Clerk:

Please add my comments to the Agenda for the October 11-13, 2023 City Council meeting on item 2023 . DM. 11.1 , Ombudsman Toronto Report: An Investigation into Toronto Community Housing corporation Human Rights Complaints Process.

I understand that my comments and my personal information in this email will form part of the Public record and that my name will be listed as a correspondent on agendas and minutes of City council or its committees. Also , I understand that agendas and minutes are posted on line and my name may be indexed by search engines like Google.

Comments:

Dear Toronto City Council,

My name is David Ng, and I have lived at the TCHC building at 190 John Street for almost 30 years . Historically, it is one of the best TCHC , formerly named City Home Building.

In the old days , we could trust and depend on our Management team when time needed help, Since recently the TCHC New system decentralized 4 pillars services to the Regional Management Operations Led by Regional General Manager and his Regional Operations team. Our peaceful quiet building went from one of the Best buildings to one of the worst buildings in Toronto.

We are living in a nightmare and feeling unsafe. Violence increased, drug dealers gathering in common spaces , including Bullies and unwelcome friends of bully tenants, this leading to many unwelcome guests and outsiders trespassing into our lobby door , front building and common space for social gathering. This New direction of development " Open up common space" has made me and My PSW feel unsafe in and out of my building.

This new Development causes our building to almost daily argue and conflict in common space inside and outside the building and surrounding. Drug dealers stay in the stairs, backyard, front lobby to get into our building and my floor hallway loitering. Police teams Often show up in our building and our surrounding at any time.

In the first week of September , 2022 early morning, a large group of police marched into my building and another group of police with a Large Gun pointing at the third floor from our back building common space lawn to the third floor, where the floor I was living , Loud noises in the hallway between Mid- night - early morning . Police team was Marching on my floor and there was a loud BANG noise. I mistook it was a gun fired and later found out it was the police breaking the unit door using force sound and not the real Gun fired.

Few months ago, a live cat was dumped from the third floor balcony to the ground floor backyard common space and almost hit the child's head while the child was playing in the common space causing another big fight.

Months ago, over 10 police cars and a paramedic team occupied and filled in around our

building , those team of police car drove on our building sidewalk surrounding our building , no staff on site , my PSW walk to Hub office tried to report to TSC found out the hub office closed during business day and business hours.

By appointment only sign posting outside the hub office. We don't have staff on site due to the fact that the superintendent has to take care of 3 buildings and No staff at all work on weekends or long weekends. No staff on call after 4:30 pm. No staff worked on the whole weekend or long weekend at all, Solution Team and help at toronto housing tenant's line reply requests will respond 24 hours in the next business day. That Means no staff really responding to any call for help after 4:30 PM and no help at all on weekends and long weekends.

Violence increased in our building and were reported to the management team and security division from my neighbors and myself . Nothing seems to have improved.

In fact we have countless un- reports of violence. Some tenants are afraid to going out dump garbage since the common space to the garbage chute was occupied by bullies blocking the hallway and half drug men without the top clothes loitering outside my unit door on Sunday, February 5, 2023 Myself and my PSW feel intimidated to go to dump garbage into the chute

At this time , tenants are afraid and have no channel to get help and complaints , all complaints are being ignored, disrespectful at Best. Consequences could be Much worse towards the complaining tenants according to my fellow tenant on the second floor.

Many vulnerable senior tenants or English not the tenants first language being a terrible target and discrimination by TCHC Corruption Tenant Engagement Refresh and Regional General Manager and his team without place to report, all the tenants' complaints go back to the Regional General Manager including Solution team . All tenants' Complaints to Solution team go back to dictatorship and corruption team headquarter , Big Boss which is Regional General Manager and his team which fully control the corruption operations and harassment of vulnerable tenants. Solution team is under this headquarter . They are all team players.

TCHC operations and Regional General Manager using misleading , lies, dishonest operations and also used heavy handed to target and attacked some medical ill tenants in our Community, TCHC vulnerable Tenants are NO Human Rights, no legal protection and live in fear and danger situation because non real Tenant Engagement Refresh Community Service Coordinator will encourage and gave the priority Power and benefit to bully neighbors acted BIG Boss to physical intimated the weaker tenants as part of the TCHC Regional Tenancy Management way to control the tenants. It is the Tenancy Management Operation dictatorship way to show the Regional General Manager team have absolute power to control and manipulate the tenants.

No staff on the ground oversee the improper management as the corruption team player.

THE CEO, COO and executive team all turned blind eyes to all tenants' complaints and allowed improper Management without Human Rights and without legal protection freely to target individual vulnerable tenants abused power to push tenants down , senior quiet tenant in my Community being abused by Regional General manager and Management Operations and Tenants Engagement Refresh trapped inside the unit for 4 days and caused

chest pain ,fainted out and almost die inside her unit during covid restriction in 2021 , luckily rescued by fire truck , Police and Paramedic team rushing to Mt. Sinai Hospital emergency ward with immediate oxygen and IV treatment. It is a reality for tenants living in the TCHC Newly Regional General Manager and his team heavy - handed dictatorship way of management to Bully vulnerable tenants to show their superior Asolutely power control.

All TCHC policies and tenants feedback are empty talk, TCHC management reports are dishonest , make believe development direction open up the common space to create Business Opportunities and rent out (Claims for tenants led group or Agency) at the expense of tenants safety and security. This direction is dangerous and harmful for tenants.

TCHC is a Social Housing provider and NOT Business Provider and should not be allowed to use TCHC Public Funds to develop the Business Division for Private gain. Toronto Community Housing Corporation's new development Policy Direction turned our building from Social Housing provider to Business Provider leading to increase in violence , illegal activities , trespassing and large groups of social gathering inside and outside our building and our surrounding area to create an unsafe environment for us.

Newly created divisions also want to maximize the private profit by misleading and falsely claiming to better serve tenants by meeting Community Needs and priority by using heavy hand to dictate the way to take advantage of TCHC public funds including Tenants funds, PB funds, section 37 Community Benefits. It is a large amount of money and should be better used to revitalize old buildings and to replace the older buildings to create more affordable Housing for the needy tenants in Toronto.

In reality, all TCHC Community Benefit section 37 funding, PB fund, tenant table funds all go to the corruption operations and Corruption Tenant Engagement Refresh team members.

I lived in my building for almost 30 years, I never know if any tenants including myself get any benefit from it . I don't need this kind of benefit. TCHC sole responsibility should be to focus on Human Rights , safety, peaceful and quiet enjoyment in and around their unit and clean common space . That is all TCHC tenants needed.

TCHC Tenants table fund, PB fund, Section 37 fund SHOULD transfer to City to build more Affordable Housing for City needy residents instead right now all money goes to the TCHC corruption team in the name of non real Tenant Engagement Refresh, non real tenants representatives input decision. It is a self served one side Story for a Gang corrupt team and can't be trusted.

We needed to clearly define why Social Housing needed to create many New Division and Business Operations in Social housing. The sole Objective of TCHC should be to provide tenants with safe, clean and peaceful enjoyment. The problems In TCHC, no one on the ground oversaw the operations and allowed corruption by using the unreal Tenants Engagement Refresh as a tool for false tenant input, false Management Reports, Policy not reflected in reality, Encouraged Harassment, intimidation abused power to target individual vulnerable tenants, No Human Rights, No privacy rights, No legal protection, TCHC tenants live in fear and dangerous situations without channel to voice concerns. All complaints go back to the Regional

General manager who created the issue in the first place. All complaints covering up are either ignored or closed by the Solution manager.

What is the role and purpose of the following newly created Business Plan linked to Tenants?

1. Regional Operations- non transparency, no accountability, sneaking, dishonesty and team covering up for corruption.
2. Business operations - Why social Housing needed Business Operations?
3. Program & Partnership - for whom? How to serve Us as tenants?
4. Tenancy Resolution Offices- for covering up the improper Management to shut the tenants complaints by false information and put the complaint tenants in TCHC closed file partnering with Regional General Manager and his team for continually team corruption.
5. Tenant Engagement Refresh, who benefits? Non real Tenant representatives and Community Representatives are secretly selected by staff including the outsider not TCHC living tenants for false tenants input decisions for real GANG corruption. All Tenants feedback is untruth set up for corruption and intimidation to take advantage of the TCHC Public resource for corruption including false tenants feedback on corporate development, Operating Budget, service delivery and tenant facing policies and false tenant input on setting local spending priority. Most important gang corruption the Section 37 fund, PB Fund, tenants table fund and all benefits in the name of making tenants input decisions. In reality Tenants absolutely got NOTHING, we don't need anything except Human Rights, Peaceful enjoyment, clean and safe common space.

I have high Hopes for City Council ReMOVED TCHC Non Real Tenants Engagement Refresh replaced by the NEW City's Housing Rights Advisory Committee, All TCHC Community Benefit agreement Benefit (Section 37 Fund) paused and transfer all the Fund to City built more affordable Housing for the needy residents in Toronto. As TCHC tenants, we don't need funding, we don't need Tenant Engagement Refresh, we only need safe, clean, peaceful enjoyment, Transparency and accountability, and a clear focus on Tenant's Human Rights, safety and Harmony.

TCHC did not act as a Social housing provider and acted as a corrupt Business Planner, using Fraud and Scam way misleading and false information to cover up all improper management operations and fake beautiful policies to mix and match to hide the GANG Corruption activates and play Dummy to hide actually the whole Organization is Team corruption, using public resources for illegal activates planning for Money grab and Property transfer by using false tenants input, by passed Human Rights, no Privacy rights, No Legal protection, tenants feeling unsafe inside/ outside their home causing tenants suffer silently and unnecessary medical health issues.

Toronto Community Housing Not meeting its requirement, the City Council has powers to intervene, removing all its Management responsibilities. This is why we need a reformed RGI System working on Canada- Ontario Housing Benefit for People in Toronto With portable Housing benefits tied to a household and not a housing unit, the system must be run with Transparency and accountability, a clear focus on Tenant's Human Rights, safety and Harmony.

Please Note :

- Toronto Community Housing's Facility Management Division and General Council team

NOT part of the corruption Group. Those two departments always treated tenants with respect and professionalism.

-Many Thanks and appreciation to City Councilor/ TCHC Board of Director Paula Fletcher is the only Board Of DIRECTOR in TCHC standing up , fearlessly voices her concerns to protect Us. We TCHC tenants always gather to watch YouTube salute her in our quiet way. We all witnessed Councilor Fletcher tireless fighting for us. Thank You , Counselor/ Director Fletcher for your hard work and fearlessness stood up for us.

Deep appreciation To Ombudsman Addo and His team for the detailed Ombudsman Toronto Investigation Report "An investigation into Toronto Community Housing corporation's Tenant Human" Rights Complaints Process.

Thank You for the opportunity to share my comments Re: Toronto Ombudsman Report .

Please respond to confirm that you have received this comment.

Sincerely,

David Ng

A large black rectangular redaction box covering the signature area, obscuring the name and contact information of the sender.