

From: [Jackie Yu](#)
To: [councilmeeting](#)
Subject: [External Sender] Ombudsman Toronto Report: An Investigation into Toronto Community Housing Corporation's Tenant Human Rights Complaints Process
Date: October 4, 2023 8:54:43 PM

To the City clerk:

Please add my comments to the agenda for October 11, 12 and 13 City council meeting is DM11.1 -Ombudsman Toronto Report: An Investigation into Toronto Community Housing Corporation's Tenant Human Rights Complaints Process.

I understand that my Comments and the 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 online and my name may be indexed by search engines like Google.

Comments:

Dear Toronto City Council,

My name is Jacqueline (Jackie) Yu, I have been a long time TCHC tenant since 1986 formerly named City Home, our former local Councilor is our current Mayor Chow. We had strong support from our local councilor back then and her staff knew us well and we knew them well, in the old time everything was transparent and accountable. All formerly City Home tenants were happy and grateful.

Toronto Community Housing corporation replaced City Home and I transferred to my current address at 11 Sullivan Street, ground floor unit 101, corner of the small old 3 story walk up building in 2006.

The System was changed in late 2019 decentralized 4 pillars services to the Regional management team which is Cleaning, Maintenance, Tenancy Management and Community Safety and supports.

After 4 pillars services elements decentralization to Regional Management operations. Regional Management operations led by Regional General manager and his team developed direction heading to non transparency and no accountability, using high-handed, intimidation, harassment, not following policy, freely applying unfair access policy, using two tier system, by passed legal obligation and violated Tenants Human Rights, secret facilities changes to create two tier of system to target vulnerable tenants such as English is not the first language and chronic ill senior tenants. I live in fear and in danger, free of attack by Tenant Engagement Refresh former Community Service coordinator Ameera McIntosh, partnering with Regional General manager in Central Region and Regional Management operations by using corruption Tenant Engagement Refresh system as a tool, former Community Services coordinator Ameera McIntosh using (no election, self secret selected non real tenant or tenants not lived in our building) control Tenants Engagement Refresh system, encouraged tenants not live in my 3 story walk up building, came to my lawn, right in front of my unit, in front of all my rooms' windows step over damaged my flowers and pull my flowers and slam my gate yelling and screaming at me and claimed Tenant Engagement Refresh Community Coordinator, Ameera McIntosh told her to come to my lawn pull my flowers, shrubs to re-designed my lawn turn to common space for townhouses

tenants as common space. She yelled, screaming and physically got close to me to pick a fight to intimidate me.

To make it worse, using the self selected non-living tenants and outsider to control Tenant Engagement Refresh system as a tool corrupted our development plan in local and corporate decision making, non real tenants feedback and decision input from non real secret Community Representatives as a tool and channel that Management can manipulate and take advantage of the system for their own benefit gained. Most terrified using this corruption tool to intimidation and encouraged and self selected bully neighbors provided priority benefit to Bully tenants in name of Tenants Engagement Refresh gang up with corruption Regional General Manager team by passed legal obligation, Human Rights, created Regional Management's own Money grab plan agenda, using TCHC Public resources for private business gained partnering non living outsider, listed market rent tenants and put those outsider non living tenant unit listed as Market rent tenant in fact lived outside of TCHC property to control our building development direction, sublet the market rent unit for much higher Rent to outsider for profit as business and turned our Community Housing unit for air/b, wild parties all night long fighting, wild parties, large group of social gathering in all common space inside and outside our building and surrounding, garbage dumping including human poop, Female monthly diapers, fishes, meats, ice cream, dog poop, turning our small 3 story walk up building's landscape In front of our bedroom windows for dog training Centre, dog park, right in front of our ground floor windows and / or next of our bedroom, living room, dining room and kitchen windows. 24 hours allowed townhouses tenants bring their dogs to our bedroom grounds floor windows barking and a lot of files of dog poop right in front of our all rooms windows and bedroom windows or next to our bedroom windows laid openly in our lawn right next to or in front of our unit windows, no staff works on weekend and long weekend, at least 3 days in weekend and 4 days in long weekend. No staff works after Friday 4:30 Pm and staff back on Monday 8:30 Am or back on Tuesday on long weekends. Tenants' help line and security line told me they only responded to emergencies such as fire and water. TCHC refers to the client Care Centre being available 24 hours a day, 7 days a week. It is good to have a system that is open at all times, but my experience is that the client Care Centre is NOT responsive at all times. Except on Fire, Water or Emergency.

New Regional Management wanted facilities changes for underground business for maximum business profit, newly - defined our small landscape directly joined In front of our ground floor unit windows including bedroom, living room, Kitchen and dining room windows are common space for townhouses tenants despite the fact all townhouses have their own private fencing backyard or private balcony and front yard. Townhouses always have their own independent facility which is always separate from our 3 story walk up small building. Our unit windows are very large and only 3 feet above ground, people easily get access into our unit through our large and only 3 feet above ground windows.

The Regional General manager John Kraljevic wants to use facilities changes (that ignores TCH's legal obligations, Human Rights, property Standard, fire code and tenants maximum of capacity) is itself unfair, unequal, and has all the appearances of corruption and at the very least, a complete inability to manage TCHC decision making.

In 2006, when I moved in my current unit, 3 story walk up building original built in 1919, has heavy shrubs planted in front of my unit windows and extended to property line, that act as a protected area for my privacy since my unit bedroom, living room, dining room

windows are directly adjacent to my small lawn in the corner of the ground floor , my unit surrounded by large windows all up to the 12 feet ceiling and only 3 feet above ground . I also have a wooden fence on my side lawn to protect my privacy and peaceful enjoyment .

Regional General manager partnering with corruption Tenant Engagement Refresh former Community Service Coordinator Ameera McIntosh in 2021 , want to secretly facilities changes support the illegal activities underground business, re- defined my unit small landscape right in front of all my room including my bedroom beyond my windows are common space and sharing with townhouses used for dog park, dog training Centre, large group social gathering and in fact for illegal activities including drug dealing and wild parties for large group of trespassing for illegal activities and ignored my peaceful quiet enjoyment. I am a chronic ill senior, admitted 4 times to the hospital including ICU and code blue call from the past 3 years).

The Regional General Manager and his team partnered with non living our building tenants wanted to attract more business for the private illegal sublet tenants in townhouses , attract more business for rent out airbnb/b, wild parties and large groups of social gathering including drug dealing, wild parties and even sex trading right in front of my bedroom windows.

(Please check into our building at 11 Sullivan Street ,security and help tenants line records, over 100 violated records and complaints since 2019 - current).

Supporting photos and supporting documents upon request.

Very often, townhouse residents with their dog sitters with 5 dogs - 10 dogs run around in our small 3 story walk up building's front gate and small side landscape in front of our windows for the dog toilet, dog training Centre and dog park in our small landscape which is right in front of our unit windows and our building walkway, our building living seniors tenants worried and anxiety by those fierce dogs kept charging and attacked on us when we were in and out of our building.

I was knocked down by dogs jumping on me when I was released from ICU from hospital in 2020- 2021. Myself and other seniors did report many times to the Solution team, Tenants help line , Regional management operation , Regional General Manager and Executive Team members including CEO and COO as well as local hub. Previous Solution Manager using dishonest and Lies to close my complaint file and put it in my tenants file. CEO Jag Sharma's former executive assistant Danielle Doody also used false documents and dishonesty to cover up and close my complaint file. All complaints being ignored with dishonest and False documents to cover up.

Non transparency and no accountability throughout TCHC organization, (EXCEPT Facility Management Division Not Included in this gang corruption team.) F.M. Division Respectful Tenants.

In the early morning of November 22, 2022 TCHC sent two men sneaking without notice jumping over my 6 feet and 4 feet locked fence into my lawn. They quickly put up their long ladders on top of my windows and looked into my unit while I was still in bed with my sleeping clothes. I was shocked to see one man with tools already standing on top of the long ladder drilling into my exterior wall brick. The other man was standing in front of my windows looking around and looking into my unit. I was terrified and ran out of my unit with my sleeping clothes on and the phone in hand prepared to call 911. I asked both of them what they were doing outside of my windows ? They didn't want to tell me in the beginning ,

until I told them it would be a police matter. They finally told me, their job that day was to disconnect my two exterior front lawn lights from inside my unit electrical panel and cut my electrical switch on and off system inside my unit and re-connected both my front lawn lights to the building electrical source to Erase history, Hide the Fact that I am is the only person paying my both front lawn exterior lights electrical cost in my East exterior wall and West exterior wall to Light up my lawn.

Regional Management operations wanted dishonest deny that fact by disconnected electricity source from my inside unit and re-connected my both front lawn lights to TCHC Building, then claimed in front of my windows are common space by all townhouses tenants encouraged them came in front of my windows for wild parties, illegal activities for private business gained at the expenses of the vulnerable tenants.

TCHC could deny the fact, history of my lawn by re-connected my front lawn lights to TCHC building light and ignored the fact, I am the only person paid my electrical front lawn lights electrical usage since both my front lawn exterior lights put up and both my exterior front lawn lights always connected to my insider unit electrical panel, were part of my electric bill charges up until that day November 22, 2022 and I never have issue paying it.

I am also the only person cleaning up my lawn and watering my flowers and shrubs to beautify my lawn since 2006.

I also witnessed these two electrical trainees, both under an apprenticeship program, step over and destroy all my flowers and some of the shrubs. I have always had access to care for my lawn and have cared for my heavy shrubs since 2006. The apprentice told me they needed to put the long ladder on top of my flower bed for safety issues and they acknowledged they damaged the flowers and some of the shrubs

They admitted that there was no mentor or master overseeing their job on my exterior front lawn lights and I found that extremely disturbing.

These are serious issues. Why was I not provided with notice of this work? This affects my unit in numerous ways:

1. TCHC is disconnecting my lights without notice;
2. I lost control of my exterior light on and off system
3. My privacy is invaded as my unit is surrounded by lots of large windows and the apprentice can look right into my unit;
4. The work takes more than 4 hours and involves vibration that affected my wall,
5. Without any notice, I had no way of knowing initially if these apprentices were trying to break into my unit or not;
6. Why was a key not provided to the apprentices to access my lawn through the gate instead of having them sneakily jump over the 6 feet and 4 feet fence with ladder and tools.
7. I never have issues paying my front lawn electrical cost and I am happy to continue paying the electrical cost of my front lawn lights.

The last point is perhaps the most concerning. The fact that these apprentices were not given a proper key to access the lawn looked incredibly suspicious. There are many "No Trespassing"

" No Loitering" and " Private Property" signs on the fence so it is very bold for two men in broad daylight to jump over the fence. Why did the apprentice refuse to tell me what they were doing until I told them that would become a police matter?

My two exterior lights were connected to my light switch and electrical panel (both inside my unit) since it was put up and I have always been the only person to exclusively pay the

electrical cost for my two exterior lights to light up my front lawn. TCHC never paid any electrical cost for my two exterior front lawn lights and I was shocked to see two apprentices without a mentor or master to oversee their work suddenly appear in front of my windows and unit without notifying me. In my view TCHC is being sneaky and deliberately disconnecting my access to my lawn to continually tidy up. In fact I am the only person to take care of my lawn since 2006.

I did bring two complaint cases to the Ombudsman office attention regarding TCHC improper management, corruption, Tenant Engagement Refresh, harassment, apply unfair access to discrimination and violated my Human Rights AND sent two apprentice trainees to disconnect my two front lawn lights and disconnect my "on and off light switch system" from my inside unit electrical panel without notify me.

TCHC made both commitments to Ms. Persaud at the Ombudsman Office, TCHC undertook an accountability and will provide me :

1. "Tenant engagement Refresh's investigation and finding " by January , 2023.
2. An explanation letter dated December 8, 2022 regarding Two electrical apprentices without a mentor or master and without giving me notice secretly jumped over my 6 feet and 4 feet fence early morning on November 22 , 2022 climbing on top of my windows , seeing through my unit disconnected my exterior front lawn lights and disconnected my "Light switch On and Off system" from my inside unit electrical panel without my consent or knowledge .

Ms. Persaud at the Ombudsman's office was satisfied that the TCHC undertook commitments and committed to providing me with explanation letters. The Ombudsman Office closed my complaint file.

In reality, I did not receive the TCHC undertaking Commitment as of today, October 2023 still Not providing me the letter "Tenant Engagement Refresh investigation and finding" letter which made the commitment to Ombudsman Office will undertaking provide me the Tenant Engagement Refresh investigation and finding by January 2023. TCHC culture of Operation never follows their undertaking commitment and closes the tenants complaints at BEST.

I also did not received explanation letter dated December 8, 2022 "why two electrical trainees sneakily disconnect my exterior wall from my inside unit without notifying me" Despite Ms. Persaud at the Ombudsman notifying and confirming me on December, 7, 2022 , I did not hear anything from TCHC until on March 27, 2023 .

On March 27, 2023 at 2:43PM, Solution Manager Kevin Leonard called me but he didn't identify the reasons for his calling but told me , he will be my single contact person after I kept chasing him, why I never received TCHC two letters dated December 8 2022 and January , 2023 referred by Ms. Persaud from the Ombudsman office.

Solution Manager Kevin Leonard told me he will undertake an accountability Ombudsman office referring to : TCHC letter dated December 8, 2022, and TCHC letter dated January , 2023 .

As of today, October 2023 I still have not received the Ombudsman office's re : TCHC letter by January 2023 " Tenant Engagement Refresh investigation and finding.

After I insisted on a Solution Manager Kevin Leonard TCHC explanation letter to the Ombudsman office referring dated December 8, 2022 Re: secret electrical apprentice trainee without mentor or master supervised their electrical work sneaky disconnected my exterior lawn lights from my inside light switch on and off system and disconnected my exterior lawn lights from my inside panel without notified me.

On March, 29 , 2023 I eventually received an explanation letter dated December 8, 2022 (after insisting and asking for it) regarding " why two electrical trainees on November 22, 2022 , sneakily disconnect my exterior wall lights and "on and Off system" from my inside unit electrical panel without notifying me.

I found the letter dated December 8, 2022 to be completely one- sided. Whether this was a deliberate tactic or due to unacceptable delays, due to my not receiving the letter in a timely manner, I was deprived of the opportunity to review and provide my comments to the Ombudsman 's office in a meaningful way . This explanation letter also stated that Julio Rigores, manager of the Tenant Engagement Refresh, has committed to following up with me in January 2023 to provide me with finding of the team's investigation of the corruption in the Tenant Engagement Refresh and secret self selected outsider and not living tenants to control all decision in future development plan in local and corporate level in our building. I had no expectation that manager Julio Rigores would be providing me with anything, and to date have still not heard from Julio Rigores regarding the findings from his investigation. In addition, the letter refers to the client Care Centre being available 24 hours a day, 7 days a week . It is good to have a system that is open at all times, but my experience is that the client Care Centre is not responsive at all times. The common thread between all of the above examples in this explanation letter is the pattern of TCHC making a commitment and then not following through, from the receiving of the explanation letter, to the findings to be received from Tenant Engagement Refresh , Manager Julio Rigores, to the response times from the Client Care Centre. This demonstrates how operations Management is not producing any result.

Since 2019 (please check our security record) . Large groups of guests for wild parties from inside of our building to outside surrounded my lawn windows and garbage dumping, and turned my lawn right in front of all my bedroom windows for a large group of social gathering and drug dealing. Drug dealers always mistook me as a drug provider and kept knocking at my windows for drugs. I needed to hide myself inside my Kitchen cabinet and call 911 , waiting for the policemen to come. Those terrible experiences happened often after the new decentralized system was in effect, (Please check TCHC security records on my address and my unit at 11 Sullivan Street unit 101 since 2019).

TCHC done nothing to improve the situation , instead Tenant Engagement Refresh former Community Service coordinator Ameera McIntosh used NON- Transparency Tenant Engagement Refresh as tool and kept secret selected one of the non living market rent tenant as our secretly Community Representative for the purpose of non real tenants feedback open up all the common space for illegal activities, underground business by using non real Community representative for non real feedback to develop underground business by using our common space and put the outsider listed as our market rent tenants in fact the claimed market rent tenants not live in our project but sublet the unit for much higher rent for business

income, My name was secretly added by former Community Service coordinator Ameera McIntosh as Community Committee Members to provide the false tenant feedback and falsely claimed I lived in 21 Sullivan Street in TCHC official records without my consent or knowledge. All tenants Community committee members input for decision or feedback are from non real tenants /community representatives by Tenant Engagement Refresh " one sided self served without our consent or knowledge for corruption and illegal underground business."

In fact , we have no election in Tenant Engagement Refresh, I did put forward my application form for election, I am not allowed to talk and requested mute my computer in a virtual first meet and greet meeting. The secret selection already decided who the secret Community representatives were, as today we still don't know who our secret Community representatives are ? Decisions are made on our behalf without our consent or knowledge by an unknown person.

TCHC feedback and reports and management plan and policies not reflect in reality often false feedback and actual management did opposite of the polices, no one on the ground is overseeing the Regional General Manager and Regional Management operations, which means that management is acting as it sees fit and in a manner that is not Tenant- friendly. Tenants have no channel to complain as all complaints go back to the Regional General Manager and Solution team, the very people that may be causing the issues in the first place. They simply close the tenants complaint file by using false information or information that suits them. TCHC must operate with appropriate governance, oversight, transparency and accountability where tenants have the ability to appeal inappropriate decisions made by management to Councilors and independent arbiters.

I did bring my concerns of this new un-democratic tenant's engagement to Mr. General manager in Central John Kraljevic 's attention in November 20220 and December 31, 2020 . Nothing was done that I could see. Mr. Kraljevic's support of townhouses tenants to use tenant engagement refresh as a tool to take advantage of the tenants in a separate building at 11 Sullivan 3 story apartment building to create a two tier system in our project with the support by our local Management team resulting in application of their selected policy. Regional General Manager in Central , Mr. John Kraljevic told me that if I do not agree to open up the area in front of all my windows to townhouses tenants which all have their own private fencing backyard or private balcony and front yard. then I would not be allowed to come into my lawn to water my flowers and tidy up my lawn as I have only tidied up my lawn since 2006. This kind of unprofessional bully behavior should never come out from the Regional General Manager in the Central Region. That lawn area is directly adjacent to my bedroom , living room , dining room and kitchen windows and my unit, it is a buffer zone that serves to provide me with quiet enjoyment of my unit, which I am accustomed and entitled to, and all residents are entitled to the safety of knowing that I am chronically ill and classified as disabled senior. I needed to feel safe and peaceful in my unit for my self care.

Harassment and discrimination encouraged by TCHC to intimidate me on May 31, 2021.

On May 31, 2021 , around 3:30 PM, the townhouse's tenant at 17 B Sullivan Street came to my windows at 11 Sullivan Street unit 101. I did not see any reason for this individual to come right up to my windows , and it felt threatening and like it was to harass me. When I asked her why she came , slammed my gate and trespassed into my lawn in front of my window to harass me, she yelled loudly and told me TCHC Tenant Engagement Refresh,

Community services coordinator Ameera McIntosh told her to come to my lawn to pull my flowers and redesign my lawn to turn my lawn as common space for all townhouses tenants.

The bully townhouses tenant at 17 B, she physically got closer to me and wanted to pick a fight with me to intimidate me. She was screaming and yelling to harass me and told me Tenant Engagement Refresh Community services coordinator Ameera McIntosh told her came to my lawn to pull my flowers out for the purpose of redesign my lawn for all townhouses came to my lawn right in front of all my windows as open common place for them for social gathering, dog park and dog training centre.

I called superintendent Oscar Lanuza for help, and the superintendent Oscar Lanuza told me to contact Community Service coordinator Ameera McIntosh. I email all the staff for help including Regional General Manager in Central Region John Kraljevic and Community Safety Manager Likwa Nkala. Both Mr. General Manager John Kraljevic and Community Safety Manager Likwa Nkala told me to call security, which I did. The tracking number for my call is 100935. Special constable Mohamed Zourch arrived 5 hours later and a Special constable Mohamed Zourob came to my unit and told me that he can't stop townhouses tenant at 17 B from coming to my lawn in front of my windows because there is an email from General Manager John Kraljevic to townhouses tenant at 17 Sullivan Unit B

stating that "... in front of my bedroom, living room, dining room and kitchen windows are not part of my rental agreement..." For that reason, security did not do anything and allowed the tenant at 17 B townhouses to have the right to open and slam my gate, come onto the lawn area in front of my windows to yell and scream at me without consequence.

I lived on the corner ground floor with very large and low windows. Since my lawn is directly joined with my very low windows in my bedroom, living room, dining room and kitchen, anyone that comes onto my lawn could directly see and get into my unit. In 2019, there was a metal fence put up around my lawn to protect my privacy and security; this metal fence was approved by former CEO Mr. Kevin Marshman in June 2019 at my request and construction was referred to the TCHC, Facility Management, I have my metal fence and gate put up as protection. It was approved by former CEO Kevin Marshman to protect my privacy and security around June, 2019 and construction was referred to the Facility Management team. Former senior Director Noah Slater arranged with his team mate, former landscaping manager Steve Rupert designed my metal fence with my input idea in my lawn at my request to put up the metal fence along my front and side lawn circular. Only my unit provided the Buffer zone addressed my safety, quiet enjoyment to my safety and health issues. "No trespassing" signs and "private property" signs are put up along my metal fence and "no trespassing" signs also at my gate door at my requested and why my buffer zone under this Newly Regional General Management Operation suddenly became open common space for the townhouses in which they all have their own private fencing backyard or private balcony and front yard in their own townhouses, allowed townhouses tenants came to my lawn for all illegal activities including dog training centre, dog park, large group of social gathering, drug dealing and even sex trading right in front of my bedroom windows. (supporting my comment documents and photos upon request).

For that protection email from Regional General Manager, the bully tenant at townhouses could continually come in front of my large and low windows, not only see through all my unit and easily get in my unit and allowed screaming and yelling at me outside of my windows and physical get close to me to pick a fight to intimate me. It was encouraged by corrupt Tenant Engagement Refresh former Community Service coordinator Ameera mcintosh and Regional General Manager, John Kraljevic in Central who wanted to

open up all the open space for underground business for money grab business for private business profit by using TCHC open space at the expense of the vulnerable tenants.

I told Mr. Regional General Manager in Central Mr. John Kraljevic 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 illegal activities and wild parties in our project before my metal fence was put up. Facility management solved this issue; why are Regional General Managers welcoming it back? Particularly as I am a chronically ill senior since 2020, over 4 times admitted to hospital including ICU, code blue call and intubation through the lung with 4 times bacteria found in my blood causing sepsis and need to rest as part of self care.

Mr. Regional General manager John Kraljevic told me that if I did not agree to open up my lawn to all the townhouses' tenants as a common space for them then I am also not allowed to enter my lawn either. I reiterated to him that our project has many illegal activities, with people knocking on my windows until past midnight, many loud gatherings, fighting, throwing wine bottles, breaking my windows glass and dog owners treating my lawn as a dog park and dog training Centre. All of the loud 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 townhouses residents all have their own front lawn and private backyards to gather socially without needing to go into my lawn and loudly disrupt the residents and particularly me, a vulnerable senior who lives alone in my unit. However, as my lawn is directly adjacent to all the windows in my unit, under this situation, for my safety and quiet home, I was forced to accept what I saw as a bully-ish and unfair offer: I would not be allowed to go inside my lawn to exchange with no other tenants allowed to go inside my lawn, all in order to have a quieter home which all tenants are entitled to and which my medical condition requires.

I was totally shocked why any information relating to my rental agreement was passed on to individual tenants not living in my building from Regional General manager John Kraljevic without my consent.

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 11 Sullivan to access the property of 11 Sullivan. By this logic, I should be able to use the townhouses' backyards too even though I am not a townhouses tenant.

That aside, I want to say that I am the only person tidying up and cleaning my lawn from 2006 to 2021. 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 11 Sullivan Street unit 101. No staff ever told me not to clean my lawn and in fact no staff tidied up at all from 2006 to 2021.

On June 1, 2021, the tenant at townhouses 17 B Sullivan Street continued to harass me when I was leading the TCHC contractor to replace one of my window glass, which was damaged by the wild parties hosted by my neighbor. They were fighting and throwing wine bottles at my windows, which resulted in a deep crack. While I was leading the contractor into my lawn to replace my window, townhouse tenant at 17 B angrily looked at me, tried to tell me it is a new common space under the NEW Tenant Engagement Refresh and not my lawn anymore, despite the "private property" and "NO trespassing" signs still on the fence. I felt very frightened and went back to my unit.

On June 2, 2021 morning, I reported to police at 808- 2222, police report event number

1023175 , Constable badge 84499.

On June 2, 2021, the same townhouses tenant at 17 B Sullivan townhouses unleashed her dog intent to let her dog go inside my lawn; however, after she saw my son with me, she backed off.

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 onward.

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. I am being gang attacked without a place to get help. I didn't sleep for 4 days and nights.

On the morning of June 4, 2021, 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 Mt. Sinai Hospital with immediate IV and Oxygen and doctors at the emergency ward saw my uncontrollable emotion affected by this harassment and referred me to Dr. Kenneth Fung , Psychiatry at Western hospital and I am still under treatment affected by this terrible memory.

I do not have any past psychiatry history and this terrible experience is still affecting my sleep patterns and giving me nightmares.

When I was released from Hospital on June 4, 2021 , Regional General Manager in central region put the lock in my gate and not allowed me have access go into my lawn to water my lawn and flowers which I always the only person to tidy my lawn since 2006 and some of my designed flowers and shrubs already dried up and removed and part of the green grass also dried up became partial empty lawn. The Regional General manager told me , only if I agree to open up my lawn and allow all tenants in townhouses to have access to my lawn right in front of all my room windows. I told Regional General Manager John Kraljevic , my fence and my gate were approved by former CEO Kevin Marshman upon my requests and outlined the problems of my safety and health issues. I am officially approved and in fact it is acted as my Buffer Zone , no other tenant should have access come in right in front of my windows and could enter my unit through my extremely large and low windows. My Building was originally built in 1919 and it was the original RCMP headquarter. Extremely large windows up to the ceiling and only 3 feet above ground. Anyone standing in front of my corner unit windows could see through the whole unit and also have access to enter my unit through my windows.

I am an older tenant, suffering from various medical issues, including with my liver, ERCP complication, ulcer, chest pain, biliary obstruction, and pancreatitis. During the past 3 years, I was admitted to the ICU, had code blue call and 4 times had recurrent bacteria in my blood causing sepsis. After each occurrence, as a result of intubation through the airway to the lung, I am short of breath and very weak and need a quiet place to rest for self - care. I have informed this to my management team repeatedly, along with requests for their support to continually keep my front and side lawns inaccessible to others as I have faced many issues from strangers as well as people in the overall complex on Sullivan Street. Bacteria 4 times found in blood could be fatal.

I am the only tenant in the whole project's lawn being proposed to open common space by knowing I am a chronic ill live alone senior, it is a form of discrimination and target. My human Rights being violated.

The TCHC management team acknowledges my health conditions, I got my medical priority transfer in 2016 . The transfer system at TCHC was changed in 2019 to a matching system, I am being advised by TCHC former Asset Vice President Mr. Graham Leah , if the tenants got approved for the medical priority transfer not being matched, the tenant would be qualified for unit accessibility modification.

But (I feel) , my Regional General manager and his team have chosen to ignore my needs and have supported and partnered with the corrupted No election Corrupted Tenants Engagement Refresh system, at the cost of not only myself but also those in my building at 11 Sullivan Street .

Since restructuring 4 pillars of services to the Regional Manager's team. Tenants complaints have not been adequately addressed as all tenants complaints make their way back to the Regional General Manager. This concentration of power into one team creates an environment where tenant complaints can be covered up and not adequately dealt with.

From my personal experience. I have brought up issues with the Regional Manager's team, which were not dealt with to my satisfaction . When I brought up my issues with the Solution Team. Tenant Relation- Solution Team that was based on the Regional Manager's perspective rather than the full factual situation. Policy and strategy did not reflect reality. Theory is beautiful , Reality is cruel dictatorship and Manipulation pushes the tenants down to show absolutely superior power to control and insult tenants in reality.

What is worse than not producing any result is the non- sensible direction operations Management takes towards tenants. In my situation, due to the location of my unit being on the ground floor and fronting to the street , the front and side yards are essential as a buffer zone for the quiet enjoyment of my unit. I know this because I dealt with many noise and garbage issues prior to the fencing being put up. I have used the front and side yard since 2006 with the current landscaping all done in my benefit and with my input and I have planted and decorated the front and side yard and paid the hydro bill for the exterior lighting, all the TCHC 's knowledge and consent. Now, TCHC has changed its mind because there was a proposal from self secret selected Tenant Engagement Refresh to use my front and side yards as common space for wild parties and other events. Therefore, instead of acknowledging that the front and side yards are essential to providing me with quiet enjoyment of my unit, they insist on stating that the front and side yards that I have used exclusively for so long are common space. Please keep in mind that my front windows are three feet off the ground and very large (the glass portions are at least six feet-9 feet high , my ceilings are 12 feet high, 3 story walk up building, built in 1919) and so are easily accessible. How will I be able to have quiet enjoyment of my unit if my front and side yards are kept as common space? As I am disputing this, the Regional General Manager put a lock on the gate so that no one can access the area, but now TCHC has created a new problem where there are maintenance issues now caused by the tenant above throwing garbage out of their window, something I would have attended to in the past. How does this make any sense? TCHC actions indicate that they want to create new problems for my unit instead of living up to legal obligation to provide tenants with quiet enjoyment of their units.

This demonstrates both the wrong direction that TCHC is taking tenants and how incompetent operations management is at TCHC. Instead THC should move in a direction that is more tenant- friendly? If there is no harm, why is TCHC objecting and instead is creating problems of maintenance, fear, and noise? Why are the Commitments not carried out?

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 septicemia sepsis four times in the past 3 years, and this can be life threatening and very dangerous in my medical condition. I was hospitalized 4 times including ICU and had a code blue call during the past 3 years.

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 and water my shrubs as I have always done in the past since 2006.

Some of my flowers and shrubs in my lawn were damaged by the bully townhouse's tenant encouraged by CSC and two electrical trainees with long ladders and tools secretly jumped into my lawn on November 22, 2022 and needed re-plant back to my lawn.

Dear City Council Members,

I have two requested from City Council Members:

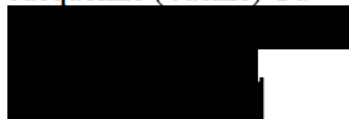
1. a key for my gate and allowed me to go back to my lawn to maintain and tidy up, water my flowers as I have always done since 2006.
2. TCHC re-planted back the damaged flowers, shrubs by bully neighbor on May 31, 2021 and two electrical trainee's long ladders and tools put on top of my flower bed and step on the shrubs on November 22, 2022 and the damaged tree removed by TCHC in my lawn in 2020.

I hope my request will give kind consideration.

Please respond to confirm that you have received this comment.

Yours truly,

Jacqueline (Jackie) Yu

A large black rectangular redaction box covering the signature area.