

From: [David Ng](#)
To: [councilmeeting](#)
Subject: [External Sender] I became disable caused by Toronto Community Housing corporation Management Policy No Human rights and Not follow Toronto tenants Charter.
Date: October 7, 2023 12:40:33 AM

To the City Clerk:

Please City Council add my comments to the agenda for the October 11, 12 and 13, 2023 City Council meeting on item 2023 DM 11.1 , I give my consent web- post my communication on item 2023 DM 11.1 on Ombudsman Toronto Report : An Investigation into Toronto Community Housing's Corporation's Tenant Human Rights Complaint s Process.

Please Omit my postal code, address and email.

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 of its Committees. Also I understand that Agendas and minutes are posted online and my name may be indexed by search engines like Google.

Please respond to confirm that you have received this comment.

Comments:

Dear Toronto City Council

I wanted to share my painful experience of how I became disable tenant caused by Toronto Community Housing Corporation violated Human Rights by new Regional Operation management ignored all my countless requested for repair my old air conditioning water leaking, sink leaking in bathroom, leaking pipe in washroom , water leaking in toilet , broken wet floors tiles due to continually leaking pipe being ignored, drywall peel off from the wall in kitchen , mold in kitchen sink and mold in washroom pipe and all other problems. I did report, complaints , repeated reports and complaints , staff just came to take photos and nothing actually happened , countless times requesting help through the tenants care help line , by phone, by email , Solution team, superintendent team, managers and any possible channels to request repair. All my requests were only responded to by the superintendent team who visited my unit and took photos and agreed it should be repaired. Nothing done in reality.

All those issues circulated and repeated, circular and repeated again and again , countless times of photos by the superintendent without repair or fixed because the decision of approval is up to the Regional General manager and his team, not the front line staff. Regional General Managers and Regional Management control decision making behind the front line staff and dishonestly claim repair decisions up to the front line staff. This is not reflected in reality. This is the culture and continually culture at maintenance / repairs managed by Regional Operations to corrupt , Manipulate, abuse power to show the Regional operation in maintenance / repairs Managed by Regional Operations absolutely Power to control the tenants and corrupt the system as it sees fit.

Approved maintenance repair NOT Based on NEEDED ,but based on WHO and which tenants requested? Discrimination, unfair access policy up to Regional General Manager and his team's own favour or their own interpretation. Abused Power and superior attitude by Regional Operations throughout the whole organization. Tenant Complains , voices, input requests are completely covered up by false management reports, false tenants input and even false documents. No One on Regional Operations following the fake policy and all policy is empty talk and whole operation management freely to act as it sees fit, no senior staff oversee its operations No accountability and No transparency throughout the whole Regional Maintenance / Repairs Managed by Regional General Manager and his Regional Management Operation team.

Due to my unit Conditions with water leaking on the floor, I fell and was Trapped in between the bathtub edge and toilet edge's narrow spaces, trapping my body in between. leaking toilet water was trapped in that area from the leaking pipe and my body just fell to that narrow space with my clothes and my body get wet in that narrow area which made it very hard for me to move out and my wet clothes made the water pressure to fill the already narrow space impossible for me to even move. I tried very hard to move backward from my head with all my strength, due to my body with wet clothes, I was stuck tightly in that narrow space, I couldn't even move and got trapped for over 24 hours without food and drink and medication. I am a chronically ill diabetic senior. I am prepared for the worse.

My family member couldn't contact me for over 24 hours and came to my unit knocking at my unit door without responding from inside my unit. They called 911, the fire team came and broke my unit door, rescued me and rushed me to Mount Sinai Hospital. My accident got trapped over 24 hours accident causing by leaking water through out my unit due to TCHC Regional Management Operations no transparency and No accountability, Regional General Manager and his team delivery service only in paper and all paper service not reflects in Reality,

No one in TCHC oversees what the Regional General Manager and His team are doing. All executive teams all turn a blind eye to improper management and gang up plans using TCHC Public resource to run the business for money Grab profit for private gain bypass Human Rights, Legal Obligations and acting self governance with self facilities changes to attract more opportunities for business is TCHC top priority.

My accident was caused by TCHC Regional General Manager and His Management team by Passed Human Rights, legal obligation and tenants Charter, No one in TCHC Oversee Regional General Manager and his team , all executive team members are turn blind eyes and deaf ears to many tenants brought the concerns and deputation to TCHC Board, Committee and Management, Improper management continually without improved

I became disabled after this terrible accident, I hit my head and my back when I fell down on the solid washroom ground and my back was seriously hurt after over 24 hours trapped between the narrow space and can't move without food, water and medication for over 24 hours. I was in a seriously dangerous situation at the time. I was kept in hospital over 10 days with a rehabilitation team , physiotherapy team to help me recover from the accident .

The Mount Sinai Hospital 's specialized Geriatric Services referrals have been Made and the CCAC , nursing services, PSW and the social worker visiting my unit to assist me in my daily living after my accident, I became disabled senior and dependent on a wheelchair and

My PSW for my daily Living.

I was considered very lucky if my family did not catch me in time to call 911 when they couldn't contact me. Much Worse consequences could follow and happen.

Dear City Council, Toronto Community Housing developed the direction of using Dishonest, Misleading, Fraud, Scam way of Operations, Using secret selected as our fake Tenants representatives /Community representatives for non real tenants input and feedback on Our behalf without our knowledge, without our input by using TCHC Public Resource for personal profit gain, used the self selected individual, we still don't know who is our tenants' representatives, never posted to let us know who is the secret selected tenants representatives acted on our behalf without our knowledge.

Non real Tenants Engagement Refresh set up as a tool for corruption, for false tenants input, false tenants voices to dictate the way and direction to corruption, please remove TCHC Tenant Engagement Refresh from TCHC Operation replace by City Of Toronto New Housing Rights Advisory Committee, Oversee by City Council to ensure the Transparency and Accountability.

Toronto Community Housing Corporation is social housing provider, the sole objective is provide the safe, clean common space, peaceful enjoyment unit with Human rights, legal protection and tenants charter, No reason we needed many fund for the unknown person secretly made all decision direction on our behalf without our knowledge, input or consent. I never know if any tenants including myself get any benefit from this non real Tenant Engagement Refresh, in fact we don't know who the secret tenant representatives are in my building in my almost 30 years in my current unit. I, as a tenant, don't need any funds from TCHC.

Please paused all non transparency and no accountability Tenants Table fund, PB Fund, Community benefit agreement (section 37 fund). We don't need any funds, we only need a safe, security, clean, peaceful enjoyment home with Human Rights, Legal protection, Privacy Rights and Tenants Charter Rights.

All section 37 funds and all claimed funds are Needed go back to the City to help Homeless, those homeless desperately needed extra funds at this time.

In fact, None of the tenants I know ever got those benefits in my almost 30 years in this building. It all goes to the corruption Team in TCHC secret Pocket in the name of Tenants.

Independent Investigation by the external Auditor General investigates Tenant Engagement Refresh and Regional General Managers and his team are urgently needed to avoid further gang corruption against the vulnerable tenants in the name of Tenant Engagement Refresh.

City Council should also consider appointing an Operational advisor to replace some of the Board of Directors in TCHC Board to get the clear, clean New start with the clear Policy.

Only two divisions are working Hard and real professionals In TCHC which is Facility Management and his team and General Counsel and his team, Both two divisions are working hard and honest

and treating tenants with full respect, open with transparency and accountability. .

Toronto Community Housing Corporation is not meeting its requirement, City Council Members should consider removing all its management Responsibilities. Reform the RGI System , Working on Canada- Ontario Housing Benefit with a portable Housing Benefit . The Benefit is tied to the Household and Not the housing unit , Can be used to help pay rent anywhere. It will give more options to tenants .

Throughout this darkest time in Toronto Community Housing Corporation history, I have found Councillor Fletcher to be a Passionate TCHC Board Director, a hard worker who fearlessly stands up for TCHC Tenants and puts tenants first. Thank You , Councillor Fletcher , I am sure I will have the opportunity to meet you in person and express my appreciation to you. I watch youtube of all TCHC Board meetings. Many TCHC Tenants appreciate you so much for standing up for us. Thank You!

Thank You, Ombudsman Addo and your team for your detailed " An Investigation into Toronto Community Housing Corporation's Tenant Human rights Complaints process. Without your Report, tenants at TCHC have no channel to voice our concerns due to all complaints being covered up with false management reports and all complaints transferred to the Regional General Manager and his team to cover up the issues created by them in the first place. TCHC , CEO, COO are turning blind eyes and deaf ears and all executives members are team players joined the corruption team to develop a Business Plan by using public resources (TCHC resource) for private Gain. It is a reality that TCHC Tenants suffer silently.

Thank You, City Council Members for the opportunities shared with my comments.

Sincerely ,

David Ng,

A large black rectangular redaction box covering the signature and contact information of David Ng.