

From: [Jackie Yu](#)
To: [councilmeeting](#)
Subject: [External Sender] Item-2024. PH11.7- Progress Update on Toronto Community Housing Corporation's (TCHC) Tenant Advisory Committee.
Date: May 19, 2024 10:37:56 PM

Attention: Ana Benavides and/or her team.

To the City Clerk:

Please respond to confirm that you have received this comment.

Please add my comments to the Agenda on May 22, 2024 City Council Meeting on item PH11.7- Progress Update on Toronto Community Housing Corporation's (TCHC) Tenant Advisory Committee.

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 the 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.

Please City Council I am giving you my written consent Web- Post my communication on May 19 on the item -2024 . PH11.7
Please Omit my postal code , email address. Thank You.

Comments:

Dear Toronto City Council,

My name is Jacqueline (Jackie) Yu and I have been a TCHC Grateful Tenant.

I wanted to make my comments on TCHC the refreshed Tenant Engagement system and a comprehensive Implementation Plan and progress Update on Toronto Community Housing Corporation's (TCHC) Tenant Advisory Committee.

TCHC Tenant Engagement Refresh and Tenant Advisory Committee Never have election and Community representatives are secretly self selected By TCHC staff including using non living TCHC Tenants secretly put in TCHC Official record as Our Community Representative in my building and my name was secretly put in TCHC Record as Building Committee members on the building Not I lived to make the false feedback and false voice by using my name without my knowledge and consent. I never approved this illegal action by using my name and putting me in the false address for false feedback and false tenants voice for corruption without my knowledge, consent or approval.

TCHC using False tenants Voice for real corruption for underground illegal activities by using TCHC public resources for private business gain to make profit at the expense of the vulnerable tenants by secretly facility changes, by passing legal obligation, violated Human Rights and Tenants Rights, violated building code and property standard freely to interpretation as it see fit to suit its corruption profit plan by using in name of Tenant

Engagement Refresh Command Encouraged Bully , harassment , discrimination, two tiers of system, unfair access Policies to target individual vulnerable tenants such myself, chronicle ill senior as its see fit . We tenants lived in FEAR and In Danger without a channel to voice our concerns.

All tenants concerns,complaints issues have been covering up, only going back to the Regional General Manager and his team who partnering with Corruption Tenants Engagement for false tenants feedback, false tenants voice to corrupt the tenant funding programs, corrupt Tenants' action fund and formerly known as Participatory Budgeting and attempted corrupt section 37 funding , Community benefit agreement and False tenants' feedback recommendations ,input for decision making at the corporate and local Level including attempt to use false tenants' recommendation transfer our small building to their own control development for profit by using false tenants voice. using TCHC Public resources for profit gained Business to benefit themselves to corrupt the TCHC system.

In reality , we never have Both Tenants Engagement Refresh elections and No Tenants Advisory Advisory Committee elections, TCHC using one-sided fairy tales, non real , fantasy story telling. TCHC secretly selected their own selected person including non TCHC living tenants or when the information regarding Tenant Advisory Committee election was posted, already past the deadline or if the tenants' put forward the application for Tenants Advisory Committee, tenants never got interviewed. All secret selected members kept secret within TCHC, information in TCHC web posts NOT reflected in Reality. It is self served, No transparency , no accountability throughout the whole organization.

TCHC Did opposite what the Tenant Advisory's Objectives, Mandate by using SCAM , Fraud to cover up.
NOT Diversity and NOT inclusion, NOT Provided opportunity to tenant Participation.

TCHC Tenant Advisory Committee : Terms of Reference, Mandate, Objectives, Values and code of Conduct are all empty talk on paper only, controlled by TCHC Staff and the Gang corruption team without transparency and No accountability.

TCHC culture of NO Transparency and NO accountability, as today we still don't know who our secret Community representatives are in my building because TCHC never announced who are our Community representatives because we never have elections in my building. TCHC Secretly created different sets of non real secret community representatives to suit the different corruption purposes and situations. All in secret, I found out through former Mayor Tory's office , My name was secretly put in a different TCHC address (NOT my REAL address) as Community members in a Committee to provide false feedback on my behalf without my approval, knowledge and consent to the address NOT where I lived.

Many Not real tenants but list as market tenants, allowed subletting the unit for private business for profit over 10 years. Those non real tenants as private Business partner not Only allowed in our project run illegal underground business but also secretly put in TCHC official record as our Community Representative partnering with TCHC Management and Tenants Engagement Refresh to plan the business direction using TCHC Public resource for personal private gain in name of Tenant Engagement Refresh for tenants feedback and tenant's voice. The other secret Community representative NOT LIVED in my building allowed trespassing into our building In name of our unauthorized title , self declared as our

Community Representative for Roger Business Promotion, printed his name in Rogers Flyers self declared as our Community representatives trespassing into our building for Roger Business promotion, Our name , Phone number , unit number and /or Personal information could be leaked to outsider without our approval or consent TCHC violated our privacy rights and allowed non living in our building outsider partnering for Business Roger Promotion without our knowledge, consent or approval. It is a criminal offense. I did report and provide at least 5 units in our small project running subletting business to Regional Management, all being ignored instead of allowing drug dealing, using our common space for business and illegal business, unfair access policies to target vulnerable tenants Not in their ganging up team for develop private Business by using TCHC resource.

My experience is that after TCHC decentralized the 4 Pillars, namely , cleaning, Maintenance, community safety and support and tenancy Management to Regional management , there has been no accountability , no transparency management which has created an unsafe inner community, with tenants feeling trapped within this Community without a channel to voice or complaints.

All tenant concerns have been going back to the Regional General Managers and his team who are the subject of a complaint to investigate the complaints and make the final biased decision and outcome of the complaint tenants will get further target and Regional General Manager's biased decision is final to cover up to support the illegal activities and encouraged bully discrimination without any accountability to ensure that decisions are fair and equitable and consistent with TCHC's fundamental values.

to make it worse , using the self selected non- living tenants and outsider to control tenant Engagement Refresh system as a tool corruption TCHC Local and corporation Development plan in local and corporate decision making , non real tenants' feedback from non real secret community representatives as 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 intimidate and Encouraged self selected Bully neighbors provided priority Benefit to them with Management's own money grab plan agenda and their outlaw facility changes with their own two tiers system and two tiers of policies to discrimination vulnerable tenants in name of tenant Engagement Refresh Bypassed legal obligation , Human Rights , created Regional Management 's own Money grab plan Agenda and own policies with their out law facility Changes freely to target , discrimination vulnerable tenants as it see fit.

While all ELT, CEO and COO distance themselves from tenants and turn the blind eyes and deaf ears to tenants complaints, allowing improper management, Corruption and gang covering up throughout the whole organization despite Tenants Loud and clear deputations after deputations in TCHC Board/ Committee. Only one brave strong Director Madam Paula Fletcher stood up like TIGER MOTHER defended our Tenants' Rights , Protected us and brought in Motion to City Council ensure our issues are heard. She truly got much respect from TCHC tenants and TCHC silent Tenants watching youtube for her strong determination to protect tenants. All TCHC Directors either Silent or sided with TCHC Management.

My human rights are violated by TCHC encouraging bullies NOT LIVE in my building, who came to my lawn right in front of my unit windows to harass me. TCHC wanted turn my lawn right in front of all rooms windows turned to common space for people

not lived in my building for Money grab private business, after I rejected Regional General Manager's outlaw idea , He put the locks on my two fence gate Not Provided me with Key, which I have access into my lawn to tidy up my lawn which I did since 2006 and Not allowed me water my flower , shrubs and let those flowers dried up and die by put the locks on my lawn gate,

Not allowed me have access goes inside my lawn clean up and tidy , ignored the fact, my lawn is also my fire Exit and Buffer zone , if my building on fire I lived in the ground floor corner of the building.

I needed to escape through my windows and go to my lawn as an escape door. The Regional General Manager in Central ordered two locks on my lawn gate, one lock in front gate another lock inside gate without providing me the KEY. It is totally blocking my opportunity to escape when it is on Fire. MY Fence and My Gate was put up and APPROVED By TCHC Former CEO Kevin Marshman and Former COO Sheila Penny and Oversee By former Facility Management Senior Director Noah Slater All Approved and PUT UP my fence and Gate as Buffer zone at my requested ARE Before Regional General Manager JOHN Kraljevic's time. He is NOT Involved working in my fence and Gate , all are before his time working as our Regional General Manager. He has NO RIGHT to secretly facilitate changes that changed my Buffer zone to Common space for his profit Plan by using blackmail.

Regional General Manager in Central wanted to show me how powerful he is , when I refused his outlaw facility changes idea to turn my lawn right in front of all my rooms windows for common space for People NOT lived in my building, he showed me, he have authority NOT ONLY not allowed me watering my flowers, dried up all my shrubs and he could BLOCKED up my FIRE EXIT when real Fire.

Regional Management on November 22, 2022 arranged NON Licensed electrician in the early morning while I am sleeping with my sleeping cloth on by using LONG Ladder climbed on top of my large windows PEE into My rooms while I am sleeping secretly disconnected my exterior lights which connected inside my unit electrical panel for my East and West exterior Lawn lights to light up my lawn. TCHC secret arranged non licensed electricians without a master or monitor to oversee their disconnect of my Lawn light from my inside unit electrical panel while I am sleeping , TCHC just wanted to hide the fact , I am is the only person paying my front lawn electrical lights and I am is the only tenants tidy up my lawn since 2006 which all before Regional General Manager's time.

The Regional General Manager wanted to Hide the fact , I am the only tenant taking care of my lawn, I paid the exterior lawn lights for electricity to light up my lawn. He wanted to turn my lawn into a common space for illegal private gain business and blackmail me, if I do not agree to open up my small lawn right in front of my bedroom windows, living room windows and all my rooms windows . I will NOT be allowed to tidy my lawn any more. I rejected Regional General Manager's blackmail suggestion, consequence TCHC secretly sent two non licence electrical trainee secretly climbed up to my windows early morning when I still in bed secretly disconnected my lawn lights from inside my unit electrical panel and re- connected to Building's lights and claimed in front of all my windows is common space for all tenants not lived in my building. If I am NOT agree, I am not allowed goes into my lawn for water my flowers, and tidy up my lawn , I lived in ground floor , corner of the building, if my building on fire, I could escaped through my windows to my lawn and now my lawn is locked, My fire exit also blocked.

Since I am Not allowed to have access inside my lawn to tidy up . All Garbage including female monthly diapers, human POOP and Pee , garbage and food dumped into my lawn and NOT allowed me to clean by knowing that I am a patient with 4 times Bacteria found in my blood caused Sepsis and Required ICU attention. In order to force me open up my lawn which right in front of all my rooms windows, including bedroom windows, living windows, dining room windows for illegal activities, if I am NOT agree open up my lawn to welcome the illegal activities, I am NOT allowed to come to my lawn to clean up and NOT Allowed me to water My flowers and grass and allowed all grass, shrubs , flowers dried up and die, It caused me extremely painful to see all flowers, shrubs are designed by me, water by me, cared by me, now are dried up and some of them are dried up to die.

Regional General Manager and TCHC operation. Knowing I am easily triggered by a dirty environment and NO staff working on weekend and long weekend, and dishonestly claiming TCHC have 24 hours , 7 days Tenants line and security for tenants for my needs. Good to have the system have 24 hours / 7 days served tenants. My experience is NO help at all time in reality when few months ago , my toilet water non stop running and all water rising up to my knees from washroom to my bedroom, living room, and kitchen I call both tenants line and security line, No responded and no one came , until my son rushing in my unit was terrified to see the situation , he immediately shut down my electrical panel to avoid I got electrical shock due to all electrical wire laid on the floors. It took my son and myself two weeks to clean up all the mess in my unit. It is reality for TCHC Tenants.

Dishonest LIED to the Ombudsman Office , when I brought my case to the Ombudsman office , TCHC made the Commitment to the Ombudsman Office promising to provide me with the finding of the investigation of Tenant Engagement refresh by January , 2023 in order for Ombudsman office close my complaints file, as today I still have not received any finding of investigation of tenants Engagement Refresh , TCHC culture made the commitment and Never followed . Used Dishonest, LIED covering up , Made the commitment to stop the investigation and close the file. TCHC never followed their commitment . Management Report NOT reflected In Reality. Using LIED and Dishonest fraud to corruption is a way of operation.

In reality Tenants live in FEAR and IN DANGER after non REAL Tenant Engagement Refresh established , just gave TCHC tools to corrupt the TCHC System for Gang corruption.

I would be more than happy to provide my supporting documents to support my claims.

Dear Mayor and Toronto City Council Members.

I would respectfully request the City Council as shareholder, request the Board Of Directors Of Toronto Community Housing Corporation to direct the President and Chief Executive Officer of Toronto Community Housing to consider inclusion of a Community Safety plan that would Centralize the 4 pillars AGAIN so that the Regional Management team is held accountable to TCHC Board/ Committee and remove All Tenants Engagement Refresh system and its activities and all TCHC funding programs , going back to City Of Toronto for other urgently needed programs. All programs in the name of TCHC tenants, in reality, are harmful to tenants, tenants NOT Getting any benefit but harmful and WE Don't NEED any benefit except safety, security, peaceful enjoyment with Human Right and tenancy Rights.

TCHC is a Housing Provider, and should be focused on providing safety , security ,

peaceful enjoyment with Human Rights and Tenants Rights Living environment. TCHC ignored its main responsibility and never focused on its responsibility and was too busy to extend their private business for personal benefit gained by using TCHC funds to make private profit. It is going in the wrong direction. TCHC currently focus on using TCHC Public fund to develop the sub-business group, outside TCHC system heading to business for profit by their own business development in name of for tenants Engagement Refresh. It is SCAM and Fraud. TCHC Needed Independent criminal investigation from top to bottom why TCHC needed that much program and they claimed for tenants ? ?

WHY CEO, COO and all ELT distant from tenants, Is the structure or system needed changed and reviewed?

TCHC needed to remove much more staff and removed much more divisions within TCHC organization for the healthy budget, as right now nothing goes to tenants, No accountability and no transparency, all funding are goes to nowhere as tenants suffered toilet water leaking, No front building door lock, allowed street people sleep inside our bench, unit windows leaking, single pane windows with exterior mould windows frame, My electric bill in winter cold month more than \$350 Per month for 1 bedroom due to all single pane windows are leaking. TCHC allowed Mis-management and NO staff to take responsibility to oversee the operation and organization, Serious Gang corruption in Tenants Engagement Refresh and Regional Management operation.

Please Stop TCHC developing business by using TCHC and tenants' Name and ask for any form of donation, including cash, wine, turkey, Unit way, They all go to the corruption team to develop

sub-businesses for profit themselves. former City Home Never needed asked for donation, we don't have Tenants Engagement refresh back then, we have extremely support city Councillor connected us to the park in Summer for Hot Dog, drink and gathering, we don't mind to bring drinks and hot dogs for gathering in Park or outside of Community Centre. We have a lot of fond memories of the old time gathering.

The City of Toronto has an extremely excellent Community Centre with dedicated workers in Music, Gymnastic and all kinds of activities in our local Community, We don't need TCHC to develop sub-businesses outside of the Housing provider. If TCHC can't do the proper job of housing which is their main responsibility and why allow them develop their sub-business outside of the Housing.

In the old time, most City Home children grew up in Community Centre such as university Community Centre, Scadding Court Community Centre, St Christopher house, West neighbourhood House, Most kids growing up in those Community Centre are becoming today Real Professional and return their high portion of their income back to our Society.

Thank You all for your time and consideration.

Yours truly,

Jacqueline Yu