

TORONTO COMMUNITY HOUSING CORPORATION
BUILDING INVESTMENT, FINANCE AND AUDIT COMMITTEE MEETING
SEPTEMBER 8, 2023

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WRITTEN DEPUTATIONS

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Deputation Part 1 – Jacqueline Yu
Item 8 – Tenant Involvement in IN-Unit Repairs
BIFAC Public Meeting – September 8, 2023

Written comments- Jacqueline Yu

BIFAC public meeting - September 8, 2023 , item 8, Tenant involvement in in-unit Repairs.

██████████ Street unit ██████████, toronto, ██████████
tel. H: ██████████.
cell ██████████

Good morning, Chair Macrae and all community members.

I was waiting for this opportunity to share my open compliments and grateful gratitude to Facility Management's whole professional team for all their excellent work they did to my building and my unit.

I want to share Photos of my IN-unit before repair By (SOGR) and my Building surrounding before and after inside and outside of my building.

Our Regional Management Operations for a long time Ignored our repair requests and turned the blind eyes without responding and No tracking number provided and No record keeping with deaf ears and blind eyes for a long time, covered up with False management reports which are not reflected in reality. We all suffered silently and continually suffered with false management reports by In -unit Maintenance / Repairs Managed By Operations

Tenants' complaints on our Regional Management operations channels did not exist , all complaints referred back to Regional General Managers covering up with non factual situations and false documents. In fact , he is the staff who created the issues in the first place.

Tenants living in dangerous environments created by the Regional Management team not only ignored the necessary repair requests and partnering supported outsiders to run the illegal Business activities in our project in the name of Corruption Tenant Engagement Refresh by using TCHC Public fund ,Common space for private Business for personal gain. Community representatives are secret selected , non living tenants put in market rent but live elsewhere and rent out the market rent unit for much higher rents for profit, used false tenants feedback , false tenants voice on our behalf without our input and knowledge to corrupt the local and corporate decision making, future development including property transfer and local spending, including tenants table fund , PB fund, Community Benefit agreement, formerly section 37 fund. used different sets of the tenants representative to suit the different kinds of corruption at the different situations. Our Regional Management operation report does not reflect reality.

Our in- unit Maintenance / repairs managed by Operations is a joke and only on paper, No one oversees the operations and no one audits the repairs Real or just on Paper or what kind of repair or spending actually spent??? Or repair or built, we live in make believe , dishonest operations.

Please see attached Photos.

In -unit Maintenance/ repairs managed by Facility Management is the Professional role Model for TCHC and should oversee the Regional Operation team to hold them transparency and accountability.

State of Good Repair (SOGR) by Facility Management staff begin first inspection my unit and asked me to identify my concerns and needs for repairs, write down in the large paper like a map put in my table, walk with me in every corner of my unit including windows counter, washroom, kitchen , electrical , every corner including all closet in my unit, I have opportunity to voice my concerns and input and requests. The repair and replacement of the Kitchen cabinet , Washroom , drywall and electrical upgrade in kitchen and washroom close to water tape all changes to the safe standard, self closet and clothing closet and the falling doors . My floor all broken tiles are replaced with the new floor .

My Ceiling holes were filled with newly painted back to the same colour , My mold drywall in washroom and kitchen drywall filled with mold are replaced with new drywall with new paint , My falling Closet and clothes shelves are rebuilt with new shelves. all construction was completely on time with professionals without disruptions . Construction work was far exceeding my expectations. SOGR provided a survey to my unit and allowed me the opportunity to participate in the survey. My survey of the SOGR program was not only very satisfying and far exceeded my expectations. I will recommend this SOGR program throughout the TCHC Community because the program is filled with well trained professionals with high respect to tenants. Supervisor [REDACTED] sitting in the car outside our building for any issues it might arise at all times. Manager [REDACTED] easily got hold of and responded to all questions right the way and manager [REDACTED] on Site routine check to respond to all questions or new issues come up. I felt I was obligated to express my support for In- Unit Capital Repairs Managed by Facility Management In BIFAC and share my grateful and heartfelt thank You to all of you.

Thank You Mr. Vice President [REDACTED] for leading a strong TCHC Facility team to continuously improve our living conditions to work so hard and taking our issues seriously and resolving issues so quickly . No Matter how odd and

unbelievably a situation is , you and your teams have shown an ability to solve it gracefully.

My comments on In- Unit Maintenance / Repairs Managed by Operations are extremely negative, I choose NOT to Comment on their dishonest management report, the conclusion is my photos will speak for themselves.

Thank You Chair Macrae and all Board Directors and Community Members for the opportunity to share my grateful and heartfelt Thank You to all of you.

TCHC Tenant , Jacqueline Yu

[REDACTED] Street unit [REDACTED]

Toronto, [REDACTED]

tel. [REDACTED]

cell [REDACTED]

Deputation – Jacqueline Yu
Item 8 – Tenant Involvement in IN-Unit Repairs
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Attachment

Please find attached photo is took it from my unit [REDACTED] Street , unit [REDACTED] Before IN- Unit Capital Repairs managed by facilities Managment , All my unit are repairs by Facility Managment and They did the excellent work.































Deputation Part 2 – Jacqueline Yu
Item 8 – Tenant Involvement in IN-Unit Repairs
BIFAC Public Meeting – September 8, 2023

written comments (re metal fence) - Jacqueline Yu

BIFAC Public meeting - September 8, 2023 , Item 8, Tenant Involvement in In-unit Repairs.

Good morning , Chair Macrae and all Community members.

In -Unit Maintenance/ Repairs Managed by Operation NOT responded and Ignored our building safety issues requested by me and my fellow tenants continually requested to extending our metal fence along our landscaping to prevent the outsider have access enter our unit through our ground floor, large unit windows directly join in our landscaping being ignored.

NAKED Man and DOG allowed have access right in front of our unit windows all the time as photo showed and Have access enter our units through our Large windows, all our bedroom, living room , dining room , kitchen's room windows are all facing our directly open lawn. Outsider, drug dealers, and dogs attacked, dog poop laid open for 3- 4 days without staff removed in weekend or long weekend. It is happening all the time , this photos is only one out of hundred photos in my complains file. my complaints allegation of Regional Improper managed by operations documents upon request since TCHC NOT Provided tenants complaint tracking Number in most complaints to covering up the improper managment.

Maintenance/ Repairs Managed by Operations , lack of professional knowledge and necessary background of education to know the legal obligation as management and landlord responsibility is the problem itself. By Passed Human rights, Tenants Charter, City By Law is not the social Housing 's charter.

Social Housing Act Not Necessary only focus how to turn our public resource turn it to Money Machine by not missed opportunity to grab money plan at the expenses of the vulnerable tenants. Shut Tenants complaints channel , provided false management reports and false tenants feedback , false tenants voices should not happen in TCHC, Corruption and gang corruption between Tenants Engagement Refresh and Regional Operations should not happen in TCHC . Unfortunately it is happened in Most of Regional Operations Management and All tenants Engagement Refresh system. They used Scam way to operate TCHC, it should be concerns all of us including TCHC Board. Independent investigation is necessary to stop further damaged at the expenses of the vulnerable tenants. My Personal terrible experiences target by the gang corruption will deal with this topic in different channel. All my claim supporting documents upon requests. .

No tracking Numbers provided in most complaints and No accountability and NO Transparency , no one oversee the regional operations leading to all improper management.

Myself and my fellow tenants requests for fencing our fence along our landscaping being ignored and Regional Operation responded our lawn directed facing our unit are common space shared with the townhouses tenants which all townhouses unit have their own private fencing backyard, / private balcony and front yard in bseparate building. why their guests or clients and their sublet tenants and themselves could occupied our landscaping for all illegal activities , do we needed sleep ? City By Law , No Maximum capacity ? all

ignored by using unfair access policy , two tier of system to violated all our rights as Tenants.

After Many complains from our building. Recently our back door posted will replace. The true problems is our open lawn directly next to parking lot and next all townhouses have access right in front of our unit windows is a problems itself. We needed peaceful enjoyment inside our unit and Not open Common space for wild Parties, fighting, drug dealing , drug taking, dog parks, dog toilet and dog training centre. Our Maintenance/ Repairs Managed by Operations Lack of the knowledge of property standar, Inability to managed and apply unfair access policy by passed Human Rights , Tenants Charter to favourite the illegal activites despite over 100 complaints by our building since 2020. All being ignored , covering up ,not provided tracking numbers, provided the false managment reports , all complaints goes back to the corruption headquarter which is Regional Managed by Operations. No One in TCHC oversee the serious improper Maintenance / repairs Managed by Operations . Please check into our building complaints since 2020 since no tracking number provide in most case, only selected complaints provided tracking number. (All my allegation of the improper maintenance/ Repairs Manged by Operation of my claim documents upon request).

despite we have many safety issues, over 100 complaints of dogs, wild parties, fighting, large group of social gathering. drug and drug dealing and even sex trading. All our safety issues being ignored and supported all the illegal activities, underground business such as sublet the unit to outsider and secret put this business outsider in TCHC Official record as our Community representative secretly made all the businee plan by used TCHC Resource fund and common space for their private illegal business gain by using the secret selected outsider listed as Market rent tenants, in reality lived in outsider and we don't know her and she don't know us , put in TCHC official record and secretly put my name also in as the Community Committee Member and falsely claimed I lived at [REDACTED] Street unit [REDACTED] without my consent or knowledge. In reality, [REDACTED] is a townhouses, no sunch unit [REDACTED] and the secret selected outsider

is listed at [REDACTED] unit [REDACTED] but for rent out sublet business , I did talk to her sublease tenants in laundry room many times.

Please find attached photos of a naked man close to my unit. Thankfully, the Facility Management former Senior Director [REDACTED] and former Landscaping Manager [REDACTED] constructed a metal fence to replace my former wooden fence around my unit in 2019. It acted effectively to prevent the naked man from coming up to my bedroom window. There are also unleashed dogs and fierce dogs always trying to attack me and over 5- 10 dogs running around when I try to access my back building and dog poop Openly laid in our lawn in front of our unit windows/or next to our unit windows for 3 days in weekend and 4 days in long weekend. No staff worked on weekends or long weekends, No tenants client care will respond, They told me they only responded by fire or water flood, emergency only.

If I report to security, CSU called me back 5 hours later and asked me on the phone, does the man still on site or left? No one showed up.

Please review our security record of over 100 complaints since 2020. I noticed no tracking number provided for a long time to tenants, no record in the TCHC complaints file. All complaints channels are shut referred to Tenants care line, Solution , CSU , local hub , all referred back to regional General Manager for covering up without record. False documents, false feedback covering up corruption and heading to the non sense direction to manage, No accountability and no transparency, freedom to apply unfair access policy to target vulnerable tenants , encouraged physical harassment and discrimination. Tenants have no legal protection , no Human Rights, free of attack and free of applied unfair access policy to target individual Tenants by Regional Operations encouraged bullied tenants physical harassment to intimation vulnerable tenants by corruption Tenant Engagement Refresh, particularly if English is not the tenants' first language, ill and old senior will being target. (all documents Proof my allegation upon request).

I was being knocked down by dogs when I just released from hospital ICU in 2021 , Dogs owner from townhouses , their own unit have their own private fencing backyard /private balcony and front yard , City dog park just less than 10 houses away from townhouses. Our Regional Management used corruption tenant engagement Refresh as tool, secretly facilities changes, by pass legal obligation, forcibly open up our lawn directly join into our unit windows as sharing common space for townhouses for dog park, dog toilet and drug dealing, large group of wild parties and large group of social gathering from mid night to early morning , client or guests of townhouses always used our lawn for drug dealing, needle injection right in front of our eyes. I complained townhouses always bring their dog right in front our unit windows for dog training center dogs kept barking 24 hours right in front of unit windows,

Being a chronic ill senior myself , I needed rest and peaceful enjoyment inside my bedroom at least from 12 midnight to 8 AM. It became a dream, being advised by staff to call 311, if the dog barked at midnight and early morning. I am also being advised by staff for the naked man and illegal activities , I should call CSU , In reality no responded from CSU and if responded at least 5 hours later for the phone call return to check if the naked man still in our lawn or Not?

Our lawn right in front of our unit windows should never consider as common space for townhouses residents for common space for dog training center or wild parties ,or large group of social gathering.

They all have their own independent private yard and/ or private balcony and front yard. why they needed come to in front of our unit windows for all activities.

I am always mistaken as a drug provider and Client and friend of the real drug Provider, those client kept knocking at my windows for drugs, One of my windows was broken and replace on June 1, 2021 due to fighting , wild parties and threw the wine bottle damaged my west side windows. It is all on TCHC security records.

I did request fencing up our small landscaping , not allowing the townhouses and their client , friends to have access to our unit windows by fencing up the same metal fence like my metal fence and extending to our building landscaping to protect our safety being ignored by Maintenance/ Repairs managed by Operations, as TCHC culture, Operations not spent money on maintenance/ repairs.

I wish the Facility management team and COO [REDACTED] and TCHC Board chair and directors consider our safety issues and extend our metal fence to all our lawn landscaping. Townhouses always have their own independent facility including their own fencing private yard/ Private balcony and front yard and private garbage site. Townhouses and their friends and clients have no reason to have the right to go into our lawn and potentially have access enter our unit through our windows. It is a safety issues for all the tenants in our building.

All the fencing work should be only built by Facility Management , this division filled with Professional , well qualified staff with full train respect tenants, proper manner to treat tenants. Most important completed work only on Paper and not reflected in reality.

Thank you for your time and opportunity to share my safety comments.

TCHC Tenant, Jacqueline Yu

[REDACTED] Street unit [REDACTED]

Toronto, [REDACTED]

tel. [REDACTED]





Item 8 - Deputation Part 2 - Jacqueline Yu

Deputation – David Ng
Item 8 – Tenant Involvement in IN-Unit Repairs
BIFAC Public Meeting – September 8, 2023

Written deputation from David Ng.

██████████ Street unit ██████████

toronto, Ontario

██████████

Good morning Mr. Chair Macrae and Directors.

My written deputation is to support the Facility Management team leader and his team for their Kindness to support the disabled tenant by In- unit Capital Repairs Managed by Facilities Management and

I would like to share my positive feedback and Share my experience , I am a tenant benefits for SOGR program.

I also wanted to share my painful experience of how I became disabled tenant caused by In- Unit Maintenance / Repairs Managed by Operations ignored all my countless requested, for repair, my over 25 years old air conditioning water leaking , leaking sink 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 pipe and all other problems. Staff just came to take photos and nothing actually happened, countless times requesting help through the tenants care Help centre, by phone , by email, Solution team, Superintendent team 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 for many years.

All those issues circulated and repeated for many years, countless times of photos by the superintendent without repair or fixed. This is the culture and continually culture at Maintenance/ Repairs Managed by Operations to manipulate tenants and abuse power to show the Maintenance/ repairs Managed by Operations absolutely Power to control the tenants unit repairs or not, up to their own favour or interpretation . The decision is not based on NEEDED but based on WHO the tenant requested ? and WHICH tenant requested ? Discrimination, unfair access policy, abused power by management Operations throughout Maintenance / Repairs Managed by Operations and tenants voice and requested are completely covering up by false management report, false tenants feedback and even false documents and No One following the policy and all Policy is empty talk and whole Operation management freely to act as it see fit, no senior staff oversee its operations. No accountability and No transparency throughout the whole Maintenance/ Repairs Managed by Operations.

Due to my unit conditions with water leaking on the floor, I fell down in the washroom and could not get up and I was trapped in between the bathtub edge and the toilet edge , narrow space trapped my body in between. Water was trapped in that area from leaking pipes and My Body just fell to that narrow space with my clothes wet and my body got wet in that narrow area which made it very hard to move and my wet clothes made the water pressure to fill the already narrow space. I tried very hard to move the backyard from my head with all my strength. Unfortunately, due to my body with wet clothes, I was stuck tightly in that narrow area , I couldn't even move and got trapped for over 24 hours without food and drink. I am prepared for the worse.

My family member couldn't connect with me for over 24 hours and came to my unit knocking at my unit door without responding from inside my unit . They called 911 , and a fire team came and broke my unit door and rescued me and rushed me to Mount Sinai Hospital.

My accident got trapped over 24 hours accidents causing by leaking water in my unit floor due to TCHC in- init maintenance /Repairs Managed by Operations no transparency and No accountability, Maintenance/ Repairs Managed by operations report only in paper and Not real, Most feedback and operations management reports are made to believed due to the whole In- Unit Maintenance / Repairs Managed by operations operated with dishonest self facilities changes policy , they always claimed decision made by front line staff and local hub.

In reality , the Big Boss Regional managers and Regional General manager made the decision and control decision behind the front line staff. Front Line staff worked and worked and overworked, 1 superintendent, one Cmp1 and one cleaner worked for 3 buildings including unit repair, Most of the unit repair done by superintendent team and Non contractor including our back fencing gate, 4 times repair in one week , Superintendent team also responsible for all Fire alarm tests and all issues may arise in buildings. The TCHC system is No staff work on weekends and long weekends, Just past Saturday, Large portions of vomit food covering the common space and No Staff working Until Tuesday morning , after Labor Day holiday. I was trapped inside my unit because I was afraid that the bacteria from the vomit food from the sick person would pass bacteria to me due to the fact that I am a 85 years old disabled, weak senior. My neighbor in Unit [REDACTED] used the dog bag covering her nose and mouth to walk past the vomit food. Unit [REDACTED] went to unit [REDACTED] and requested them to clean the vomit food done by one of the family members causing conflict. Unit [REDACTED] just scoop the vomit food without cleaning the floor. It is the reality in our Maintenance/ Repairs Managed by Operations.

Open houses support illegal activities Managed By Operations at the expense of the vulnerable tenants is the direction of TCHC Maintenance/ Repairs Managed by Operations heading to used the TCHC public resource (common space) for private business gain causing many fights and large police showed up in my building (Please review our Building security reports and Police reports in [REDACTED] divisions regarding our building police visited and security reports after New

Regional Managed by Operation detracting Operations to Regional Operations).

Over 25 years living in my current building, I witnessed my building go from one of the best buildings IN TCHC to one of the worst buildings in TCHC due to our NEW Maintenance/ Repairs Managed by Operations no transparency and no accountability and No one oversee the Maintenance/ Repair Managed by Operations and no consequence for the improper management and the non sense direction heading to and No one oversee its operations and management reports allowed NOT reflects in Reality without anyone audit its management Reports.

My feedback and survey to In- Unit Maintenance / Repair Managed By Operations

I am extremely unhappy , Unsatisfied with maintenance/ repairs managed by Operations.

I am 100% unhappy with the customer service Provide maintenance/ Repairs by Operations by using false service , never deliver, no real Maintenance/ Repairs service, all commitment on paper only and not follow through , false service by dishonest Management causing tenants accidents Without any accountability and transparency without any staff oversee operations , without shame and guilt to delivery the management report NOT reflects in reality.

I am NOT Benefit By Maintenance/ repairs managed By Operation , but Harm of project they engaged in, only on paper to get TCHC funding, but not real delivery to tenants in reality.

Since my accident was caused by In- Unit Maintenance / Repairs Managed by operations, I became disabled due to hitting my head when I fell down on the solid washroom ground and my back was seriously hurt after over 24 hours trapped in the narrow space and can't move without water and food. I was in a serious 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. 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.

The [REDACTED] 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 depended on a wheelchair and My PSW for my daily living.

Shortly after , the TCHC , Facility management Grade A Plus professional team, in- unit Capital Repairs Managed by Facility Management (SOGR) marched into our building and my unit , in the name of the State of Good Repair. This team changed my kitchen cabinet , washroom Cabinet, kitchen drywall , washroom drywall, electrical , New water sink, washroom cabinet , kitchen counter , Bathtub , disabled Bar and higher toilet seat to suit my wheelchair. I recently changed the new air- conditioning. I am very Happy of the Facility Management project including the SOGR program.

Throughout the whole SOGR construction, I am not disrupting at all .

This program SOGR , I am extremely satisfied , 100% Happy with the customer service Provided , I am 100% benefited that this project has been fully explained By SOGR team and I highly recommended SOGR to all the TCHC Building fellow tenants.

Thank You for the opportunity allowed me to express my gratitude and thank You to Facility Management Leader and his team as well as thank You to BIFAC Directors.