

TORONTO COMMUNITY HOUSING CORPORATION

BOARD MEETING

DECEMBER 9, 2021

TABLE OF CONTENTS

WRITTEN DEPUTATIONS

AGENDA

ITEM #

PAGE #

Comments re the New Tenant Engagement Refresh System

Jackie Yu2

2E Plan for 2022 Board Evaluation

Cheryl Duggan 14

8 Seniors Housing Transition

Bill Lohman 16

General Comments - Jackie Yu
Regarding the New Tenant Engagement Refresh System
December 9, 2021 Board Meeting

Hello Mr. Chair Murphy, Deputy Mayor Bailao , Director Fletcher and all Board Directors , Mr. CEO Sharma and Ms. Penny

I want to share my terrible experience as a TCHC tenant under the new tenant engagement refresh system, our Regional General manager's team, by using New tenant engagement refresh as a tool to target individual weak tenants such as myself. I am having various medical issues with liver, Sphincter Of Oddi Dysfunction, ERCP complication, ulcer, atypical chest pain, biliary obstruction , pancreatitis, as a chronic ill senior, living in the mixed building. During the past 2 years, I was admitted to ICU, had code blue call and 4 times recurrent septicaemia, after 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.

My local management team acknowledge my health condition and deliberately gang up with a few tenants by using a corrupt tenant engagement refresh (i.e.no election ever took place in our building) as a tool to target me, knowing that I am a chronic sick tenant and need rest most of the time yet choosing my front and side lawn in front of all my bedroom, living room, dining room for common space for persons living the townhouses from 15- 21 Sullivan who are trampling through my front and side lawn. The townhouses from 15 - 21 Sullivan Street all have their own front lawn and private large backyard or private balcony in their own townhouses.

I live in the ground floor corner of Sullivan and entrance walkway between 11 and 15 Sullivan Street. I have a metal fence up around my lawn in 2019 to protect my privacy and security; this fence was approved by former CEO Mr. Kevin Marshman in June 2019 and construction referred to former Vice president at Facility Management and current COO Ms. Sheila Penny after my former wooden fence was removed by Facility Management for our building foundation repair to

address the homeless setting up beds behind that fence and living in that space, along with wild parties, drug dealing, fighting , large groups of social gathering around my lawn area after my old wooden fence was removed around 2017-2018.

The new local management team did acknowledge my fence is approved by Mr. former CEO Kevin Marshman to protect my safety, security and acknowledge my health condition and needed a quiet place to rest to self care, but they deliberately gang up with a few tenants at townhouses from 15- 21 Sullivan street, and not with anyone in our building at 11 Sullivan Street by using a secret tenant engagement refresh. In 11 Sullivan, which is my building, approx 90% of the tenants had no chance to participate. To this date, there has been no official announcement as to who our community representative is. All decisions are secretly done between our local management team and a few townhouse tenants. Our building is controlled by a plan without our building tenants' consent, with the end result that my lawn is used as common space and allowing those tenants who have their own front lawn and private large enclosed wooded backyard to trespass into my lawn. Using a high hand and harassing me, the tenants at Townhouses at 17B were encouraged to come to my windows to harass me, yelling, screaming and getting closer to me to pick a fight with me.

On May 31, 2021, around 3:30 PM, the tenant at the 17 B Sullivan Street townhouses came to my window and I felt like it was to harass me. When I asked her why she came to slam my gate and trespass into my lawn in front of my window to harass me, she told me CSC Ameera Mcintosh told her to come to my lawn. I called superintendent Mr. Oscar Lanuza for help, and the superintendent Oscar Lanuza told me to contact CSC Ameera. Mcintosh. I email all the staff for help including Regional General Manager 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 and I did call and the tracking number was 100935

Special Constable Mohamed Zourob arrived 5 hours later and a Special constable Mohamed Zourob came to my unit and told me that he can't stop her from coming to the front of my windows because there is an email from General Manager John Kraljevic to 17 B Sullivan stating that " ...in front of my windows are not part of my rental agreement..." For that reason, the tenant at 17B Sullivan continues 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 was totally shocked why any information relating to my rental agreement was passed on to individual tenants from general Manager John Kraljevic without my consent. I am the only person tidying up and cleaning my lawn from 2006 to 2020. 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 it up at all from 2006 to 2020. I am the only tenant and only person to clean my lawn, and no one has had access to my lawn except myself. All signs on the fence to give notice to others are approved by my local management team.

My new metal fence was requested by me to former CEO Mr. Kevin Marshman to protect my security and privacy and jointly designed with my input to manager landscaper Steve Rupert at Facility Management in 2019. Director Noah Slater arranged for his team mate to go to the City of Toronto to apply for the permit extended beyond the property line in my front lawn at my request due to a large group of our neighbours and guests wild party, social gathering, fighting often close in my lawn. Please check into our building security records from 2018-2021.

Since my lawn is directly joined with my very low windows in my bedroom, living room, dining room and kitchen, any one that comes onto my lawn could directly see into my unit.

On June 1, 2021

The tenant at 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 and making a deep crack. While I was leading the contractor into my lawn to replace my window, tenant 17B Sullivan angrily looked at me, tried to tell me it is a new common space under the new tenant engagement refresh and not my lawn any more, even my private signs and no trespassing signs still along my fence. I felt very frightened and went back to my unit.

On June 2, 2021, the same tenant at 17 B Sullivan townhouse 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 distant from me and allowed the harassment continually from May 31 and onwards. Mr. Kraljevic proposed to have a phone meeting with me on June 3, 2021.

In this phone meeting, Mr. Kraljevic, Regional General Manager reversed his verbal agreement offered to me on May 27, 2021. His original agreement offered to me is that my lawn will be restricted common space and no any tenants in our project allowed into my lawn except myself and he continually told me that there was no reason for any tenants to come in front of my windows due to all my bedroom, living room, dining room and kitchen windows are surrounded and direct adjacent to my front and side lawn. However, 1 week later, Mr. Kraljevic reversed his original agreement by telling me that if I did not agree to open up my lawn to the townhouse residents, then I am also not allowed to enter my lawn either. He gave me the option of either having my lawn open to all tenants including myself or no one having access to my lawn including myself. I reiterated to him that our project has many illegal activities, with people knocking on my windows until past midnight, many loud gatherings and dog owners

treating my lawn as a dog park and not cleaning up after themselves. All of the noise and loud social gatherings have interrupted my rest and the strong painkillers made me very tired and I just needed a quiet home. The townhouse residents all have their own front lawn and private backyards to gather socially without needing to go into my lawn and loudly disrupt me 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 my medical condition needed.

I requested Mr. Kraljevic to put his second proposal on record since he overturned his own first proposal he offered to me. He refused to put his second reversed agreement on record and only offered verbal agreement. I had no confidence that he was going to keep this second agreement seeing as he had already gone back on his word on the first verbal agreement of May 27, 2021 and proposed this new second unfair agreement on June 3, 2021.

My lawn always has a wooden fence for a very long time on my side lawn and the front lawn has very heavy bushes extended to the property line as boundary protection for my privacy and security. I am the only person and only tenant to tidy up my lawn due to no other tenants having access to my lawn since 2006 and the only time my lawn was without protection was when our foundation was repaired in 2017- 2018. Facility Management needed to remove my fence and remove the heavy bushes in my lawn to repair the foundation and replace the metal fence in 2019 at my request to solve the problems of wild parties, drug dealing and all illegal activities in my lawn. I told Mr. Regional manager 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 and why are they welcoming it back? Particularly as I am a chronically ill senior, with need to rest as part of self care. Please check into the security record at 11 Sullivan Street from 2018 to 2021.

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 felt enough that I was crazy enough to call Ms. Sonia Fung, Secretary at TCHC Board, left the message to her voicemail with uncontrollable crying and wanted to tell her if some bad thing happened to me, at least one staff at TCHC knows I am being targeted and if something happened to me, at least 1 staff I trust in head office will know because I don't trust my local management team. Local management seemed to be engaged in a culture of dishonesty with either no policy or double policies.

On the morning of June 4, I felt extreme chest pain, was vomiting, was unable to breathe and called 911. During 911 communications, I lost consciousness and was unable to talk. Fire truck, Policemen, Paramedic team rushed me to Mt. Sinai hospital 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.

I brought this matter to the attention of Ms. Sheila Penny, acting CEO in June 2021 requested Ms. Penny to put Mr. The General Manager's second verbal agreement to record my lawn is a restricted common space since Mr. Regional Manager refused to put his own reversed second proposal on the record. I got the email confirmation from Mr. Kraljevic after I brought my request to Ms. Penny in June 2021.

Unfortunately Unit xxx the unit above mine at 11 Sullivan Street is a mentally ill woman. She likes to dump her garbage and odd items from her windows onto my lawn, including her personal monthly feminine products, human poop, foods, cans of fish, meats, apples, noodles, ice cream and all other garbage daily. We

have a wonderful superintendent team after I reported it and they did come to clean my lawn. However, if unit xxx dumps her garbage after 5 PM or on the weekend, I have to wait for the next business day. Please check into the security and tenants line Help @torontohousing record of our building at 11 Sullivan unit xxx garbage and odd items dumped into my lawn at 11 Sullivan unit xxx for the past years from 2020- 2021

The reality is that I need access to maintain the yard to keep it clean as needed. I have had 4 different times in the past 20 months bacteria go into my bloodstream , recurrent septicaemia, sepsis four times in the last 2 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 20 months and it is a concern to me when food including meat is thrown down and decomposes outside of my window and flies are swarming all around the decomposing food. My gate is locked and I was not provided with a key but the reality is that I need access to maintain the yard as I have always done in the past since 2006.

Mr. Kraljevic responded to my request to have the key go inside my lawn when time is needed: " TCH continues to engage with tenants, staff and stakeholders on the current and future use of any common space in our community. TCH will continue to collaborate with tenants in building a democratic system that will provide for tenant input for decisions at the corporate and local level. This is supported by providing resources where tenants are engaged and have opportunities to thrive and play leadership roles to build their communities in collaboration with their fellow tenants and TCH staff. An example of this support is providing information to tenants in various languages and guided by principles of being respectful, equitable, informative, inclusive and collaborative. This engagement will continue to be supported as they affect local decision making , including the use of space."

He told me that by providing me with the key in my lawn, it will become my private lawn. I do not agree with that, as Mr. Kraljevic already passed around to individual tenants and in his own document that the front of my lawn is not part of my rental agreement. If I follow the logic that having a key and access to clean my lawn will become my private lawn, then all the contractors and the superintendent team also have their own private lawn in front of my windows. I merely want to clean up the lawn as I want to ensure that I keep things as clean as possible in view of my medical needs. I have never gone inside my lawn for my personal enjoyment, not even for coffee or tea since I've moved in. I am a self isolated, quiet senior. I go into the lawn directly adjacent to my windows purely for cleaning up only and make sure there is no food or meat to attract many flies or mice in order to avoid bacteria around my windows and potentially getting indoors because I have a very weak immune system. My request was rejected as punishment for not opening up my lawn to the townhouses who all have their private lawns or private balconies.

Additionally, I am very concerned about the current new tenant engagement refresh. Both two automatically appointed community representatives live in townhouses - how could they address the problems in our building? This new tenants engagement refresh system does not make sense to me, as no minimum tenant voter turnout is even needed.

On the day of nominations, an information poster was only posted a few hours prior to the meeting on the same day in our building, while few townhouses tenants received the private invitation information email to attend the nomination application form. I missed the application hand out day even though I checked the board everyday when I was out of my home in the afternoon. I did not see any poster information at all when I was back from dinner. I saw the notice on the board when the nomination application meeting was over. I was successful in chasing CSC Ameera for a nomination form and successfully got nominated by my upstairs neighbor.

In the first meet and greet virtual meeting before the election, only 2 tenants from the townhouses plus two townhouses on the phone, one of the townhouses from the same family, total 3 units from town houses and only myself from our building attended the virtual meeting. Before any election, CSC Ameera already talked to one of the pre- arranged Community reps about how to turn the roof of 11 Sullivan Street for townhouses to host parties, catering and a gym. I wanted to voice my concerns - the fact that our building is a 3 story walk up building with many seniors with wheelchairs sharing one set of narrow stairs in front and one narrow stairs in the back building, with no one overseeing such parties and ensuring compliance with building and fire codes. Additionally, if the roof is opened up to the townhouses, the building security may also be compromised. However, I was not permitted to voice my concerns as CSC Ameera ordered my computer to be muted.

I was the only tenant from our building, and was not allowed to voice any concerns. And it appears that decisions were already being made before an election.

I decided to withdraw my nomination application. The fact that there was very late and limited notice of nominations for elections, combined with the fact that there was no quorum or minimum number of tenants needed to participate to pass proposals, no elections and with only members of townhouses, did not reveal a democratic process or system that took into account all tenant views. Nor would this provide local management teams with feedback that would actually be an indicator of performance or whatever metric local management was hoping to get out of this process. Tenant input would be limited to a select group who would merely push forward their own agenda.

As of today, there is still no official posting to inform our building who our official Community representatives are. Any local decisions are done with no visibility or notice, without any notice or input from tenants at 11 Sullivant Street - the very place where this group is proposing to make changes!

I did bring my concerns of this new, un-democratic tenant's engagement to Mr. Regional General manager Kraljevic's attention in November and December 31, 2020. Nothing was done that I could see.

Mr. Kraljevic' support of townhome tenants to use tenant engagement as a tool to take advantage of the tenants in a separate building creates a two tier system in our project with the support by our local management team resulting in application of their selected policy. The reality is that townhome tenants are unlikely to know of the problems with building tenants and vice versa. The model of "townhouses and building" combined with the same community representative is a problem itself.

I wish for the TCHC Board of Directors to review our tenants engagement refresh system and no tenants should be controlled by a small group of their fellow tenants, particularly in regards to matters of safety, privacy and security. The fact that there is no visibility into simple issues such as those below is concerning:

Who Is a Member in the Tenant's Engagement from our building at 11 Sullivan Street?

Who is our tenant representative???

How many times have we had tenant engagement meetings since it was developed and implemented?

How many tenants from our building are in the meeting ?

How many times have we at 11 Sullivan connected with CSC Ameera for the past 12 months?

How many tenants from our building are being informed of tenant engagement applications on the day they were handed out?

How many tenants come out from 11 Sullivan to select our tenant Rep.?

Did tenants have an equal say in the first meet and greet meeting?

The truth is I am the only tenant from 11 Sullivan come out for the first meet and greet and no chance to voice my concern because the management decision is secretly planned and the current two community rep. is automatically appointed due to no one coming out due to no information or poster being posted in our building to let our building residents know first meet and greet for Community rep. election

Why are management decisions allowed to be made and controlled by one pre-arranged community representative before the election?

Why do the townhouses control our building and our building tenants are not allowed to talk and voice concerns in the first meet and greet before the election?

With no accountability or oversight over the election process, is there a risk of some corruption?

I appreciate your reading this matter. I understand that it is a lot to take in, and I feel like I have been able to make you understand what I have been going through the past few months. I have tried to frame things fairly. But, overall, I feel like my human rights, fair access policy and my privacy are all violated without any place

to report as every road that I have tried to pursue all are referred back to Mr. Kraljevic. Mr. Kraljevic merely confirms that he received my correspondence and that he will work on my issue(s) to be resolved on paper /emails only. This is an ongoing cycle for about 6 months now. Nothing will be done.

Please don't refer my case back to Mr. Kraljevic, as I feel like he will only reach out on paper to enable others to be notified that he will help; however, I do not feel like there has ever been a realistic solution that takes into account my concerns. Any realistic solution that has taken into consideration my concerns has been reversed.

Mr. Chair Murphy, Deputy Mayor Bailor, Director Fletcher and all Board Directors Mr. CEO Sharma and Ms. Penny. I need your help because this very important and very serious issue in which I feel like the lack of resolution and constantly being approached by townhouse tenants without consequences has resulted in a great deal of anxiety and feeling like I am a target of attack. I feel like I need to reach out to people outside of the chain of local management to see if I can get any assistance.

All supporting and corresponding emails can be provided upon request.

Please feel free to contact me for any additional information and follow up corresponding emails.

Feel free to contact me any time.

Thank you all for your attention to this serious matter .

Concern TCHC tenant,

Jacqueline Yu

May I suggest a question that should be seriously considered given the mashup of an agenda for this particular board meeting. For the sake of clarity and continuity how about we frame the agenda in terms of updates/reports from all the committees and sub-committees. So in terms of this meeting the agenda should go from Item 2C Public Board of Director Minutes – October 7th, 2021 – Final to Item 3 BIFAC Update with the list of Awards and Change Orders (Is it just me or is it beginning to look a lot like Christmas when it comes to change orders at TCHC. Word seems to be out that they can underbid the original contract then pop back in for a top up change order. Is this issue addressed within any efforts to create [or update] the contractor evaluation/audit process?) to number 4 OCHE Bi-Annual Update

Ideally, I would love to see every TCHC committee, sub-committee, and independent entity with a TCHC budget including R-PATH and the CSU submitting updates to every board meeting. There needs to be a clearly defined line between all TCHC entities and the Board of Directors.

For instance, I would greatly appreciate it if R-PATH could follow the lead of CABR and OCHE by providing updates on a regular basis. I have been lead to believe that R-PATH submitted a list of recommendations to TCHC to improve accessibility for tenants. But without the transparency of reporting to the Board it appears I'm out of luck in terms of finding out exactly what's on that list. That information may help with my efforts to advocate from within.

As for the CSU did you know that they are FINALLY getting ready to install GPS trackers on their vehicles! How long have independent companies and other city entities had GPS trackers? Why did this take TCHC CSU so long? If we waited this long for GPS I can imagine it would take at least a decade to get the CSU to wear body cameras. It will take even longer if we don't have them updating the Board of Directors on a regular basis. (If Councillor Fletcher in her infinite wisdom and decades of experience in politics wants to reframe shootings in TCHC communities as good news stories then maybe having that transparency from the CSU should be at the top of the list.)

In other words, it's pretty clear that updates are important. The goal of the TCHC Board of Directors should be to have a complete picture of how the organization operates not just from their own stand point but from the tenants. By not demanding transparency from the various committees, sub-committees, and special interest groups they are willingly moving forward without any idea as to what stumbling blocks could be avoided.

I find it ironic though that once again you hope to get the advice of an outside consultant on ways to improve your Committee and Board meetings while I continue to give you clear pointed advice for free. I get it change is difficult. But if you want more real good news stories you have to do the hard work.

In summation, any consultant is going to recommend, as I have, that TCHC find ways to optimize the Board's agenda for their meetings.

12-09-2021 Deputation Board of Directors_ item8- Transition

Item 8 Seniors Housing Corporation Transition – Status Report

Good morning Mr. Chairman, Mr Sharma, and members,

Thank you this opportunity to address the Board, this morning.
My name is Bill Lohman. I am a senior living in one the 83 building of the Toronto Senior Housing Corporation. I serve as the representative for my community, I am a member of the Senior Tenants Advisory Committee(STAC) for the Integrated Service Model(ISM) and I am a long standing member of Seniors Voice.

The ISM is one year old and a lot of effort has gone into it, but it was almost entirely staff related and 'back-facing' components of the ISM model. Senior tenants have now gone more than 2½ years without any engagement or support from Tenant Services engagement Refresh.

Seniors want to know: Where is the promised on-site medical component? Where is the tenant engagement for senior's? Where is the staff accountability to tenants?

The ISM and it's accountability framework was developed separately and is one silo(1) piece of the City plan, It is incomplete and will not work as a stand-alone entity. It needs other inputs to create the cohesive, functional and effective model for senior tenants, as promoted. It requires a separate tenant engagement component that communicates respectfully, is senior specific, and responsive to the expectations of senior communities, but that is not the engagement the TCHC silo prepared for seniors.

The Engagement 'Refresh' silo(2) created by TCHC, is a governance model designed for active, energetic leaders that presumes to assign tasks and accountabilities to tenant leaders with responsibilities akin to a job description. It is problematic for seniors, because leaders are appointed if no one volunteers, needs of seniors were not the focus nor considered, seniors were never asked what they thought, and especially because repeated protestation by seniors to TCHC and city staff, "We Don't work for you, we pay rent!", have been ignored all throughout the Refresh roll-out

Holding elections to appoint community representatives for a 'Refresh' governance model to make tenant leaders accountable to the SSC and corporate priorities, is not engagement. For aging, disenfranchised seniors, it is more like a cynical covert conscription that advances strategic objectives,

instead of the wellness and spirit of the community.

Senior tenant make up the silenced third silo(3). The SHU Manager admitted that tenants play an integral role to holding the ISM together in support of the SSC by providing tenant/community information to the SSC for medical referrals.(privacy issues?). We are now realizing that the scope and of the SSC is to the accountabilities of the ISM, exclusively, and leaves Senior leaders holding the bag to deal with crowd control and psycho-social issues of the community. And, yet, there continues to be an absence of any substantial senior inclusion, input or influence to decision-making and policies of the ISM model transition.

Q3- Tenants First Update, TSC 2021

Robust, collaborative and ongoing communication with tenants and staff is a cornerstone of this project and a successful transition will not be possible without it.”

It claims, “TCHC is committed doing everything possible to ensure the transition is successful.”, Tenants will have direct involvement in implementing a system that best meets the needs of seniors”.

“TCHC is working with tenants to develop a new tenant engagement model.”

The last time we heard anything from Engagement management was in July, and around the same time the last of the CSC's returned to family building flock, with not a word to senior tenants since. Tenant Services just seems to have an aversion to senior tenant participation.

Accountability Framework

As part of the ISM's commitment to engage senior tenants, the SHU is also responsible for establishing and managing the Senior Tenants Advisory Committee to ensure that senior tenants can directly inform and influence services and programs provided in their buildings

Staff keep senior tenants informed about ongoing developments, programming, and tenancy issues.

Proactively communicate with senior tenants in all matters that affect them..

The SHU will also carry out other tenant engagement activities in order to foster more positive relationships with tenants, keep tenants informed, and actively seek feedback on housing services.

Seniors Housing Unit 2019-2020 Business Plan

Ongoing engagement with senior tenants will be critical to the implementation. Staff will communicate with senior tenants in an age-friendly manner.

Programs and services delivered on-site by external agencies are tailored

to meet the evolving needs and interests of senior tenants:

How are these forsaken pledges of inclusion and input suppose to, “Build the relationships of trust between senior tenants and housing staff”, that is cited in the ISM report or is that, too, something else seniors are suppose to wait for, until June? The trust building really needs to start now, and it is staff who need to pony-up, because a bowl of unfulfilled promises has soured seniors willing taste-buds.

This past week was the first time that the Phase 1 update information was seen by the STAC members appointed to advise on it. Not once, over the past year, have STAC members been invited to review a single policy. A homework assignment to make suggestions for syntax to soften harsh 'late rent' and 'eviction' letters is not advising on those policies.

Isn't it time to stand-up for a vibrant and healthy beginning of TSHC by demanding that TCHC actually, “do everything in it's power to help usher in the new corporation”, by including seniors on the transition teams to directly inform and influence the services and programs provided to senior communities, as the Accountability Framework and Shareholder's Direction mandate?

What is behind the failure of management(s) to comply with the written intent of the ISM Accountability Framework and mandates of the Shareholders Direction, to actually engage in that “Robust, collaborative and ongoing communication with tenants”, claimed as the cornerstone of this project? How can you expect to deliver a successful transition without taking the time to properly the seat cornerstone?

It must be said again, 'The voice of seniors tenants needs to be included, as it is mandated and echoed repeatedly.

Please demand that TCHC management include senior tenant leaders on transition committees, so that, “TCHC is committed doing everything possible to ensure the transition is successful.” and “Tenants will have direct involvement in implementing a system that best meets the needs of seniors”

There is much to be thankful for this year and there is still much that needs to be done.

I would like to wish you all joyful and happy Holidays. Let us All, make a New Years resolution to focus on inclusion, improving and empowering the lives of seniors communities to come out of the isolation of TCHC past and into a hopeful spirit of wellness for seniors in the new TSHC?

Thank you for your time today.

Respectfully submitted,

Bill Lohman