

Written Submission of Anita Dressler

I am a person who has given numerous deputations before the Board. My deputations are my opinions, observations and the input from other tenants who are not experienced in public speaking or have language difficulties. I always felt that the message that I brought forward was a valuable tool for Management to make wise decisions. Many of my deputations not only pointed out issues that had to be addressed i.e. accessibility, safety, repairs and maintenance, racism and ageism, but also praise for Managers or Departments that went the extra step for the tenants.

Having oral deputations is important, as many tenants and especially with the lockdowns and virtual meetings have to hear what is being said about them. When tenant leaders come forward with deputations, it speaks to the subjects that others have questioned. It also gives tenants a sense of belonging and that someone is listening and when Managers or Departments are praised tenants start to realize that the behind the scenes persons are not against them but actually listen, care and take action.

I know that you pack your agendas, with more items than you can actually get to in an appropriate manner, but that should not negate the very people that you have a commitment to. A secondary meeting with items that are normally in camera should be held. Thus your meetings will start on time and you will get through the items that impact on tenants, and allow time for deputations on each agenda item.

In the email it says to go to committee. Are you not aware that the majority of tenants only know about one committee "Tenant Services". Unfortunately in nearly three years Tenant Services has not addressed any issues impacting on Seniors. Youth are the focus as shown with the multitude of programs and money being expended. Youth (up to 29) are only one focus group who have been over compensated while your other tenants are left in limbo One example Refresh is geared to youth. A Seniors refresh is nowhere to be seen. After numerous meetings and consultations, Seniors have asked for their own refresh only to be ignored and the original refresh thrown down their throats. Deputations in the past have been given in good faith.

Stifling tenant's voices, opinions and perceptions will create an atmosphere of distrust, lack of transparency, honesty and accountability. You have created Focus Groups, for us to voice concerns. Focus groups are actually information sessions on staff's agenda. The concept is "pull the wool over their eyes, tenants are too stupid to know any difference."

We have tried to work with you, we have voiced our concerns and made suggestions. All of this done to make you the Best Landlord. Now the perception is that persons sitting in their posh offices or working from home are making bad decisions.

What ever happened to being **tenant centric**??

Tenants are concerned that what looks good to you on paper is the end result that will impact us. You should not only be dealing with reports, you are dealing with people's well being. (Mentally, physically and emotionally). Tenants no longer have to step up to the plate and volunteer, to go to focus meetings, or help agencies with programs. Many feel that what has been proposed is a sham to shut down tenants' voices.

It has been stated many times that as a Landlord you have obligations. Many issues are ignored.

Our voices, doing deputations to the Board created good relationships with Staff and Management. Trust was built. A mutual respect. Your decision to stifle voices has created distrust and lack of respect. Tenants are becoming apathetic or more belligerent. I do not believe that in your hearts you expected or wanted this to occur. Those that try to stifle our voices are doing exactly what has occurred in many countries, whose Leaders dictate and there is no free will.

We have been your unpaid workers. We have volunteered our time and experience to strengthen communities. You expect us to participate.

But what are we participating in? A biased, prearranged plan to treat us like sheep or zombies to follow your command.

In the last three or four years, your plans have not created vibrant communities but have taken away independence and a feeling of pride. Stopping oral deputations and making sure that tenants deputations are not heard deletes all actions to help to build trust, honesty, accountability and transparency.

I hope that saner minds will prevail and that some one realizes that our input is of value.

Removing deputations that other tenants can hear, on u-tube makes me wonder, "**What are you afraid of?**" When tenants hear what is being said in a deputation, they take time to think about the issues and ponder solutions to the issues. They become involved in their communities and focus sessions and engagement.

It is obvious that we are of no value to you.

Respect can not be demanded, it must be earned. This latest decision on removing oral deputations has chipped away at the very little respect that was left. Dissimulation, dupery and deception prevail.

Respectfully submitted
Anita Dressler
Chair of Seniors Voice
Tenant Rep

Written Submission of Bill Lohman
Deputation Policy Changes

01-17-2022

The aim of the Deputation Policy is to provide tenants with the opportunity to advise the Board on important information and insights they feel is missing from an agenda item before Board about knowledge.

It is mandated that Toronto Community Housing ensure stakeholders are given an opportunity to provide input into the TCHC decisions that have an impact on their community, prior to Board deliberations.

The communication and engagement processes that Toronto Community Housing has in place are there to ensure stakeholders have the opportunity to provide input and influence related to Toronto Community Housing issues, before those items reach the Board. The methods created for tenants and other stakeholders to provide input into items going before the Board, include: Tenant Representatives, tenant Councils, local business planning, focus groups, building level meetings and theme groups. Deputation are an additional avenue for stakeholders to increase the Board's cognizance, understanding and import of a given issue.

“All items under consideration by the Board that have a direct impact on tenants and/or staff will have received input from those affected, before recommendations are made to the committee or Board.”

We have witnessed the steady erosion and disappearance of the mechanisms for tenant expression, over the past 4 years. The decentralized management system demands greater scrutiny and oversight to avoid sacrificing the intent of tenant input and influence as mandated in TCHC's deputation policy.

The lack of senior involvement in ISM development, no say on the Refresh and no senior input to the transition speaks to the concerns raised by deputants about fair treatment and the lack of empathy of staff that frustrate and impede trust in the model and decision-makers, who openly disregard the mandated tenant inclusion. Are you not interested to hear from tenants about what your committee reports are not telling you?

If you don't know what staff are doing, you don't have the ability to oversee them. It would be turning a deaf ear to the Tin-ear approach of Tenant Services toward senior concerns, by instituting changes to the deputation policy for expediency and corporate-centered efficiencies only, and a clear detriment to tenant interests by further diminishing the ability of tenant voices to be heard by the Board, as intended. Especially when all the other methods created for tenants to be heard and provide input, at all levels, have been curtailed in

response to COVID-19.

To put it bluntly, with all the things about TCHC and TSHC that are 'up in the air' that need to be considered right now, to move on this would be asinine and irresponsible.

Thank you.

Bill Lohman

Sonia Fung

From: Cheryl Duggan [REDACTED]
Sent: Thursday, January 6, 2022 3:11 PM
To: Darragh Meagher
Cc: Deputy Mayor Michael Thompson; mayor_tory@toronto.ca; ombudsman@toronto.ca; Deputations
Subject: Re: Focus Groups Regarding Proposed Changes to TCHC Deputation Procedures
Attachments: image001.png

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If deputations are meant to inform committee and board decisions how does compiling them at the end of a meeting going to meet that goal?

As for when written deputations may be submitted to committee or board meetings you are simply reinforcing the fact that I don't believe written deputations are read prior to meetings by changing protocols to allow them to be submitted right up to the beginning of the meeting.

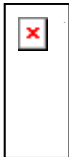
On Thu., Jan. 6, 2022, 2:12 p.m. Darragh Meagher, <Darragh.Meagher@torontohousing.ca> wrote:

Good afternoon Ms Duggan,

As was noted in our earlier communication regarding this matter, the review of the manner in which we receive deputations at the TCHC Board is taking place in the context of a review of the Board's Rules of Procedure. I am attaching, hereto, the Report to the GCHRC regarding this matter that has led to seeking your input in relation to these changes. The process that we are undertaking is consistent with the direction that we have received, from City Council, through the City's Shareholder Direction to enact a by-law that includes procedures for governing the calling, place and proceedings of meetings of the Board and its committees and is not an attempt to cut down on deputations. However, recognizing that the changes that are being proposed would impact the manner in which we manage the deputation process we have sought input from former deputants, like yourself, in relation to those proposed changes.

This report was presented at our Governance, Communications and Human Resources Committee as that Committee is responsible for overseeing the design, implementation, and reporting of corporate governance guidelines and procedures, monitoring best practices in corporate governance, and reporting and making recommendations to the Board on such matters. When the Committee considered the attached report, they directed management to engage former deputants in relation to the changes proposed. We have contacted you, and others, in that regard. We will, at the Committee's direction, be reporting back to the Board on the outcome of those discussions through the Tenant Services Committee.

We will include you in one of our focus groups and provide further details in this regard, next week.



Darragh Meagher (he/him)

General Counsel and Corporate Secretary

Toronto Community Housing

931 Yonge Street, 6th Floor, Toronto, ON M4W 2H2

T: 416 981 4241
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From: Cheryl Duggan [mailto:████████████████████]
Sent: January 5, 2022 9:32 PM
To: Deputations
Cc: Deputy Mayor Michael Thompson; mayor_tory@toronto.ca; ombudsman@toronto.ca
Subject: Re: Focus Groups Regarding Proposed Changes to TCHC Deputation Procedures

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OMG ... Let me start with the things you missed. For starters there is the why? Why is TCHC trying to cut down on deputations?

Then the obvious follow up for me is the who? Have you looked at ways to streamline these meetings from the committee member or board member side? Or is this the only instance that I can qualify as a quote unquote Tenants First initiative. You should watch yourselves on YouTube. That may give you some insight into the need to tidy things up on your end.

The what? and when? are also important. With the way things can develop at TCHC between a committee and board meeting a deputant may have additional information during that time that could further the discussion.

You all know I don't believe you should be setting any limitations on deputations. If anything you should hold off on any changes until we have reached the level of tenant engagement we had pre-Covid. This should be run through the Tenant Services Committee meetings. Hiding this within the Governance, Communications, and Human Resources agenda isn't appropriate given that very few if any other tenants have deputed to that committee other than myself.

I'd love to sit in on one those focus groups. I can't wait to see how you try to frame this silencing of the tenants.

On Wed., Jan. 5, 2022, 8:51 p.m. Deputations, <deputations@torontohousing.ca> wrote:

Hello,

TCHC is considering changes to the Procedural Rules that govern its Board and Committee meetings. Some of these changes may affect the way that the Board and its Committees receive deputations from members of the public. At the direction of TCHC's Governance, Communications and Human Resources Committee, I am contacting you to request your input regarding these proposed changes.

You are being contacted because we've identified you as someone who has asked to make a deputation to the Board or one of its Committees since 2018. As a result, you may have an opinion regarding these changes. The changes that are proposed to the Board rules would affect deputations to the Board in the following ways:

- At present, when an individual wants to make a deputation on a matter that is on a Consent Agenda, the matter to which the deputation relates is removed from the Consent Agenda in order to permit the deputation to take place. The matter is considered at the beginning of the meeting, before the Board or Committee considers the items on the Meeting's Regular Agenda. A change to the Procedural Rules would result in those matters being considered, once the Board or Committee had considered all of the matters on the Regular Agenda, meaning that deputations would be heard towards the end of the meeting Agenda.
- At present, when an individual wants to make an oral deputation on a matter that is being considered by the Board, they will be heard even if the matter was previously considered by one of the Board's Committees. A change to the Procedural Rules would end this practice. This would mean that anyone who wanted to make an oral deputation would need to do so at the Committee meeting. Written submissions would continue to be accepted on all matters being considered by the Board, whether or not it was previously considered by a Committee.
- At present, an individual who wants to make an oral deputation on a matter that is being considered at the Board or one of its Committees is encouraged to inform the Board Secretary of their intent to do so by noon on the business day prior to the meeting. A proposed change to the Procedural Rules would make this a mandatory requirement. Written deputations would be provided to the Board or Committee as long as they were received prior to the beginning of the meeting, where possible.

In the event that you are interested in expressing your views with respect to these proposed changes, you can do so in two ways. Firstly, you can do so in a response to this email that will need to be received by not later than **January 17, 2022**. Secondly, a series of focus group discussions will be scheduled for the week of **January 17, 2022**. Should you want to participate in one of these focus group discussions, you should indicate that you wish to do so by not later than January 12, 2022. Finally, you can, as always, seek to make a deputation to the Governance, Communications and Human Resources Committee in relation to these proposed changes when they are considered by the Committee at its meeting of April 5, 2022.

Darragh Meagher

From: Darragh Meagher
Sent: January 14, 2022 3:29 PM
To: 'Cheryl Duggan'; mayor_tory@toronto.ca; Deputy Mayor Michael Thompson; ombudsman@toronto.ca
Subject: RE: TCHC Deputation Focus Group Meetings

Good afternoon Ms Duggan,

I have introduced the Deputations email account as we were unfortunately experiencing some inappropriate communications, to Sonia, from parties who were contacting her in relation to the deputation process. When we receive an email communication from a member of the public this approach allows one of us to provide a personal response, without it defaulting to Sonia to do so. As the direction to send emails from this account came from me, I am responsible for both the decision to establish the account and the content of the emails that are sent from that account.

As to the deputation process, we recognize that deputations are an important aspect of the Board and Committee process. We understand that they are important to both the Board and tenants. We are pursuing this exercise in order to ensure that our Board's meetings, and those of its Committees, are conducted in an efficient manner and result in informed and responsible decisions that benefit TCHC tenants.

The email that you received, today, invited you to attend focus group discussion(s) that are scheduled for next week as an opportunity for us to receive your input in relation to the changes that are proposed to our Rules of Procedure. I continue to look forward to receiving your input in relation to this issue.



Darragh Meagher (he/him)
 General Counsel and Corporate Secretary

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From: Cheryl Duggan [mailto:]
Sent: January 14, 2022 11:46 AM
To: mayor_tory@toronto.ca; Deputy Mayor Michael Thompson; ombudsman@toronto.ca; Darragh Meagher
Subject: Re: TCHC Deputation Focus Group Meetings

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It's disturbing that no one within the corporation signs off on these emails. Proving that no one within the organization actually believes in this process. And I'm going to reiterate for posterity sake that the board and committees efforts at efficiencies should begin with themselves. At many committee meetings I am the only deputant and have submitted materials in writing to forgo the possibility that I may not be heard out. Therefore there are meetings where deputations take up literally 0% of the scheduled time. At others deputations may take up 10%. So that leaves 90% - 100% of the efficiency issues at the Boards or committees feet. May I strongly suggest that the board undertake a review of any and all publicly available YouTube videos on TCHCs Board Live channel. This should be occurring annually as part of the Board evaluation. Otherwise, outsource the board review process to someone who will evaluate the TCHC Board of Directors in an effort to improve their performance and not simply pat each other on the back.

This seems to be an attempt to reframe your time efficiency issues by pointing the finger at tenants when you so clearly have three aimed back at yourselves as I outlined in the deputation I submitted for the November 18th, 2021 Tenant Services Committee attached below.

That new recommendation of accepting written deputations up to the start of a meeting is completely unacceptable. Given that I have in all likelihood submitted the majority of such items in recent years this change would, as stated before reinforce my concerns that the board and committees are not doing their due diligence by reading all the meeting materials. When, if not before a meeting, will the board or committee read such material? Definitely not in time to have any appreciable effect whatsoever on any board or committee decisions. There may as well be no deputation policy at all. Cuz you so clearly don't want to hear from us. As for time efficiency issues this is the link to your YouTube channel -

https://m.youtube.com/channel/UCAIstCjuOtfKCZGI6-m9_Og You really do need to take a look at yourselves. If this is how the public session of these meetings looking I can imagine the organizational nightmare of the incamera/private sessions. Let's not forget my recent deputation about those disorganized agendas that is also attached below.

In other words, TCHC board and committee meetings are a complete mess before any tenant even has the chance to depute.

On Fri., Jan. 14, 2022, 10:42 a.m. Deputations, <deputations@torontohousing.ca> wrote:

Good Morning,

Thank you for agreeing to participate in our focus group discussions regarding the introduction of Procedures governing TCHC's Board and Committee meetings. The Rules are an attempt to ensure that Board meetings are run efficiently and that Board decisions are made in an environment in which differing points of view are heard and respected. At the same time, the introduction of Rules of Procedure for Board meetings will affect the manner in which we receive deputations at the TCHC Board. We have attached the Report to the GCHRC regarding the introduction of these Rules, which has led to our inviting your input in relation to these changes.

The process that we are undertaking is consistent with the direction that we have received, from City Council, through the City's Shareholder Direction to enact a by-law that includes procedures for governing the calling, place and proceedings of meetings of the Board and its committees and is not an attempt to cut down on deputations. However, recognizing that the changes that are being proposed would impact the manner in which we manage the deputation process we have sought input from former deputants, like yourself, in relation to those proposed changes.

The attached report was presented at our Governance, Communications and Human Resources Committee as that Committee is responsible for overseeing the design, implementation, and reporting of corporate governance guidelines and procedures, monitoring best practices in corporate governance, and reporting and making recommendations to the Board on such matters. When the Committee considered the attached report, they directed management to engage former deputants in relation to the changes proposed. We have contacted you, and others, in that regard. We will be reporting back to the Board on the outcome of those discussions through the Tenant Services Committee.

In order to hear from you, we have scheduled two focus group meetings during the week of January 17. The first of these meetings will take place on Tuesday, January 18 at 4 p.m. The second of these meetings will take place on Thursday, January 20 at 4 p.m. Each meeting is expected to be roughly an hour long. You are welcome to attend either meeting or both meetings if that is your preference.

These meetings are not intended to replace your ability to depute to the Governance Committee in relation to the proposed rule changes when the report on that matter is considered.

We look forward to seeing you at either one or both of our focus group meetings.

Please see below for information on joining the meetings.



TCHC Deputations

Email: Deputations@torontohousing.ca

Toronto Community Housing

931 Yonge Street, 6th Floor, Toronto, ON M4W 2H2

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Webex Coordinates

When it's time, join your Webex meeting here.

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Join from the meeting link

<https://torontohousing.webex.com/torontohousing/j.php?MTID=mc00f74c82a17b168f2cc470f0bb74402>

Join by meeting number

Meeting number (access code): 2634 773 5452

Meeting password: Cpg8C2XUX63

Tap to join from a mobile device (attendees only)

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Darragh Meagher

From: Cheryl Duggan <[REDACTED]>
Sent: January 14, 2022 3:59 PM
To: mayor_tory@toronto.ca; Deputy Mayor Michael Thompson; ombudsman@toronto.ca; Darragh Meagher
Subject: Re: TCHC Deputation Focus Group Meetings

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Darragh if that's your official response I expected a more detailed argument regarding the facts beyond the first couple sentences. I bring into question the Boards overall effectiveness at performing their due diligence. Especially related to meeting preparedness. Maybe you could go back and read the who email then send me something worthy of a "Congratulations you got that right." Challenge yourself. Challenge me.

On Fri., Jan. 14, 2022, 11:46 a.m. Cheryl Duggan, <[REDACTED]> wrote:

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Sonia Fung

From: Cheryl Duggan [REDACTED]
Sent: Monday, January 10, 2022 9:43 AM
To: Jag Sharma; Sheila Penny; Deputations
Subject: My thoughts Tweeted

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

It's bad enough that #TCHC tenants are no longer allowed to vote for the Tenant Board Members appointed to the @TOhousing Board of Directors with the city assuming responsibility for those appointments. #TOpoli #TOombudsman

It's bad enough that TCHC will not consider increasing the tenant participation on it's Boards various committees to equal the Board Member representation beginning with including four tenant voices to the Tenant Services Committee.

A compromise I thought would increase tenant participation without @TOHousing having to increase the number of Tenant Board Members from two of thirteen to half of total Board. The two tenant Board Members are rarely ever heard. Even if they were they are severely outvoted.

Now TCHC is trying to officially silence tenant voices by shoving those voices to the end of the Board and committee agendas where they would be completely irrelevant because any item agenda they were associated with would have been voted on and passed without our consent.

Now that brings us to consent agendas. @TOHousing 's Governance, Communications & Human Resources Committee would like to try to quantify a difference between an agenda and a consent agenda. IMO there is no discernible difference other than to state that the agenda is ...

... prepared before the meeting and the consent agenda is that same agenda approved by the Board and Committee members. Never with a space for "Other Business" that many, if not all, other Corporations would include.

@TOHousing is marching in exactly the wrong direction and weren't kidding when Board members indicated it wasn't their job to empower tenants. It certainly isn't their job to put up roadblocks to our self-empowerment either. #TenantEngagement

Sonia Fung

From: Jackie Yu [REDACTED]
Sent: Thursday, January 20, 2022 1:36 AM
To: Deputations
Subject: Unfair and Undemocratic Tenant Engagement Process and Policy

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello deputations Chair and membership team,

My name is Jacqueline Yu and I live at 11 Sullivan Street Unit 101.

Thank you for the opportunity to share my terrible experience as a TCHC tenant under the new tenant engagement refresh system. I believe that decisions made by the regional general manager's team under the new tenant engagement refresh system have led to very bad consequences for tenants such as myself.

Issues with Tenant Engagement Refresh System

The whole situation is exacerbated by the tenant engagement refresh system. I am very concerned about the current new tenant engagement refresh. Both community representatives appear to have been pre-approved and automatically appointed and there is no community representative from the apartment building at 11 Sullivan Street. This is bad policy as shown in this case as townhouse representatives are trying to use land and areas that are not a part of townhouse rental agreements to the detriment of 11 Sullivan Street representatives. Townhouse representatives should not have any say in 11 Sullivan apartment matters as they are self-interested and should not be using 11 Sullivan for any reason, much less an area that directly affects a tenant's right to quiet enjoyment of her unit. However, if TCHC wants to have a mix, then the only fair policy is to have the community representatives mix be proportional to the number of tenants in the townhouses and apartment building.

[REDACTED]

[REDACTED]

Sonia Fung

From: Jackie Yu [REDACTED]
Sent: Thursday, January 20, 2022 1:19 AM
To: Sonia Fung; Deputations
Cc: Darragh Meagher
Subject: Re: Focus Group Presentation

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Sonia and Deputations,

Thank you Deputations and Sonia for your detailed explanations. I would like to share my thoughts on the questions 1, 2 and 3 attached in Board and Committee meetings- Rules of Procedure Debutantes Focus Group.

1. What has your experience been as a deputation to a TCHC Board or Committee

My first deputation was July 16, 2019. English is not my first language, I am very nervous and know nothing about the rules and procedures. I am very worried about my limited English ability, after I found out Ms. Sonia Fung speaks Cantonese, With her detail and patience guided me through the procedures. I delivered my first deputation successfully in the TSC Committee on July 16, 2019.

2. Why do you make a deputation to the Board or one of its Committee?

I want to take the opportunity to make sure that the new Tenants Engagement Refresh , including the selection process, will be transparent to all of the tenants in my building. Both claimed our Community representatives are townhouses listed tenants. How could Community representatives who either do not live at my building or who do not even regularly live in the townhouses address the problems at my building? This new tenants engagement refresh system does not make sense to me, particularly as there was not even a minimum tenant voter turnout that was even needed. As far as I can see, there was no quorum or minimum number of tenants needed to participate to pass proposals, no elections and with only members of townhouses as Community representatives. This does not reveal a democratic process or system that would take 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.

3. When you make a deputation to the Board or one of its Committee's what are expectations?

(A) from TCHC staff?

Despite the tenant Community Representative Election being set on November 19,2020 no election ever took place , no information was given out, including who our Community Representative was, I did bring my concerns of this new , un-democratic tenant's engagement to Mr. General Manager Kraljevic's attention in November , 2020 and December 31, 2020.

Nothing was done that I could see.

TCHC officially provided me with incorrect information dated December 8, 2021 regarding Tenants Engagement Refresh election in my building. I was most shocked to find out that , with the incorrect mix and match incorrect information, I was a Committee Member sitting in our building Committee without my consent.

I will send 2 separate emails to share my terrible experience as a TCHC tenant under the new tenant engagement refresh system that has led to bad consequences for tenants such as myself. My expectations from TCHC staff: " Fair and equal treatment towards chronically ill seniors."

Mr. Kraljevic's support of townhouses tenants to use unfair and undemocratic 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 townhouses 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.

3.(B)from Board or Committee Members?

The Board or Committee Members make up with different kinds of culture and different walks of life. They could provide more objective opinions and ideas.

[REDACTED]

Particularly under the new Management policy, no Division at TCHC oversees our local management team. I have complaints from my local management , further complaints to solution, facility management , COO Penny and CEO Sharma, but nothing has done [REDACTED]

[REDACTED] In my case, my expectation from Board or Committee Members review my case and review the tenants engagement refresh system.

I will provide 2 separate emails for your (deputations) review before I consider I put forward my deputation on January 31, 2022 and February 2022.

Thank you for the opportunity to share my thoughts.

A concern TCHC tenant,

Jacqueline Yu

[REDACTED]

On Wed, Jan 19, 2022 at 2:55 PM Sonia Fung <Sonia.Fung@torontohousing.ca> wrote:

Ms. Yu,

The next Depuration Focus Group is scheduled for tomorrow (Thursday) starting at 4:00 p.m. The link to that meeting was sent to you in an email from Deputations on January 15th.

As per your request in your earlier email to me, I will call you and go through the steps on joining the discussion via Webex.

Best regards,

Sonia

From: Jackie Yu [mailto:████████████████████]
Sent: Wednesday, January 19, 2022 2:11 PM
To: Sonia Fung; Darragh Meagher
Subject: Re: Focus Group Presentation

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Sonia and Mr. Meagher ,

Please let me know, Thursday is it tomorrow? and what time ? I could participate in the discussion group.

Will you send me a link for participation?

Please be advised.

I really want to participate in this group.

Thank You.

TCHC tenant, Jacqueline Yu

████████████████████

████████████████

On Wed, Jan 19, 2022 at 1:42 PM Jackie Yu <████████████████████> wrote:

Hello Ms. Fung,

I needed your help on how to connect this and which button I should press in order to join the group. What time tomorrow.

Please call me at ██████████ at your convenience time.

Thank You.

Jackie Yu

████████████████████

████████████████

----- Forwarded message -----

From: **Darragh Meagher** <Darragh.Meagher@torontohousing.ca>

Date: Tue, Jan 18, 2022 at 10:08 PM

Subject: Focus Group Presentation

To: Deputations <deputations@torontohousing.ca>

Thank you to those of you who were able to join us for today's Focus Group discussion. For those of you who weren't able to do so, we hope to see you on Thursday. During the Focus Group discussion I shared the attached presentation, which I promised that I would share. I welcome any further input regarding the document and or any other matter that we discussed, regarding our Board Procedures.



Darragh Meagher (he/him)

General Counsel and Corporate Secretary

Toronto Community Housing

931 Yonge Street, 6th Floor, Toronto, ON M4W
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Sonia Fung

From: janet mcleod [REDACTED]
Sent: Monday, January 10, 2022 11:31 AM
To: Deputations
Cc: Anita Dressler; Cathy Birch; WILLIAM LOHMAN; Maureen Clohessy; Cheryl Duggan; Mary Tomes; Cat Wilks; Miguel Avila-velarde; Roberta Butler; Kiarafine
Subject: Response to the January 5 email re-changes to deputations

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Question: If we as deputants object to these changes, will our objections be implemented, or is it already decided and asking us is just the usual lip-service paid to tenant involvement in decisions? We recipients have no idea from whom this email emanated, as there's no such committee and no individuals are identified.

The thrust of these changes is to relegate deputations to the end of the "Agenda" when time is running out, quorum is lost, and deputations won't be heard at all. We saw this this this past December 2021 when one deputation was submitted in advance, scheduled, but not presented orally when the meeting was adjourned "because of time." No one livestreaming was any the wiser. Surely hitting over 110,000 TCHC tenants where they live, literally, that if discussion requires another meeting, it is important enough to do so. It was only external pressure when nine of us were sent home silently that caused a second meeting in July of 2019 instead of waiting till September.

Those of us who have given deputations do so because all other avenues to be heard are closed. We are experienced in sending emails and making phone calls to the appropriate managers in charge of the issue we're bringing forward. We get no response, or "We're looking into it," and/or "We'll get back to you." They do not. The end. A deputation to the Board is our only forum for drawing attention to a problem.

Focus group is a way to conceal what's really going on, as was the case in the attempt to shove through Greenwood Towers as a Health and Wellness Hub when tenants were tricked. No one know who was asked or how many there actually were, or if they were rubber stampers. Miraculously, selected from the inception of the Senior Tenants' Advisory Committee (with Bill Lohman, Anita Dressler, and Maureen Clohessy), we soon found meetings were totally dominated by TCHC management with tenant requests for agenda items completely and consistently ignored.

Further, with no tenant councils, even as “tenant engagement (refreshment system)” has been in gobbledygook discussions going back to 2016 if not earlier, we tenants and deputants are truly engaged in what’s going on in our buildings. Others’ deputations provide excellent education for those who earnestly seek to improve things.

In the first bullet point item, I find “Consent Agenda,” “Regular Agenda”, and “Agenda.” In my experience, submitting a deputation in writing to be presented orally, one identifies the Agenda Item to be addressed, then even if the order of Agenda Items is changed at the meeting, one does the oral presentation *before* the staff report identified as the Agenda Item. But your first item states a deputant would present “at the end of the Agenda.” Is this deliberate obfuscation?

As you require this before January 12 and today is January 10, I would be pleased to volunteer as a member of the focus group to try to clarify who’s on first, what’s on second and ensure that although tenants never come first, we do not lose even more of the voice that we currently are allowed. I hope my fellow deputant/regulars will do the same.

Janet McLeod



Written Submission of Veronica Hering

Sonia Fung

From: [REDACTED]
Sent: Thursday, January 13, 2022 4:15 PM
To: Deputations
Subject: board deputations

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

This is an attempted to stop deputations at the board. This is wrong they need to hear from the tenants They make decisions for who can tell them if anything is wrong. Like when they put in credit and debit cards only for the laundry room this is not feasible for many tenants. The board of directors need to be reminded of the life style thier tenants live by. They are so out of touch with the tenants cutting off then only voice that they have is wrong. This system is the way tenants get though to them. This is more decentralization from the head office. You can hear the deputations just before the item Is coming up. This way deputations will know the out coming. Board members already have thier minds made up before deputations are heard this is wrong too.

If you have a large amount of deputations on one item you could hold meeting in the communities to get fair in put. This anti black racism policy is wrong and has no place in housing. TCHC is suppose to represent all cultures not just favor one. This centre should never have been opened and the money wasted on this bias centre and tenants Do without repairs because of it.

We want fairness for everyone not just on special interest group. Written submissions are not good enough, we have no way of knowing if the board is really considering them or if they tossed them in the garbage.

The noon dead line if fine but it must not be held against the tenant if the staff member does not get back to the tenant in time.

All view points give different perspectives, that need to be heard.

Tenants rights, voice must be heard not ignored.

**Thanks
Veronika Hering**

Tenants rights, voice must be heard not ignored.

**Thanks
Veronika Hering**

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