

This is a financial breakdown of all the social assistance payments I received in 2020. I have to pay the majority of this money back, but my housing providers charged me on the full amount:

Jan 29	Direct Deposit, CANADA CPP/RPC		CPP Disability	925.74
Mar 31	Direct Deposit, ODSP MSP/DIV	ODSP		566.54
Apr 06	Direct Deposit, CANADA CPP/RPC		CPP Disability	1,851.48
Apr 22	Direct Deposit, CANADA FED/FED		CERB	2,000.00
Apr 28	Direct Deposit, CANADA CPP/RPC		CPP Disability	925.74
Apr 30	Direct Deposit, ODSP MSP/DIV	ODSP		1,056.60
May 27	Direct Deposit, CANADA CPP/RPC		CPP Disability	925.74
May 29	Direct Deposit, ODSP MSP/DIV	ODSP		1,056.60
Jun 26	Direct Deposit, CANADA CPP/RPC		CPP Disability	925.74
Jun 30	Direct Deposit, ODSP MSP/DIV	ODSP		1,056.60
Jul 27	Direct Deposit, CANADA FED/FED		CERB	2,000.00
Jul 29	Direct Deposit, CANADA CPP/RPC		CPP Disability	925.74
Jul 31	Direct Deposit, ODSP MSP/DIV	ODSP		1,056.60
Aug 05	Direct Deposit, CANADA FED/FED		CERB	2,000.00
Aug 11	Direct Deposit, CANADA FED/FED		CERB	2,000.00
Aug 21	Direct Deposit, ONT-ODSP DAILY PAY/PAY	ODSP		65.77
Aug 27	Direct Deposit, CANADA CPP/RPC		CPP Disability	925.74
Aug 31	Direct Deposit, ONT-ODSP DAILY PAY/PAY	ODSP		1,122.37
Sep 09	Direct Deposit, CANADA FED/FED		CERB	2,000.00
Oct 08	Direct Deposit, ONT-ODSP DAILY PAY/PAY	ODSP		162.72
Oct 13	Direct Deposit, CANADA EI /AE		E.I (transition from CERB)	1,000.00
Oct 16	Direct Deposit, ONT-ODSP DAILY PAY/PAY	ODSP		290.45
Oct 29	Direct Deposit, CANADA EI /AE		E.I (transition from CERB)	1,449.00
Oct 30	Direct Deposit, CANADA FED/FED		CERB	600.00
Nov 05	Direct Deposit, ONT-ODSP DAILY PAY/PAY	ODSP		96.95
Nov 24	Direct Deposit, CANADA EI /AE		E.I (transition from CERB)	1,932.00
Nov 30	Direct Deposit, ODSP MSP/DIV	ODSP		96.95
Dec 08	Direct Deposit, CANADA EI /AE		E.I (transition from CERB)	966.00
Dec 21	Direct Deposit, CANADA EI /AE		E.I (transition from CERB)	966.00

I had assumed that Barrie Housing would automatically recalculate my rent, but they didn't:

Found in Sent - iCloud Mailbox



Leah Dyck

Rent

To: Karen Tkaczyk

2021-09-28



Good morning,

I just received my EI payment this morning and it is half the amount it usually is:

Which means, if I pay my full rent of [REDACTED] I won't have anything left for the next two weeks.

Since my income has gone down, will my rent amount be lowered as well?

Thank you,

Leah

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This is the first time I asked about my rent since the pandemic happened. When I asked about the rent being lowered, I didn't mean; "will the rent be lowered from this month onward?" What I meant was; "Since we have to pay back money from all these past months, are you also going to pay back money from overcharging during these months as well?" I assumed that was obvious.

Additionally, Barrie Housing doesn't provide us with any calculations on how they determine our rent rates. They never have. Not once since I moved here in 2008. When RGI tenants ask about their rent rates, such as how I did here, they're ignored, instead of being provided a tenant ledger. I never asked for a tenant ledger specifically because I didn't learn what those are until the last week of July 2024.

\*\*\*Notice how my building manager at the time, Karen Tkaczyk, wasn't able to answer this question, but had to get Soula to answer it? **Shortly after this, Karen Tkaczyk no longer worked for Barrie Housing.** I believe Mary-Anne told me this during our recorded phone call.

\*\*\*I don't want to listen to the recorded phone call because it's so triggering and really sad to listen to.



Soula White

RE: Rent

To: Leah Dyck

September 28, 2021 at 3:51 PM



Siri Found a Contact

Soula White  
soula@barriehousing.com

Add X

Hi Leah,

Please be advised your current rent is based on CPP-D and Earned income from Metro News based on [REDACTED] monthly. Your current rent of [REDACTED] is based on the above information.

Did you provide confirmation you are no longer working and when you started receiving Employment Insurance?

If you have not done so already please return your Household Income and Asset review package that was due back on Sept 1, 2021 in order to avoid being set to a Loss of Subsidy effective January 1, 2022 in the amount of \$980.00.

You currently have a credit in your account so don't worry about paying any rent for October 2021.

Any questions let me know **Wow.**

Soula White

(she/her)

Barrie Housing

Tenant Service Worker

549 Yonge Street, Barrie – Common Room

705-727-0414 ext. 106

[soula@barriehousing.com](mailto:soula@barriehousing.com)



Leah Dyck

Re: Rent  
To: Soula White

September 28, 2021 at 4:29 PM

Hey Soula,

Earlier today I made a payment of [redacted] because I thought for sure I would still owe something.

Is it at all possible to somehow get that money back as I only have [redacted] to live on for the next two weeks?

And yes I remember putting the blue form right into Karen's hands because I was late with it and she was getting on me about it. It included two ROE's as well because the company I was working for went bankrupt and the company that bought it out hired me on for six more weeks so I had two ROE's.

I will fill out the new form as soon as I can. Today has been a horrible day because I wasn't expecting to get half of my EI and now I don't know how I'm going to eat or get around or do laundry... and my charity that I started at the beginning of summer (Fresh Food Weekly) had to close down this week and that's a huge loss for me. I worked so hard at it - I was delivering +2000 pounds of donated produce/breads to 267 low-income families a week. And now it's all over. And I'm devastated because I have to go back to some demeaning minimum wage job that won't pay me enough to eat three meals a day and I'm having a hard time accepting my new circumstances.

It would be nice if you didn't threaten to take away my subsidized housing because I will get you what you need (again) and I'm a good person and I don't deserve this life of poverty. I'm way too smart and hard working and educated to live like this yet this is my reality and no matter how hard I work to get out, I'm constantly pushed back down.

I need some compassion.

Looking back at these emails is sickening.



Leah Dyck  
Income change  
To: Adele

February 5, 2022 at 10:05 AM

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Then Soula just stopped talking to me. Ignoring tenants is standard protocol in Barrie Housing and Simcoe County Housing.

Good morning Adele,

So I finally got a job. I am working for National Nutrition in Orillia full time now.

I started on Jan. 14th. I've attached my first and only two pay stubs so far. The first one is only one week's pay and the second one is two week's pay. The second one will remain the same every two weeks.

I believe I may still have a small credit left on my rent. Could you tell me my new rent amount and how much I'm now owing for the month of January? I will make the payment immediately in full online as soon as I hear back.

Thanks Adele,

This is the second time I'm asking about my rent.

Leah

Found in BMNPHC Mailbox



Adele  
RE: Income change  
To: Leah Dyck, Cc: Christel St. Amand

February 8, 2022 at 10:57 AM

Details

Christel ignored my request and didn't get back to me without me having to ask again, as you will see on the following page.

Hi Leah,

Congratulations on the new job.

I have included Christel in this email as she will be doing your rent calculation.

Take care

Adele Baxter  
Tenant Services Manager  
Barrie Housing



Leah Dyck  
Income change  
To: christel@barriehousing.com

March 14, 2022 at 1:17 PM



Siri Found an Email  
Leah Dyck  
leah.dyck@icloud.com

3

This is the third time I've asked Barrie housing for my rent amount. You would think that they'd have shown me my tenant ledger by now.

Update X

Hi Christel,

A few months ago I was told that I have a small credit for my rent. Would you be able to tell me how much I owe for Mar. 1st?

Thank you,

Leah Dyck  
380 Duckworth Street



**Christel St. Amand**

RE: Income change

To: Leah Dyck

March 14, 2022 at 2:08 PM



Hi Leah,

Could you please send me your record of employment, and February's bank statement.

I will have to review all the documents first.

Will you be going back on ODSP? If not, what income source will you be pursuing?

**Kind Regards,**

**Christel St.Amand**  
**Rent Geared to Income Clerk**  
Barrie Housing  
549 Yonge St., Barrie ON  
(705) 727-0414 ext 112  
Fax (705) 915-1727



Found in Sent - iCloud Mailbox



**Leah Dyck**

Re: Income change

To: Christel St. Amand

March 14, 2022 at 2:17 PM

Hey Christel,

Yes, I will figure out how to get my record of employment and I'll also send you a copy of my February bank statement as well. And yes, I'll be going back on ODSP.

I'm not sure what I'm going to do to be honest. I can't stand having no money all the time because I'm hungry but I can't find a decent job or even one I can tolerate. I just started doing some counselling - hopefully that will help with my depression.

Talk soon,

Leah

Sent from my iPhone

[See More from Christel St. Amand](#)

Found in National Nutrition Mailbox



**Christel St. Amand**

RE: Income change

To: Leah Dyck

March 14, 2022 at 3:07 PM



**Siri Found a Phone Number**

Christel St. Amand  
(705) 915-1727

Update



I understand, I know I felt better once I started taking care of my mind like I do my body. Sometimes our emotions are held in and it increases our physical ailments. I hope you find some relief soon.

**Kind Regards,**

This comment is infuriating. It would be so nice if I could start taking care of my mind or my body too, but that costs money, which is something nobody wants to give me, even for working.

**Christel St.Amand**  
**Rent Geared to Income Clerk**  
Barrie Housing  
549 Yonge St., Barrie ON  
(705) 727-0414 ext 112  
Fax (705) 915-1727





**Leah Dyck**

Re: Income change

To: Christel St. Amand

March 16, 2022 at 6:42 AM



Good morning Christel,

So they gave me my ROE!



ROE - Leah Dyck - ...rint.pdf

I thought I only got three checks but I got four - I was going off memory and I didn't even look at the calendar. I believe this is the pay statement you are missing then:

Here is a screenshot of my February bank statement- deposits only. Does this work or do you need to see how much I spend as well?

I still got an ODSP payment that month so it's an overpayment - I'm hoping they'll add it to how much I owe and take it off monthly because I have \$17 in my account right now and I can't live off that for all of April.

Let me know if there's anything else you need!

Barrie Housing staff are sick.

Thanks Christel,

Leah

Sent from my iPhone

[See More from Christel St. Amand](#)



**Christel St. Amand**

RE: Income change

To: Leah Dyck

March 16, 2022 at 1:44 PM

Ok, I finished up the review and your new rent will be effective April 1<sup>st</sup> in the amount of \$152. Once you get your new ODSP statement, can you take a picture of it and send it to me please. Thanks in advance, have great day!

**Kind Regards,**

If I stay on ODSP, I have more money in my bank account. When I work, I don't have any money at all: They forced me to stop working because it was the only way I could eat some days a month.

**Christel St.Amand**  
**Rent Geared to Income Clerk**  
Barrie Housing  
549 Yonge St., Barrie ON  
(705) 727-0414 ext 112  
Fax (705) 915-1727



**Leah Dyck**

Re: Income change

To: Christel St. Amand

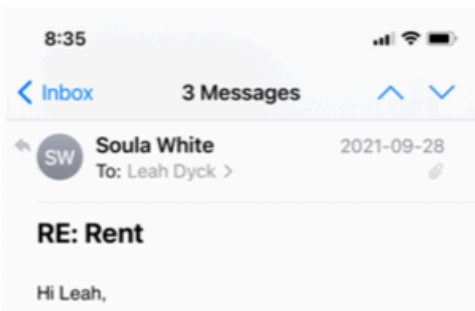
April 10, 2022 at 8:39 AM



This is the fourth time I've asked them about my rent:

Hey Christel,

So here's a screenshot I got from Soula White indicating that I have a credit on my account:



I have asked Adele, and you, multiple times as to how much this credit is. No one wants to tell me.

This is soooo messed up because YOU KNOW I know I have no money.


Your co-worker Ashley has already stolen \$175 from me once in the past. And I will NEVER forget that.

Can you guys please tell me how much this credit is?

Thank you,

Leah

Here is another time that I mention Ashley Sutherland stealing from me:


☆  **Christel St. Amand** April 12, 2022 at 3:25 PM  
RE: Income change  
To: Leah Dyck, Cc: Soula White, Adele [Details](#)


Hi Leah,  
The accounting department is reviewing your file. Soula will be following up with you shortly as this is not my department. Thank you.

**Kind Regards,**

**Christel St.Amand**  
**Rent Geared to Income Clerk**  
Barrie Housing  
549 Yonge St., Barrie ON  
(705) 727-0414 ext 112  
Fax (705) 915-1727



 **Soula White** April 12, 2022 at 3:32 PM  
Credit  
To: Leah Dyck


 **Siri Found a Contact** [Add](#) ×  
Soula White  
soula@barriehousing.com

Hi Leah, Now Soula “doesn’t know” how much my overcharge is:

I will reach out to the accounting department personally and follow up with you asap.

Thank you,

**Soula White**  
(she/her)  
Barrie Housing  
Tenant Service Worker  
549 Yonge Street, Barrie – Common Room  
705-727-0414 ext. 106  
[soula@barriehousing.com](mailto:soula@barriehousing.com)

 **Leah Dyck** April 12, 2022 at 3:33 PM  
Re: Credit  
To: Soula White



Soula White

RE: Credit

To: Leah Dyck

April 13, 2022 at 1:38 PM



Siri Found a Contact

Soula White

soula@barriehousing.com

Add



Hi Leah, **Wow, I wonder how big the overcharge really was:**

We appreciate your patience. I heard back from accounting and the hold up on the review of our file is because of the amount of the credit. It is in the final stages of being audited to make sure it is a true credit. We hope to have approval by today latest tomorrow.

Thank you,

**Soula White**

(she/her)

Barrie Housing

Tenant Service Worker

549 Yonge Street, Barrie – Common Room

705-727-0414 ext. 106

soula@barriehousing.com



Leah Dyck

Re: Credit

To: Soula White, maryanne@barriehousing.com

April 25, 2022 at 9:22 PM



Hey Soula, **This is when I had a mental breakdown, which they could have prevented:**

My car broke down yesterday. The mechanic is looking at it tomorrow morning. If you think I'm lying, I can easily prove it with pictures and an invoice when I get it tomorrow.

I've never lied to you or anyone at BMNPHC, ever... I don't lie. Even though your first thought is that I'm a liar.

Well I'm not.

I wanted to see if you found out yet if I'm allowed to get my money back? If it doesn't happen till end of May, that's okay, I just want to know if I'll be able to fix my car.

I obviously can't afford to fix my car but with this money I could put it back on the road, and my stress level will be significantly decreased, and I'll continue to pay back ODSP - since you couldn't care less that I'm starving and only care if ODSP gets their money back immediately. They will get it back slowly every month. My caseworker Ryan Broadworth, who is also the Director of ODSP, is 100% good with this plan so shouldn't his decision be the only one that matters if what I'm asking for doesn't matter? Or are you guys obsessed with making me starve and live in actual prison? Ryan isn't obsessed with me starving. He's an actual human being.

Also, will you guys be letting everyone else know that they have also been overcharged? Or are you going to pretend like that didn't happen either and keep letting them make payments on their overpayment to ODSP each month? Do you not realize we're all starving? I intend to tell everyone in this building and all your other buildings who are on ODSP about this because none of you people can be trusted about anything. So this is a heads up of my intentions if BMNPHC continues to refuse to do the right thing and not give back all the money you know is theirs. I might even see if CBC radio would be interested in hearing about this massive theft as well. I can gather proof and evidence from everyone I can think of - their pay statements will all be available online in MyBenefits and there will be no notices of readjustments from you guys in their own personal files. Maybe even CTV news would be interested in this as well. I'm sure you've seen my previous interview on CBC and CTV that's posted on the home page of my website: [www.FreshFoodWeekly.com](http://www.FreshFoodWeekly.com) ? Feel free to see if I'm lying about that too. It's only going to infuriate me more if other starving people reach out to you and ask about their overpayment and they're ignored like I was for months.

I would also prefer correspondence to be done over email if possible so no one can pull an Ashley on me ever again.

As far as I know you could be lying just like Ashley did and you'll send me an eviction notice in May with a \$175 eviction fee in addition to my regular rent, just like she did. And then when I call you and ask you about it, you'll ignore all my calls and never call me back, just like Ashley did... you'll just keep sending eviction letters instead of admitting you made a mistake and then make me literally pay for it, just like Ashley did.

If you must speak to me on the phone about this, I'll have to start recording calls with TapeACall and that costs money which you all know I don't have (less than \$20/month). But I will spend the few dollars I do have so you can't steal another \$175 from me for Karen's mistake and Adele's coverup (I specifically asked Adele about this and she pretended that I didn't ask when she re-calculated my rent, but I have it in my emails that I did ask her about this).

I'm furious.

In the meantime, I don't have a car. And I'm still starving. Not that you care.

If you're wondering why I'm so furious, it's because you're all thieving witches. And I'm STARVING! That's the biggest problem here. It's bad enough that you guys have stolen thousands, but you stole from a single mom and child who can't fucking eat! And if you didn't steal from me personally, you sit there and watch your co-workers do it OVER AND OVER again!!

How does this not bother you? You do seem like a pretty nice person, but how do you think this is okay? By doing nothing, you are just as guilty as the ones who keep stealing.

Do you realize I've dedicated my life to righting the wrongs of BMNPHC? Obviously I'm not in much of a position to do much right now - Of course I can try to expose your organization for what it's done, and just pray that someone else cares as much as I do about bullies taking advantage of their power and preying on the vulnerable. I will never forget the suffering your organization has caused me, my neighbours and everyone who lives here. It's literally traumatized me. Like, do I sound like I'm okay? No, I sound like someone who can't tolerate abuse for another second!

I can also assure you that I am motivated in ways you can't even gauge. And I am more persistent than anyone you've ever met.



Leah Dyck

Re: Credit

To: Mary Anne

April 26, 2022 at 11:37 AM



Hey Maryanne,

I just finished up my call. Feel free to call anytime now.

When you do call, I feel bad for saying this but I've just been burned so many times, I'm going to record it, and so when I answer the phone, just wait probably 20-30 seconds while I get the app connected, and then I'll say hello when it's all ready to go... it might not even take that long, but I don't want you to hang up incase you think no one answered.

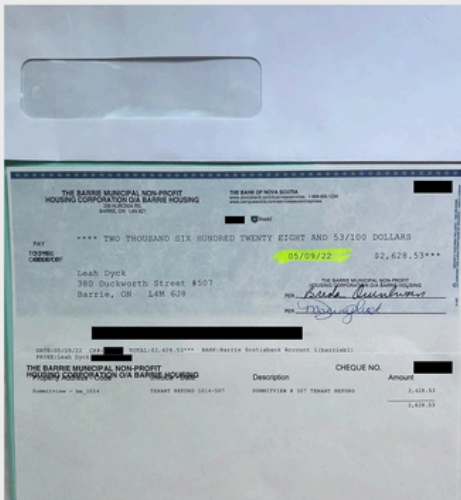
Talk soon,

Leah

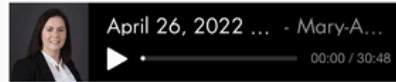
Sent from my iPhone

[See More from Mary Anne](#)

Then we had our phone call I recorded, which can be listened to on Fresh Food Weekly's website's homepage: [www.FreshFoodWeekly.com](http://www.FreshFoodWeekly.com), and appears at this part:



The following audio recording is a half-hour phone call between Leah Dyck, and Mary-Anne Denny-Lusk, the CEO of the BMNPHC, admitting they "over-charged" Leah's rent by nearly \$2,700. They gave back the funds nine months after Leah reached out to four managers asking about the amount of the "over charge" and only after she threatened to tell national news outlets.



**The definition of 'over charge' is:** charge (someone) too high a price for goods or a service.

**The definition of 'stealing' is:** the action or offence of taking another person's property without permission or legal right **and without intending to return it;** theft.