

**Public Comments:
Ombudsman's Semi-Annual Listening Forum
Abraham Lincoln Center (South Region)
May 18, 2011**

Name	Development	Comment	Response
Ernestine Clark	Oakwood Shores	I'm still concerned about the front entrance lobby door. Will we be able to get the door fixed so people can't just pop up at your door, or so the bell can ring so I can buzz people in the door without having to throw my keys down to them?	The door has been fixed and security is monitoring the front lobby entrance. The buzzer system has also been repaired and property management is looking for long term solutions to address recurring issues caused by inclement weather. If concerns persist or additional repairs are needed, residents should contact their property's management team. If families aren't sure how to contact property management or they feel their concerns are not being addressed to their satisfaction, they should contact the Office of the Ombudsman by phone at 312.913.7899 or by email at ombudsman@thecha.org .
Sonia Gallaspy	Oakwood Shores (Not CHA)	The Ombudsman's meeting should be open to the entire community, not just a select group. In order for a community to have some cohesiveness, you need to invite everyone when you have these meetings, because their issues are our issues as well.	The U.S. Department of Housing and Urban Development (HUD) requires CHA's Office of the Ombudsman to hold at a minimum, semi-annual listening forums for CHA residents in mixed-income communities. These meetings are, however, open to the public and families are welcome to invite their neighbors, regardless of income or housing status.
Christopher Curtis	Coleman Place	Good evening, everybody. I want to thank CHA for being here today. I'm also happy to say that I was able to find a job and I will be working at the Taste of Chicago starting on June 22nd. I want to thank God for what CHA has done to help me get a job and a place to live.	CHA thanks you for your comment.
Christopher Curtis	Coleman Place	I had another flood on May 16th at 6:45 a.m. but it's been taken care of.	CHA thanks you for your comment.
Lucinda Griggs	Oakwood Shores	They put up state-of-the-art security cameras, but still can't see who is breaking the doors. If they could, we wouldn't continue to have the same problems. I appreciate the security, but security can't see inside the building if they don't come in the building. They can't see the people in the hallway smoking marijuana, tearing up the hallway, tearing the lights and stuff from the fixtures off the wall. Security can't see that if they don't come in the building. The kids continue to come in the building, the same ones I continue to complain about. I tell them all the time who the people are. I don't know why they can't get them out of the building. I know it's a process but at the same time, if you have cameras and you have the same people doing the same thing, then something should be done about it.	As a result of the reports Ms. Griggs has made to property management, her building has been closely monitored. Traffic has been severely reduced and the issue has been identified and is being addressed. To compliment the community-oriented policing efforts of residents like Ms. Griggs, patrolling security teams monitor the property and surveillance cameras have been installed in high traffic areas. Property management appreciates the patience and cooperation of residents as they work to address security concerns in the development and asks families to continue to participate in this comprehensive security approach by reporting safety concerns. If families aren't sure how to contact property management or they feel their concerns are not being addressed to their satisfaction, they should contact the Office of the Ombudsman by phone at 312.913.7899 or by email at ombudsman@thecha.org .
Evelyn Ramsey	Oakwood Shores	I don't clean up for inspections because I always keep my house clean. But I'm sick and tired of all of the inspections. Since February 18th I have had five different inspections. They come in and say they don't see anything wrong. Five days later, somebody else shows up to do another inspection. I don't know what the problem is. I'm sick and tired of it. I'm going to file a harassment suit if they don't leave me alone. I want you to stay out of my house.	Mixed-income communities receive financing from a number of different sources. As a result, these sources require routine unit inspections to ensure the upkeep of development properties. These inspections are intended to identify major housekeeping issues which might necessitate an immediate intervention in the interest of health and safety. The frequency of mandatory unit inspections should not be interpreted as a critique of a family's housekeeping or unit conditions.

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Evelyn Ramsey	Oakwood Shores	Clean the hallways, clean the carpet. It looks like somebody drove through there.	Property management has addressed Ms. Ramsey's concern. A portable industrial carpet cleaning machine has been purchased to clean the hallways and each development phase has now been assigned a dedicated janitor. The development's lead janitor follows up with the development phase janitors to make sure maintenance and cleaning work is being performed.
Beatrice Williams	Lake Park Crescent	I have been in my unit for six years and my apartment has flooded four times. After the most recent flood, I was offered accommodation in room with no washroom and no running water. That was not acceptable to me. What emergency accommodations does CHA provide when the accommodations given through building management are not acceptable?	Property management is responsible for providing emergency accommodations if, for example, a family needs to leave the unit due to flooding or flood repairs. If a resident feels that the accommodations provided for their family are inadequate or unacceptable, they should express this concern to their property's management team. If residents feel that their concerns are not being addressed to their satisfaction, they should contact the Office of the Ombudsman by phone at 312.913.7899 or by email at ombudsman@thecha.org .
Carol Woods	Oakwood Shores	Is there a rule that says residents have to be notified that housekeeping inspection occurred?	For non-emergency unit inspections, property management is required to provide 48 hours notice prior to unit entry. For random, development-wide unit inspections, such as those conducted during HUD's Real Estate Assessment Center (REAC) inspections, property management will provide 48 hours notice of the <u>possibility</u> of unit inspection to all residents although only a few units in the development will be randomly selected for inspection. In addition, property management may enter the resident's unit at any time without advance notification when there is reasonable cause to believe that there's an emergency that requires immediate access to the unit. Protocol for pre- and post-entry notification are outlined in the residential lease agreement. These protocol may vary from site to site.
Carol Woods	Oakwood Shores	There was a patch of ice on the sidewalk that I take on my way to work. I saw one of the guys that work in the area, and I asked him why the sidewalk wasn't salted. He told me that it would cost at least \$2,000 or more for them to salt the area, so only the front of the door got salted.	As a matter of procedure, when snow is removed from sidewalks, salt is spread on the ground to melt any remaining ice. However, there are some high-wind areas that cause ice to reform after it melts. Property management has made snow removal and resident safety a priority and will respond to concerns as soon as they are identified. If residents encounter ice patches or areas that otherwise require attention, they should contact property management directly to identify the location of the problem area. If residents are unsure how to contact their property manager or feel that their concerns are not being addressed to their satisfaction, they should contact the Office of the Ombudsman by phone at 312.913.7899 or by email at ombudsman@thecha.org .

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Carol Woods	Oakwood Shores	I attempted to go to the security meeting in April but it was canceled and I was told that the next meeting would probably be held on the 12th or 13th of May but I didn't get notice that it was. I called the office and they said they were still talking about it. I don't get notice until late. I think I got the newsletter yesterday for the month of May with all the activities on it. If I'm not informed, then I can't attend the meetings. The security meetings are important to me because it's an opportunity to find out what's going on in the area.	Ms. Woods and other residents in attendance were notified of the time and date of the May 2011 Oakwood Shores security meeting on the night of the Ombudsman's listening forum. The schedule is also included in the monthly Oakwood Shores newsletter and if changes are made after the newsletter is distributed, residents will receive notification. Residents can also contact their property's management office to get updates on the schedule. If residents are unsure how to contact their property manager they can contact the Office of the Ombudsman by phone at 312.913.7899 or by email at ombudsman@thecha.org . In addition to the security meeting, community members are encouraged to discuss communitywide issues at local Chicago Alternative Policing Strategy (CAPS) meetings. These meetings facilitate a discussion about area issues and give residents an opportunity to meet local police officers. The closest CAPS meeting for Oakwood Shores is held at 6:30 p.m. on the fourth Tuesday of the month at the Monumental Baptist Church (729 E. Oakwood Blvd.) The Community Policing Office can be reached at 312.747.5109 for more information.
Carol Woods	Oakwood Shores	I heard that the community center was broken into and that certain measures were taken including a camera for the hallway and reinforcements for the doors. If those doors were reinforced, I don't understand why mine wasn't. I'm just as vulnerable.	Due to concerns for unit entry and exit in the case of an emergency, the Oakwood Shores working group concluded that reinforcements such as a chain door guard are not allowed on unit doors. The metal unit doors do, however have knob and deadbolt locks. Other security enhancement, such as unit alarm systems are permitted with approval from property management and at the resident's expense.
Robert Hickmon	Coleman Place	I find it difficult to access my case manager at Centers for New Horizons when I need to get in touch with them.	If a resident needs help contacting their service provider they should call CHA's case management (FamilyWorks) hotline at 312.935.2625. Contact information for service providers is also available at www.thecha.org/case . Mr. Hickmon's case manager spoke with him on the night of the listening forum and discussed his concerns about access to services.
Nicki Hayes	Jazz on the Boulevard	This year, since Manie became our property manager, was the first time in six years that I have been able to walk out of my house in the winter without having to worry about slipping on ice on my way to work.	In part, as a result of concerns about snow removal expressed by residents at the December 2010 Ombudsman listening forums, CHA and property management focused on monitoring and improving snow removal. CHA is pleased with the positive feedback received from families in light of record levels of snowfall. CHA thanks you for your comment.
Nicki Hayes	Jazz on the Boulevard	When Heartland was over here, they did a much better job than Centers for New Horizons. Don't get me wrong, I love Leo Jones and I don't blame the workers but it's the managers who aren't giving the workers the information about what's going on. The workers can't provide us with information if the management isn't giving them anything to provide. So for the Centers for New Horizons managers, please get your game up. We shouldn't have to tell your workers what's going on before you do.	As with all public housing residents, those living in mixed-income communities are assigned to service providers for comprehensive case management services including education and job training, youth opportunities, clinical services and senior supports. The Ombudsman spoke with Ms. Hayes on the night of the listening forum about her suggestions for improved communication between Centers for New Horizons' management and case workers.

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Nicki Hayes	Jazz on the Boulevard	Even though we live in a mixed-income community, we should be engaged and involved just like other public housing residents. That goes for our seniors living in mixed-income too.	All CHA families, including senior citizens, are encouraged to talk with their service providers to get up-to-date information about available programs and initiatives. For help contacting your service provider please call CHA's case management (FamilyWorks) hotline at 312.935.2625. Contact information for service providers is also available at www.thecha.org/case . In addition, CHA works diligently to inform all families, regardless of which development they live in, about upcoming opportunities.
Christina Sankey	Hilliard	Written comment: Services offered: employment and education with City Colleges of Chicago.	As with all public housing residents, those living in mixed-income communities are assigned to service providers for assistance including support with continuing education goals and employment preparation services. With specific regard to educational opportunities at the City Colleges of Chicago (CCC), any CHA public housing resident can attend CCC at no cost (after financial aid and while funds are available). If a family is interested in these opportunities, they should speak with their service provider to get a schedule for CCC information sessions. For help contacting your service provider please call CHA's case management (FamilyWorks) hotline at 312.935.2625. Contact information for service providers is also available at www.thecha.org/case .