

Public Comments:  
 Ombudsman's Semi-Annual Listening Forum  
 Major Adams (West Region)  
 May 25, 2011

Name	Development	Comment	Response
Karen Parker	Westhaven Park	I would like to thank Vorricia for the program that she has. It's a very good program. We learn a lot about health.	CHA thanks you for your comment.
Karen Parker	Westhaven Park	I would like to know who authorized the rules for the Westhaven Tower community room and why the rules were changed? I have a problem with the rules because I have a lot of events in the community room. The rules have changed and we weren't notified. You're telling me that I can't drink any alcohol, I can't have any music and it's available from 8:00 a.m. to 8:00 p.m. when it used to be from 7:00 a.m. to midnight.	The community room was initially intended as a forum for community events but it was increasingly being used as a party room. In response to concerns about noise and party traffic expressed by residents living in close proximity to the community room, property management recently changed the rules for usage. The community room is still available for use but out of consideration for those neighbors, usage is limited to certain hours and certain activities.
Willie Wright	Henry Horner Homes	I want to know if we can get a petition to get Commissioner Gates back on CHA's Board of Commissioners	The CHA Board of Commissioners is the governing body that determines policies and resolutions of CHA. The ten-member Board of Commissioners is appointed by Mayor Emanuel and confirmed by the Chicago City Council.
Willie Wright	Henry Horner Homes	There's the Learn & Earn program during the summer for kids. Is there a program for adult CHA residents who aren't working other than the Summer Food program?	The service providers assigned to work with CHA families are an important resource for a variety of services including career planning, job readiness training and job placement. When residents reach out to their service providers, they can discuss the most up-to-date information about a variety of education and work opportunities including adult basic education, certificate and degree programs at City Colleges of Chicago (CCC) and transitional jobs programs in emerging industries. For more information on these and other programs, residents should contact their service provider to discuss their interests and goals. 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 <a href="http://www.thecha.org/case">www.thecha.org/case</a> .
Willie Wright	Henry Horner Homes	They got stimulus money to put up all these cameras, correct? I asked if there was anything left over that could be utilized to put some of the residents to work. The cameras are high definition and they zoom. Did they have to be so extravagant?	The funds used to install cameras in the community were tied to a specific capital grant to utilize high tech equipment to increase community safety and security. These funds could not be used for any other purpose although some of the funding was used to hire CHA residents to install the cameras. Families that are interested in employment opportunities should contact their service provider to discuss their goals. 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 <a href="http://www.thecha.org/case">www.thecha.org/case</a> .
Karen Parker	Westhaven Park	I would like to thank you guys for putting the cameras in because I think it was a good idea and we really needed them. On the other end, where the seniors live, it was getting a little bit out of hand. We did need the cameras, it's a great improvement on my end, and I'm truly grateful for you guys getting them. I commend you guys because you do a great job. As far as the maintenance of the building, the staff is good. I have no problems with you all. If anything is wrong with their properties, they come right here and fix it. The inspections are very, very useful.	CHA thanks you for your comment.

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Karen Parker	Westhaven Park	The Good Neighbor Program needs to come back. We need that program because we have a problem with bed bugs and roaches and things of that nature. We shouldn't have this problem in a brand new building. Our building has only been up six years. I love where I'm living now and I want to keep it a clean and healthy environment.	The Good Neighbor Program helps CHA families transitions into new communities. In addition to providing counseling on housekeeping, this program also covers budgeting, lease compliance and information about community services and resources. While this program is a helpful resource for household management, bed bugs affect homes nationwide with no relation to income or housekeeping. If families need to schedule an extermination, they should contact their property's management team. If residents are not sure how to contact their property manager or they feel their concerns are not being appropriately addressed by property management, they should contact the Office of the Ombudsman by phone at 312.913.7899 or by email at <a href="mailto:ombudsman@thecha.org">ombudsman@thecha.org</a> .
Jackie Hunt	Westhaven Park	My question is regarding teens and employment. Are the CHA programs that assist teens with jobs going to always have an income cap where some teens wouldn't be eligible if their family has a certain amount of income?	All participants in CHA programs must be CHA residents. All youth programs have specific age requirements and some of the programs have grade point average requirements. Eligibility for CHA's youth programs is not based on a family's income. However, CHA may connect families with federal or state program opportunities that are tied to income requirements. Families who are interested in further discussing youth programs should contact their service provider for information about available opportunities. 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 <a href="http://www.thecha.org/case">www.thecha.org/case</a> . The director of CHA's Youth Opportunities Department spoke with Ms. Hunt on the night of the listening forum about program opportunities for her son.
Rosemary Pigram	Henry Horner (Scattered Sites)	My property manager had my daughters sign my name on my lease and then they told me that I couldn't come on the premises. They told me I had signed a paper saying that I can't come on the premises, and I don't think that's right.	CHA Asset Management and property management have met with Ms. Pigram and have resolved this matter to her satisfaction.
Lois Tucker	Westhaven Park	Written Comment: Need to keep the people off street at Washington, Wood and Maypole.	Concerns about safety and security should be raised with the Chicago Police Department. Chicago Alternative Policing Strategy (CAPS) meetings provide an excellent opportunity to meet local police officers and to discuss area concerns with like-minded community members. The local CAPS meeting is held from 7:00 p.m. to 8:00 p.m. on the fourth Wednesday of every month at 1939 W. Lake St. The local CAPS office can be reached at 312.746.8355. Specific security concerns should also be brought to the attention of property management. If residents are not sure how to contact their property manager or they feel their concerns are not being appropriately addressed by property management, they should contact the Office of the Ombudsman by phone at 312.913.7899 or by email at <a href="mailto:ombudsman@thecha.org">ombudsman@thecha.org</a> .
Willie Wright	Henry Horner Homes	Written Comment: Why doesn't Westhaven Park have LAC representation for former Horner residents?	CHA created the Office of the Ombudsman to help meet the unique needs of CHA families living in mixed-income communities by ensuring their voices heard and there are concerns addressed. If a resident has a question or concern, they can contact the Office of the Ombudsman by phone at 312.913.7899 or by email at <a href="mailto:ombudsman@thecha.org">ombudsman@thecha.org</a> .

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Willie Wright	Henry Horner Homes	Written Comment: Why isn't there a cap on rent for former Horner residents in Westhaven Park.	<p>There are no rent-caps, regardless of where CHA families formerly lived, or currently reside. However, each year, all CHA families are offered the opportunity to choose whether to pay income-based rent or the flat rent applicable to their unit. Income-based rent increases and decreases with the family's income. Flat rent is a function of the market rent charged for similar units in the private market. Flat rent fluctuates as the going price of private sector units increases or decreases. If the income-based rent level is higher than the flat rent level, property management will charge the family the flat rent level. In this respect, CHA families will never be asked to pay more than the flat rent for their unit, regardless of increases in income, effectively capping rent at the flat rent level. For more information and to discuss these options, residents should speak with their property management team. If residents are not sure how to contact their property manager, they should contact the Office of the Ombudsman by phone at 312.913.7899 or by email at <a href="mailto:ombudsman@thecha.org">ombudsman@thecha.org</a>.</p>