

Public Comments:
 Ombudsman's Semi-Annual Listening Forum
 Fosco Park (West Region)
 May 31, 2011

Name	Development	Comment	Response
Unidentified	NA	When is the registration for summer camp over?	<p>Online program registration for the Chicago Park District's summer session ended on Monday, May 30. In-person registration at the parks continues until spots are full or until the programs begin. The general summer program session runs the weeks of Monday, June 13 through Sunday, August 21. Most of the standard, 6-week camps run Monday, June 27 through Friday, August 5. Program information for the Fall 2011 session is available for viewing online on Monday, August 1. Online registration begins on Monday, August 15 at 9:00 a.m. In-person registration at most parks begins on Saturday, August 20. Online registration ends on Monday, September 5 (Labor Day) and the program session runs the weeks of Monday, September 19 through Sunday, December 4. Additional information about the Chicago Park District camp program and registration is available online at www.chicagoparkdistrict.com or by phone at 312.742.7529. CHA families interested in camp participation can get this same information by contacting their service provider. 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.</p>
Theresa Taylor	Fountain View	When will the youth that applied for Youth Ready Chicago jobs be notified?	<p>The City of Chicago's Youth Ready Chicago (YRC) program is an effort on the part of private-sector, non-profit and public-sector partners to connect teens and young people, ages 14 - 24, with internships, apprenticeships and jobs. YRC partner agencies contact applicants directly to schedule an interview or to fill a position. As such, CHA cannot predict when youth will receive notification. In addition, because demand for YRC is high, youth are encouraged to apply for other opportunities while they wait for notification from YRC. For more information on Youth Ready Chicago, please call 312.743.0208, visit www.youthreadychicago.org or send an email to youthreadychicago@cityofchicago.org.</p>
Ruth Crockett	Roosevelt Square	How come the kids living in our mixed-income community can't have a summer food site in their area?	<p>The summer food program funded by the U.S. Department of Agriculture operates at hundreds of sites throughout the city. With the understanding that youth need good nutrition year round, the program allows children up to the age of 18 to enjoy free, nutritious meals at safe, supervised locations in many neighborhoods. However, budget constraints and location requirements make it impossible to offer this opportunity in every neighborhood. The closest summer food site for the Roosevelt Square community is located less than a half mile away at John M. Smyth Elementary School (1059 W. 13th St.) Breakfast (begins at 8:00 a.m.) and lunch (begins at 11:30 a.m.) are offered from Wednesday, June 22 through Friday, July 22. This location can be contacted at 773.534.7180 for additional information. Bethel Mennonite Church (1434 S. Laflin St.) is less than a mile away and offers Breakfast (8:00 a.m. to 9:00 p.m.), lunch (11:00 a.m. to 1:00 p.m.) and afternoon supplement (2:00 p.m. to 3:00 p.m.) food service from Monday, June 13 through Friday, September 2. This location can be contacted at 312.421.3871. For location information outside of the Roosevelt Square community, families can contact CHA at 312.786.6660 or visit CHA's Summer Food Program webpage at www.thecha.org/food. From this webpage, families can enter their address to find the closest summer food site.</p>

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Theresa Taylor	Fountain View	Why did I have to fill out more transfer paperwork after I inquired about the status of my transfer? Nobody has responded to any of my emails. Did my transfer information expire or something? Why do I have to fill out new paperwork when I just waited nine months after filling it out the first time?	CHA spoke with Ms. Taylor after the listening forum to discuss her personal circumstances and the current status of her transfer request.
Mary Jones	Roosevelt Square	We got newsletters telling us we couldn't grill. I went over to the property management office and they told me that we could use the grill behind the office. That's only one grill and I'm a senior. I'm not able to carry meat and everything down there to grill. I was told we couldn't leave our grills out and we're not allowed to bring them back in the house. So what are we supposed to do? Throw them away?	While grilling is only allowed in certain designated areas in the Roosevelt Square community, property management recognizes this concern and is working to accommodate residents. New grills are being installed in all development phases. In addition, residents can keep and store their own grills so long as they are not stored in their unit or in a common area. Those grills can be used in grass areas that are at least ten feet from the building. All of these stipulations are included in the lease agreement that residents signed when they moved in to Roosevelt Square. As the lease states, "You may not place or leave any item in, around or upon any common area of the building or in front of your of your apartment ... No cooking, baking, grilling or similar activity is permitted other than in the kitchen area and outside designated grilling areas. No outdoor grills are permitted inside the apartment." Property management is available to review the stipulations outlined in the residential lease, upon request. If CHA families don't know 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 .
Edward Williams	Roosevelt Square	They never discussed the part about grilling. We didn't read about that in the lease.	Residents are responsible for reviewing all documents prior to signing them. Upon request, CHA staff and its agents will explain written materials verbally, and, if necessary, will assist persons with disabilities in completing necessary forms.
Jeoline Ellis	Roosevelt Square	When did you put the part about grilling in the lease? I didn't know that was in the lease.	Residents are responsible for reviewing all documents prior to signing them. Upon request, CHA staff and its agents will explain written materials verbally, and, if necessary, will assist persons with disabilities in completing necessary forms.
Mary Jones	Roosevelt Square	Heartland only has two or three caseworks for us, including our seniors. We haven't had a case worker since December 2010. If we've had one, we don't know who they are. No one has called, no one has checked up on us. I want to know what's happening with that.	As with all public housing residents, those living in mixed-income communities are assigned to service providers for assistance. Case managers work to connect with all CHA families but it's equally important that residents assume the responsibility of reaching out to service providers if they require assistance. 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 . Ms. Jones' case manager spoke with her on the night of the listening forum.
Barbara Collins	Roosevelt Square	My first question is about jobs. I'm trying to better and help myself but I'm having trouble finding a job. I've been working with my case manager but I think they could do a better job.	As with all public housing residents, those living in mixed-income communities are assigned to service providers for assistance including workforce preparation and job training. Service providers are working to connect CHA families with job opportunities but with a difficult job market, finding employment is hard for everyone. If residents still feel their providers are not meeting their family's expectations, they should call CHA's case management (FamilyWorks) hotline at 312.935.2625 to express this concern.

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Barbara Collins	Roosevelt Square	I'm getting threats from neighbors when I complain about the noise they're making. I don't feel that I should be threatened when someone else is making trouble for me. I don't make trouble for anybody, I keep to myself but I know my rights and I have a right to fuss.	It's important to practice civility and engage in open communication with community members because a bad relationship with a neighbor can be a daily source of aggravation. However, threats of violence or retaliation are simply unacceptable. These threats should be immediately reported to the property's management team. If residents are not sure 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 . Property management has been made aware of this concern and CHA has been speaking with Ms. Collins about alternative solutions to the problem.
Ruth Crockett	Roosevelt Square	People aren't cleaning up after their dogs. Can we get some kind of ordinance?	In addition to being unpleasant, animal waste can pose a health hazard because it has the potential to attract pests and spread diseases. Recognizing this concern, the City's Removal of Excrement ordinance (7-12-420) stipulates that "No person shall appear with a pet upon the public ways or within public places or upon the property of another, absent that person's consent, without some means for the removal of excrement; nor shall any person fail to remove any excrement deposited by such pet. This section shall not apply to a blind person while walking his or her guide dog." Residents are encouraged to report violations of this ordinance to their property management team. If residents are not sure 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 . If residents have specific information about a violation of this ordinance, including the name and address of the offender, they can contact the City of Chicago at 311 to file a complaint.
Ruth Crockett	Roosevelt Square	When did Roosevelt Square go smoke-free?	Understanding that secondhand smoke increases the risk of heart attacks, stroke, lung cancer, and early death and that cigarettes and cigarette smoke can cause costly damage to rental units, property management at Roosevelt Square instituted a smoke-free policy for all renters who moved in after September 2010. Families living at Roosevelt Square prior to that date are exempt from the no-smoking policy although guests are prohibited from smoking.
Ruth Crockett	Roosevelt Square	Does security work every day, even on holidays? We didn't see any security during the day on Memorial Day. Maybe they came through at night but I didn't see any of them.	Security is on-site year-round (including holidays), seven days a week from 3:00 p.m. to 5:00 a.m. If residents are concerned about security coverage, they are encouraged to contact their property's management team. If residents are not sure 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 .
Doris Taylor	Roosevelt Square	I have been here for five years. When is my carpet going to get changed?	Property management has been in contact with Ms. Taylor about the carpet replacement schedule for her unit.
Barbara Jones	Roosevelt Square	I have been here for five and a half years and no one from Roosevelt Square has gotten in touch with me about painting my unit.	Property management has been in contact with Ms. Jones and will schedule an assessment to determine if painting is warranted.

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Linda Sharp	Roosevelt Square	Can we get a mirror in the alley by my building? I take my time when I'm driving through there but not everyone does and there's a blind spot. There's going to be an accident. We need a mirror so we can see who is coming.	Thanks in part to resident feedback, property management has addressed this concern by installing a traffic safety mirror at the intersection in question.
Jeoline Ellis	Roosevelt Square	If you have children and you live above a senior, they think you're making all kinds of noise when you're really just walking in your unit. The floor is not steady so your neighbors can hear everything. It's not like you're running through the house or jumping or having a party.	Families are encouraged to respectfully discuss this perspective with neighbors to address concerns. At the same time, it's important to consider the needs of senior citizens and respect requests for quiet from neighbors in order to maintain good community relations. If residents still have concerns about disruptions from neighbors, they should contact their property's management team. If residents are not sure 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 .
Mary Jones	Roosevelt Square	I have been living here for almost two and a half years and I have somebody making noise above me. It's a problem and I have reported it.	While excessive noise and disturbances during quiet hours should be reported to property management, a certain level of ambient noise should be expected and tolerated whenever walls are shared in a community.
Ruth Crockett	Roosevelt Square	We have gas meters on the side of our building and when the kids get out of school they mess with them. Is there anything you can cover them with.	Requirements for accessing the meters preclude property management from caging or otherwise obstructing them but security has been made aware of the concern and will monitor activity around the gas meters and plumbing on the exteriors of the buildings.
Tracy Smith	Roosevelt Square	Written Comment: When and where will you invest in park benches and play areas for children 10 and up?	Investments have been made in park benches and play areas for children of all ages and this type of community development continues to take place. Fosco Park, (1312 S. Racine Ave.) offers community members access to a fitness center, a gymnasium with basketball courts, swimming facilities, a playground and a water playground. Chicago Park District programs offered at Fosco Park are open to community members of all ages ranging from parent/toddler classes to programs for senior citizens. With regard to new investment, the currently vacant acre of land north of 14th St., between Racine Ave. and Lytle St. has been targeted for redevelopment as a multi-use playing field. This redevelopment is scheduled to be completed by the end of 2011 with landscaping finalized by Spring/Summer 2012. For more information about Park District programs and facilities, families are encouraged to visit their local park, get information online at www.chicagoparkdistrict.com or by phone at 312.742.7529. Fosco Park can be contacted at 312.746.5086.
Tracy Smith	Roosevelt Square	Written Comment: Do you have any information about Girl Scouts? I would love to be a leader.	General information about Girl Scouts is available online at www.girlscouts.org or by phone at 800.478.7248. Information about the Greater Chicago and Northwest Indiana Council is available online at www.girlscoutsgcnwi.org , by phone at 312.416.2500 or by email at chicagoinfo@girlscoutsgcnwi.org . CHA contacted Ms. Smith to provide her with this information.

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Tracy Smith	Roosevelt Square	Written Comment: There are issues and concerns with seniors and middle-aged residents living in close proximity.	If a family refuses to respect the requests of another, property management should be notified. If residents are not sure how to contact their property manager or if 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 .
Unidentified	NA	Written Comment: I was invaded by bed bugs. When I complained to the office I was told I had to find one. Bed bugs are very hard to find until they get out of hand. It took several weeks for me to find one. Now I have no bed and sleep on my couch. Everything in my house was brand new and my couch looks bad now because I've been sleeping on it for seven months.	Exterminations were scheduled and the unit is currently pest-free. Service providers are working with this family to address the hardships caused by the bed bug infestation.
LaTanya Russell	ABLA - Brooks	Written Comment: I recently became a resident of CHA and since day one, my unit has not been in move-in condition. My toilet is not working properly at all. I went over to the office several times and the problem still has not been resolved.	CHA has been in contact with property management and Ms. Russell to identify and address her concerns. The issue with the toilet has been resolved.
Mary Branch	Roosevelt Square	Written Comment: I'm enjoying my new apartment here! I like how new my apartment is and I'm also glad the pool at Fosco Park is inside. Heartland Human Care has also helped me very much. My neighbors are quiet and courteous. Thank you!	CHA thanks you for your comment.
Bro. Byron Dickens	Westhaven Park	Written Comment: Who do I talk to about the waiting list?	Residents should contact CHA's Occupancy Department at 312.913.7266 with questions about the wait list. CHA contacted Mr. Dickens to provide him with this information.
Linda Sharp	Roosevelt Square	Written Comment: Homeownership information.	The recently approved Housing Choice Voucher (HCV) Administrative Plan included provisions to allow current public housing residents to be enrolled in the Choose to Own Homeownership program. Families who are interested, and meet the program's eligibility requirements, will be given a selection preference for participation in the tenant-based homeownership program, where the voucher is utilized for home mortgage assistance only. CHA is currently working on protocols for implementing this program and more information will be available at a later date on CHA's website. Residents can visit www.thecha.org to check for updates.