

Public Comments:
 Ombudsman's Third Semi-Annual Listening Forum
 James R. Jordan Boys & Girls Club (Central/West Region)
 May 17, 2010

Name	Development	Comment	Response
Karen Jones Parker	Westhaven	I'm a CHA resident from Cabrini-Green. I love Westhaven and I love my apartment and I would like to thank property management because they do a good job, and I like that they keep it real clean, and it's real peaceful. I have a beautiful view. I can see everything. I'm on the top floor, and I love the apartment. I love it. And I'm so grateful. And I love it. And I thank you all for accepting me.	CHA thanks you for your comment.
Br. Byron Dickens	Westhaven	I enjoy my place. I'm originally from Abbott. I love Westhaven Townhomes. It's very peaceful. So I'm grateful. Thank you all.	CHA thanks you for your comment.
Br. Byron Dickens	Westhaven	My concern is, especially on the West Side, that all the opportunity is going on outside of CHA. Who is connecting the residents? I know we have service connecting, but I don't see enough connecting the residents to all these opportunities. For example, I didn't know Johnny's Ice House on Madison and Western was built already. I thought they were still in the planning stage. But how many residents were working on that site? First, there was construction but you know you need a union card. But how do we get that training?	As with all public housing residents, those living in mixed-income communities are assigned to service providers for assistance including employment preparation and retention services. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case .
Br. Byron Dickens	Westhaven	Over by Racine and Roosevelt there is a CVS. And CVS is working with the alderman to ensure that Abbott residents have jobs. But CVS is opening in a couple weeks and we still haven't heard how many residents they would hire. Pete's Market is coming on Madison Avenue. How many Westhaven residents are going to shop there? How many jobs were promised to CHA residents in an area that's going to support that store?	Area retail development is a community-wide effort. A number of community meetings were held with regard to the retail and employment opportunities presented by the development of Johnny's Ice House, CVS, and Pete's Fresh Market. Jobs have been created and accounted for at the community level.
Pearline Hatcher	Westhaven	I like my apartment because it's on the first floor. The majority of the things I like about my apartment, but that apartment has the cheapest carpet I ever seen in my life. And I cannot get that carpet removed. I cannot pay to have it taken up. Really, if you lay something on it, it has a smell, and I'm constantly trying to clean it. It's just horrible. I went to the property management's office, and they said that I would have to get a doctor's statement saying that it was making me ill in order to have it removed. I don't want a carpet because I have a lot of grandkids, and when they come they are going to spill. I need a floor that I can mop and I can wipe up, you know? Constantly cleaning that carpet is really hard on me. It's putting a toll on my body. I have been doing too much work in that house trying to keep that carpet clean, and it's still horrible.	Neither CHA nor property management are responsible for carpet cleaning. House keeping tasks such as this are the responsibility of residents. Normal wear and tear over the course of a resident's tenancy in their unit is anticipated. In addition, the resident spoke with property management about the ADA reasonable accommodation request process to have her carpet removed. Property management is waiting for resident to submit the necessary paperwork.
Pearline Hatcher	Westhaven	Sometime I can get in my front door and sometime I can't. I was told by a locksmith that the door wasn't cut properly in the beginning. He said that's why the lock doesn't always work right. And my toilet is always loose. They came out and fixed it with caulk, they put that down, but it still gets loose. So I have those type of problems.	Property management asked the resident to submit a work order for the cited concerns. Property management has replaced the door's locking mechanism and has fixed the toilet.
Dominic Robinson	Westhaven	I'm formerly from Cabrini-Green. I love my apartment with my family, because it's a townhome. My kids, they going to school. They come here. So I just love it. It's nice. I love it.	CHA thanks you for your comment.

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Latoya Brown	Westhaven	I love my apartment. I have a full basement. I want to ask CHA a legal question. [Resident was asked to hold her question until it could be privately addressed].	CHA Asset Management spoke with the resident about her concern and answered questions relating to the legal process. The resident was also put in contact with property management to discuss the concern.
Sylvester Doyle	Westhaven	How come Westhaven Park doesn't have an LAC when we came from a development that had one?	Recognizing that mixed-income communities offer new opportunities and challenges for CHA residents transitioning from traditional public housing developments, CHA created the Office of the Ombudsman to help meet their unique needs. The Office of the Ombudsman exists to assist families living in public housing units in mixed-income communities to have their voices heard and concerns addressed.
Sylvester Doyle	Westhaven	I went to a certification program that was overpriced and overrated and didn't get a job. I went to the Charles Hayes Family Investment Center and still didn't get any help. I went to Central State SER near 26th and Pulaski, which I thought was nice. They have these programs, but none of them try to place you permanently. They just throw you off somewhere else. That doesn't help you permanently, and that's not why I'm going. My point in going is to find permanent, full-time employment.	As with all public housing residents, those living in mixed-income communities are assigned to service providers for assistance including employment preparation and retention services. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case .
Sylvester Doyle	Westhaven	I live in a walk-up condominium on the first floor. If I see one more rat over my door trying to get in... I talked to property management about them before, and they were thinking about the problem but now the rats are back.	Questions or concerns regarding sanitary conditions and rodent abatement should be brought to the attention of property management and the city of Chicago. To request services from the city of Chicago residents can call 311 or visit https://servicerequest.cityofchicago.org . Resident spoke with property management after the meeting and as a result of that conversation, property management set rat traps and the problem has been resolved.
Sylvester Doyle	Westhaven	It's too cold in my unit in the wintertime. I used up so much heat but in the daytime you can see the light coming through the door no matter how much you push it up. And then my windows are freezing cold. But I don't want to have to leave because of that. The wind blows hard, and it pushes my whole door up. I never understood why there were no screen doors to start with.	Property management and a CHA Quality Control Analyst visited with the resident to review his concerns in person. It was determined that the weatherization was sufficient and that no draft was identifiable. CHA Quality Control Analyst will follow up with the resident in the winter to assess reported issues with energy efficiency. In the interest of development wide uniformity, screen doors were not included during the construction phase at Westhaven.
Sylvester Doyle	Westhaven	How is it that somebody who's never lived in your house can give police officers a fictitious address, and the next thing you know, you have to go to court for something somebody else did? And there are no repercussions for that person's actions, but you have to go to court because somebody decided on the spot to give your address even though they live miles away. Why do I have to work through this process for something somebody else did, somebody that I don't even know?	In the unfortunate event that a guilty party intentionally or inadvertently provides your address during an arrest or in the course of a criminal investigation contact an attorney as soon as you are made aware of the error. If you cannot afford legal representation for a case such as this, there are a number of community based advocates that can assist you. For a referral to one of these organizations please contact the Chicago Bar Association at 312.554.2001.
Deborah English	Jackson Square at West End	I'm a resident of Jackson Square at West End. I'm just not happy with that place. They built the units up too fast. It's always cold in the winter. The doors are no good. But right now I'm in the process of getting a transfer to an ADA unit, so I want to know who can I speak with regarding that issue?	Asset management spoke to the resident and explained a decision would be made regarding transferring to an ADA unit after the necessary paperwork was completed by physicians and submitted to property management. The resident was subsequently offered an alternate unit to accommodate her needs and in accordance with the Americans with Disabilities Act.

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Brittany Page	Westhaven	I have live in Westhaven for two years now and have taken advantage of most of the programs offered. I love where I live.	CHA thanks you for your comment.
Brittany Page	Westhaven	It seems like the baseboards in my unit are getting mold around them. You can smell the mold. People came out to look at it but water still comes in. Also, my bathroom does not get any heat at all. It's freezing cold in the winter, when you get out of the shower. In the washroom and in the living room there is enough space from the floor and the baseboard to the carpet that in the summertime centipedes get in there. I have ants right now from the floor being so separate from the carpet. I don't know if I should put in for a transfer or is this problem fixable?	Property management and a CHA Quality Control Analyst visited with the resident to review her concerns in person. An exterminator was contacted to abate the household pests although it was explained that problems with insects are seasonal and citywide. The vent in the bathroom was adjusted to provide adequate ventilation and the baseboards were examined but no signs of mold were visible.
Angelene Johnson	Westhaven	I live at Westhaven Park, and I love my apartment. I have one problem. I would like to know when will we be able to paint our units.	Property management explained that painting is budgeted for and scheduled as a preventative maintenance measure. Residents can contact their property managers for additional details for their specific units.
Angelene Johnson	Westhaven	I am a member of the Westhaven condo board, and for any situation in mixed income, if there are any problems, let me know if you have a problem with me, knock on my door and talk to me, and I'm going to do the same with you.	CHA thanks you for your comment.
Angelene Johnson	Westhaven	We have some problems with noise, people playing music too late at night. But my theory is if we could just communicate with each other, whether it be head of the CHA, Mr. Jordan, or the director of Westhaven, we should have a contact number where we can talk and maybe a voicemail or something 24 hours a day, if we have an immediate problem.	Residents at Westhaven can call the office number at 312.491.1113 any time of the day or night. If a call is made after hours residents are instructed to select the maintenance emergency number if they need immediate assistance. The person on call will respond promptly. Residents at Jackson Square at West End have a similar system available to them which can be reached at 312.492.6645.
Pearline Hatcher	Westhaven	If we paint the units, apartments, do they have to be white?	Residents should contact their property manager prior to making any adjustments to their units. Property management will also be able to provide residents with development-wide policies for the painting of their units.
Pearline Hatcher	Westhaven	Are we ever going to get our carpet cleaned? Because I've been there four years. I think they told us they were going to shampoo our carpet. It doesn't clean well. The carpet is too cheap to clean well.	Neither CHA nor property management are responsible for carpet cleaning. House keeping tasks such as this are the responsibility of residents. Normal wear and tear over the course of a resident's tenancy in their unit is anticipated.
Cloteal Butler	Westhaven	Why aren't you able to heat the bathroom? There isn't a vent in the bathroom.	Property management indicates that as with all units in this development phase at Westhaven, there is ventilation to circulate air out of the bathroom but there isn't a separate heating / air conditioning vent in the bathroom. Temperature regulation for the bathroom is provided by vents throughout the unit located outside of the bathroom.
Cloteal Butler	Westhaven	I have blinds in my living room. And since I've been there I have two broken blinds.	Residents are asked to inform property management of maintenance related issues so work orders can be filed and carried out. The resident spoke with property management after the meeting about this work order.
Pearline Hatcher	Westhaven	I would like to put up some curtains but I don't know what to put up there. I don't have a drill or anything like that. They say you can't put holes in the wall and glue doesn't work. Can you put something up there for me?	Property management spoke with the resident about options for hanging curtains.

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Dominic Robinson	Westhaven	When will our units be painted because I have a big family and I keep wiping the walls down but there are a lot of stains?	Property management explained that painting is budgeted for and scheduled as a preventative maintenance measure. Residents can contact their property managers for additional details for their specific units.
Angelene Johnson	Westhaven	Why is it that we have so many home inspections? We get the impression that someone somewhere thinks that we can't maintain a household. Every three months or every two and a half months someone is knocking at your door. And that just burns me in my brain. Why can't anybody explain why we have to have a house inspection every two and a half months?	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 house keeping issues which might necessitate an immediate intervention in the interest of health and safety.
Angelene Johnson	Westhaven	So basically, what you're saying is our mixed-income development is a "test" to see if low-income and mixed-income and medium-income can get along? Is that what you're saying?	No, CHA does not view living in a mixed-income communities as a "test". CHA expects all residents in mixed-income communities to treat each other with respect regardless of income or any other factor.
Cloteal Butler	Westhaven	With regard to the inspection, I heard that one time an inspector came through and did an inspection and when they left they stole something from the unit.	If a resident feels an item has been misplaced or stolen after an inspection, they should immediately contact their property manager.
Pearline Hatcher	Westhaven	Because of the inspections, I have to keep cleaning my apartment but it's not easily cleaned. You touch that wall, and you have to wipe it down. And if you have children, especially more than one, they are going to touch that wall. So if we don't have paint on there that we can easily wipe with just like a wet towel, then we have to buy soap and cleaning products to do that. We can't keep the place looking nice when the inspectors come unless we're working ourselves to the bone trying to make sure everything is okay.	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 house keeping issues which might necessitate an immediate intervention in the interest of health and safety.
Livnice Wooten	Westhaven	I had a fire in my unit a year or so ago. One of the maintenance guys told me that there's a shaft that needs to be cleaned every so often. I lived there for five years, and no one ever cleaned it, and I had a fire, and I was wondering now what safety steps can I take to avoid a fire?	Property management contacted the resident to scheduled a convenient time to clean the dryer vent. Property management also indicates the cleaning of this vent will be scheduled annually as a preventative maintenance measure.
Brittany Page	Westhaven	I have to complain because with inspections almost once every two months, if they're doing the inspection, they should have seen the problem with my baseboards a long time ago.	While unit inspections are an important tool for ensuring units remain in good condition, it is also incumbent upon residents to contact property management if they have an issue with the condition of their unit. If you have trouble contacting property management or if you feel your concern isn't being adequately addressed in a timely manner, please contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org.
Brittany Page	Westhaven	I have an eight-year-old and a four-year-old, a boy and a girl. How is it that they still have to be in the same room?	While property managers have some discretion with regard to occupancy guidelines, CHA's FY2009 Admissions and Continued Occupancy Policy (ACOP) is traditionally cited in making these decisions. According to the ACOP, regardless of age or gender, two people are generally expected to share a bedroom unless they are the Head of Household. This policy maintains the usefulness of the units, while preserving them from excessive wear and tear and underutilization. In addition, some developments have unique occupancy guidelines so if residents have specific questions they can contact CHA's Occupancy department at 312.913.7266.

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Cindy Mobley	Westhaven	Written comment: I love where I live. I just don't like that I stay above someone because I have kids and I can't make them sit down all the time. Also, the carpet is hard to keep clean.	In order to ensure that other residents are able to peacefully enjoy their homes it is important to be mindful of noise levels. If residents are interested in finding activities to keep their children engaged, they can contact their service providers for assistance. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case .