

Public Comments:
Ombudsman's Third Semi-Annual Listening Forum
Seward Park (North Region)
May 20, 2010

Name	Development	Comment	Response
Latosha McKinney	River Village South	I just want to be clear on what it is that property management does. Maybe if I get a clear understanding of what they do, I won't be expecting certain things from. I've been to visit property management at least twice and work orders aren't getting done. I've got to get an answer, and every week, there is something wrong.	The property management team is responsible for three primary tasks: leasing apartments, collecting rents, and completing work orders. If you have a question about any of these responsibilities, please contact your property manager. If you still have questions or aren't satisfied with the answers provided by your property manager, please contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org.
Kelvin Cannon	Parkside	You know, over the years, in just about every development, the condo association or the homeownership never really got along with the CHA residents. Over here at Parkside, we are working together as a whole community, and we think that's good, and we are trying our best to get along with our new neighbors. Sometimes it's kind of hard when change comes about. Sometimes it's just hard for people to accept change. We just have to learn to live with one another.	CHA thanks you for your comment.
Kelvin Cannon	Parkside	When I was an LAC president, we all worked together as a community and decided that we all wanted to be a part of the homeownership process. It's all right to be self-sufficient and to be able to pay the rent on time. But we also want to help the people who are working and want to be a part of the American dream and have their own home. We need that opportunity from CHA and the developers.	Residents are encouraged to speak with their service providers about opportunities to further their financial independence, such as the Family Self-Sufficiency (FSS) program. Through FSS, residents work toward reaching personal and financial goals. If rent increases as a result of goals being realized, an amount equal to the increase is set aside in a savings account for the resident which can be used toward a down payment on a home when the program is completed. FSS is open to all CHA residents on a first-come, first-served basis. For more information please call 773.728.5960 at extension 6207. CHA is also exploring additional opportunities to promote homeownership.
Kelvin Cannon	Parkside	Everything so far has been working and I hope that we will continue on with this relationship between the residents, the LAC, and the development. Thank you and the CHA.	CHA thanks you for your comment.
Chalonda McIntosh	Parkside	Every year while living here, we have to do a drug test. Why do we have to do it every year?	The working group that developed the Tenant Selection Plan for Parkside felt it was in the best interest of the community to have all residents, regardless of whether or not they are public housing residents, complete an annual screening for controlled substances.
Chalonda McIntosh	Parkside	We have security services and landscapers that work on the upkeep of the development. Why haven't there been residents working with them?	There are currently residents working with both the janitorial staff and the administrative staff in the office.
Cassandra Murray	Parkside	I have been going through a lot of difficulties since my mother passed. I really enjoy my house and I really don't want to leave but I feel so uncomfortable in my house now. I'm scared to make noise by walking too hard, scared to do this and do that. I feel I'm kind of getting harassed because I'm a CHA resident. I just don't like it.	If you feel you have been harassed, please contact your property's management company and the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org.
Juanita Young	Domain Lofts	Why do we need to have four unit inspections per year?	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.

Public Comments:
Ombudsman's Third Semi-Annual Listening Forum
Seward Park (North Region)
May 20, 2010

Name	Development	Comment	Response
Juanita Young	Domain Lofts	There's a park over here and I was wondering, is that park for people or for dogs? I don't feel comfortable when I go over there because there's a lot of dogs. I have nothing against dogs, but I would like to go to the park sometimes.	The park in question is designated as a dog park however, with over 400 parks throughout Chicago, most communities enjoy year round access to a variety of Chicago Park District resources. Seward Park, for example, is located within a half mile from Domain Lofts at 375 W. Elm St. (312.742.7895).
Juanita Young	Domain Lofts	Some people attend those condo association meetings. We can write comments but it would be nice if we could sit in on the meetings and listen to what they have to say.	The condo association meetings are expressly for the condo owners however, property management has agreed to relay questions and concerns from CHA residents to the owners during these meetings. Property management will then follow up with residents at resident meetings, through newsletters, or with direct contact.
Rufus Carter	Old Town Village West	There was a petition started in Old Town Village West and East, and the issue was the up keeping of the carpet. The carpet became an issue because it is expensive to maintain. The petition wasn't meant to be vindictive towards CHA or East Lake Management. We just wanted CHA and the East Lake Management to hear our concerns.	Property management is currently reviewing cost estimates for carpet removal as well as looking at the impact carpet removal would have on property values. Property management will keep residents abreast of developments as this review continues.
Evelyn Miller	Old Town Village East	I feel like the carpet is a huge problem. Some people have real bad allergies, like do. I am so glad to hear from Mr. Carter that they don't like the carpet either. Thank you for that.	Property management is currently reviewing cost estimates for carpet removal as well as looking at the impact carpet removal would have on property values. Property management will keep residents abreast of developments as this review continues.
Karen Jones Parker	Westhaven	Hello everyone. I live in Westhaven. I'm grateful to have my apartment. I love my apartment. I'm grateful to be out of Cabrini-Green. I don't have anything to complain about. Yes, there are some things that we have to deal with, but it's a process. If the carpet is dirty, take your shoes off. If the walls are dirty, wipe them down. Shampoo the carpet. If you have kids, teach your kids. There's a whole house keeping class. I took it at Westhaven. Some things we have to do for ourselves. We cannot expect CHA to go out and do everything for us.	CHA thanks you for your comment.
Evelyn Miller	Old Town Village East	I'm very grateful but my reason for saying the carpet is a problem is because I have allergies. You have to remember that CHA also wants us to maintain the carpet. If it gets to the point that it can't be maintained, it's quite embarrassing when they come over and it's all messed up. Other than that, I thank the CHA, I'm very grateful. I love my apartment. All the way.	Property management is currently reviewing cost estimates for carpet removal as well as looking at the impact carpet removal would have on property values. Property management will keep residents abreast of developments as this review continues.
Juanita Bell	Parkside	Yesterday my friend was outside barbequing in the park and they called the police on her.	While some public spaces do not allow barbecuing as a matter of policy, nearby Seward Park is happy to accommodate residents. Please visit Seward Park at 375 W. Elm St. or call their office at 312.742.7895 for more information on their barbecuing policies.
Trina Smith	Renaissance North	Our streets are very busy. We have children and teens in our building, and we don't have a park to go to. Where do we go when we want to barbecue and our kids want to go out and play? As adults, we want to go and walk and do that sort of activity. We have quite a few elderly in our building. They like to get out also. Where can they get out and sit down? I'm not complaining. I love it. I enjoy it. I'm grateful. And I'm happy about it. These are just things I'd like to know.	With over 400 parks throughout Chicago, most communities enjoy year round access to a variety of Chicago Park District resources. Oz Park, Stanton Park, and Lincoln Park are all within a mile of the Renaissance North community. All three parks allow barbecuing and provide a number of additional recreational activities and program opportunities. Oz Park is located at 2021 N. Burling St. (312.742.7898), Stanton Park is located at 618 W. Scott St. (312.742.7896), and Lincoln Park is located at 2045 Lincoln Park West (312.742.7726).

Public Comments:
Ombudsman's Third Semi-Annual Listening Forum
Seward Park (North Region)
May 20, 2010

Name	Development	Comment	Response
Joyce Taybron	North Town Village	The homeowners have a parking pass, which we knew nothing about, and the residents have to go to city hall to buy those. Now they're telling us there is a certain place by our house where we can't park or our cars will get towed. We knew nothing about this. It's just coming up to us. You have homeowners write down license numbers and call it in when cars are parked in the wrong spot.	Property management is working directly with the alderman's office to ensure that all residents are able to obtain street parking passes in the area. Residents are encouraged to work directly with management if they are having permit parking issues.
Kelvin Cannon	Parkside	I thank God for pulling me away from being at Cabrini-Green. And it's good to say that I am now in a clean, sanitized unit. Where I used to be, I had to come from work and see gangbangers selling drugs, urinating in the hallways, everything else. It's a big change. And change is good. We should be glad for it at times and be blessed that we are in a place where we can live comfortably. Nobody said it's going to be easy. But we can all get along and make the best of it and be thankful and blessed. Thank you.	CHA thanks you for your comment.
Betty Bailey	Old Town Square	Written comment: On homeownership.	Residents are encouraged to speak with their service providers about opportunities to further their financial independence, such as the Family Self-Sufficiency (FSS) program. Through FSS, residents work toward reaching personal and financial goals. If rent increases as a result of goals being realized, an amount equal to the increase is set aside in a savings account for the resident which can be used toward a down payment on a home when the program is completed. FSS is open to all CHA residents on a first-come, first-served basis. For more information please call 773.728.5960 at extension 6207. CHA is also exploring additional opportunities to promote homeownership.
Latosha McKinney	River Village South	Written comment: We still are not interacting with the homeowners.	Residents are encouraged to communicate with neighbors to foster a sense of community to achieve shared goals and address shared issues. If residents are interested in discussing ways to promote community building, they are encouraged to contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org.
Latosha McKinney	River Village South	Written comment: I'm interested in home ownership.	Residents are encouraged to speak with their service providers about opportunities to further their financial independence, such as the Family Self-Sufficiency (FSS) program. Through FSS, residents work toward reaching personal and financial goals. If rent increases as a result of goals being realized, an amount equal to the increase is set aside in a savings account for the resident which can be used toward a down payment on a home when the program is completed. FSS is open to all CHA residents on a first-come, first-served basis. For more information please call 773.728.5960 at extension 6207. CHA is also exploring additional opportunities to promote homeownership.
Latosha McKinney	River Village South	Written comment: I also need info on the SER program.	Central State SER focuses on workforce and economic development to promote upward mobility and economic self-sufficiency. SER, which means "to be" in Spanish, stands for Service, Employment, and Redevelopment. For more information on SER and other employment preparation services, residents are encouraged to contact their service providers. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case .

Public Comments:
 Ombudsman's Third Semi-Annual Listening Forum
 Seward Park (North Region)
 May 20, 2010

Name	Development	Comment	Response
Latosha McKinney	River Village South	Written comment: Why does it take so long for you (CHA) to realize when a management company is not doing its job?	CHA Asset Management works closely with property managers to ensure a consistent level of quality service is being provided to all residents. At the same time, it is important that residents inform CHA if they feel property management is not meeting their expectations. If you have a concern or question about property management please contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org.
Wylodine Hampton	Old Town Village West	Written comment: On homeownership and carpet removal.	Residents are encouraged to speak with their service providers about opportunities to further their financial independence, such as the Family Self-Sufficiency (FSS) program. Through FSS, residents work toward reaching personal and financial goals. If rent increases as a result of goals being realized, an amount equal to the increase is set aside in a savings account for the resident which can be used toward a down payment on a home when the program is completed. FSS is open to all CHA residents on a first-come, first-served basis. For more information please call 773.728.5960 at extension 6207. CHA is also exploring additional opportunities to promote homeownership. Property management is currently reviewing cost estimates for carpet removal as well as looking at the impact carpet removal would have on property values. Property management will keep residents abreast of developments as this review continues.