

Public Comments:
Ombudsman's Third Semi-Annual Listening Forum
Abraham Lincoln Center (South Region)
May 25, 2010

Name	Development	Comment	Response
Libra Wiley	Oakwood Shores	Is there an income limit for CHA residents? I ask is because back in April I went to renew my lease, and my income had increased. My husband and I were told that we would have to move.	The U.S. Department of Housing and Urban Development (HUD) sets initial income limits for public housing authorities which require household income levels to be assessed when families move into public housing. Per Section 42 of the IRS Code governing Low Income Housing Tax Credits (LIHTC), changes in income may impact rent but the unit will "continue to be treated as a low-income unit if the income of such occupants initially met such income limitation and such unit continues to be rent-restricted". Each case is reviewed independently by compliance specialists.
Sandra Young	CHA Commissioner	I am just very excited, first about this new community. If you can give a hand for those of you who have been here that know the challenges that we went through with our families returning.	CHA thanks you for your comment.
Sandra Young	CHA Commissioner	It's good that the ombudsman is here. You don't have the old LAC representation, but you do have CHA continuing to acknowledge the importance of support and also the importance of working with property management. I know there may be some challenges with property management, but I encourage you to really talk to them.	CHA thanks you for your comment.
Sandra Young	CHA Commissioner	Ten years ago, when we talked about the CHA's Plan for Transformation, residents felt that this was a plan that excluded them from the process. I'm so happy to live in a community with a lot of the people that I lived with in the old development. I am glad to see them in the new development. I thank God for you guys. Ask your questions. These are the people who you need to hold accountable. And me too, because I'm still the commissioner so you can still hold me accountable as well.	CHA thanks you for your comment.
Lucinda Griggs	Oakwood Shores	What is the lease violation process for Oakwood Shores? I been here three years, and I been complaining for three years. If you have kids, and if your kids are doing this or that, that's a lease violation. When you're kicking in the doors of the building that the residents live in, that's a lease violation. People need to know that. When property management tells me to bring them pictures of incidents, I bring pictures. Then they say to bring them names, I bring them names. Then they ask me, where do they live? I tell them where they live. And still nothing happens. I have a problem with that.	Property managers are responsible for enforcing leases and processing lease violations. Not all violations are punished with the same level of severity and the repercussions of lease violations are often a private matter between tenants and property management. If you feel property management is unfairly or inefficiently dealing with lease violations, please contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org.
Lucinda Griggs	Oakwood Shores	I suggest that in the process of screening the residents that you're bringing back to Oakwood Shores or into the community, that you don't just screen the head of household because that's not good enough. You have to start screening the family members that live in the household with them and testing them for drugs.	According to the Oakwood Shores Tenant Selection Plan, all adult applicant family members, including live-in aides receive a comprehensive screening prior to occupancy. This review includes a criminal background check and a mandatory drug test. The background check is conducted to ensure the health, safety, and welfare of other residents and drug testing is conducted on at least an annual basis as a condition of continued occupancy for all renters, not just public housing residents.

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Lucinda Griggs	Oakwood Shores	Bring back some of the old program like the Momma Said program, the DARE program. Some of the programs are helping young kids to stay out of trouble, stay off the drugs. Open Madden Parks so kids can have swimming pools again, so they have something to do. The new Madden Park is no good. It's just a place to picnic. The kids can't really play on anything but the monkey bars. Ellis Park doesn't have much to play with either. What is there for our kids to do? Madden Park used to have the swimming pool in it and activities going on in the gym. Bring that back. Then you would be doing something.	CHA partners with a number of organizations to provide year-round activities and opportunities for youth engagement including deeply discounted summer day camp and after school camp through the Chicago Park District. There are also a number of programs offering academic enrichment and career training with on the job experience and mentoring for children and young adults. Residents are encouraged to contact their service providers for specific information about program opportunities for their families. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case . In addition, residents can learn about opportunities for their children by contacting CHA's Youth Hotline at 312.786.3621.
Dolores Fitzpatrick	Lake Park Crescent	The last meeting we were at, we asked you about getting a satellite office in the area. Could you give us an update on that today?	CHA Asset Management has reached an agreement to establish a satellite office located in the Charles A. Hayes Family Investment Center (FIC) at 4859 S. Wabash Ave. The office will be open in August and residents will be notified in writing as soon as the office is operational.
Dolores Fitzpatrick	Lake Park Crescent	The managers at Lake Park Crescent, Hispanic Housing just took over. Our problem is that we were getting estimated light bills because ComEd couldn't get into the building. So if you could talk to your management about getting these people some keys so they could get in and read the meters I would appreciate that.	CHA Asset Management reached out to property management and asked them to coordinate meter readings with ComEd to make sure residents are receiving accurate readings.
Yvonne Johnson	Oakwood Shores	I have a lot of concerns about what's going on at Oakwood Shores. I love Oakwood Shores, but at the same time they have a problem with drugs being used in the hallways and common areas. They're having problems with graffiti on the walls and it doesn't seem like there's a lot being done about it. Seemingly, a beautiful place is being turned into a dump.	All illegal activity should be immediately reported to the police and property management. In addition, residents are encouraged to discuss communitywide issues with crime and safety at local CAPS meetings. In addition to facilitating a discussion about area issues, CAPS meetings afford residents an opportunity to meet local police officers. The most proximate CAPS meeting for Oakwood Shores is held at 6:30pm on the first Tuesday of the month at 3117 S. Rhodes Ave. The Community Policing Office can be reached at 312.747.2930 for more information.
Yvonne Johnson	Oakwood Shores	What more can be done to cut down on young people not having enough to do. Some of the things that they are implementing for young people aren't working. We're having a lot of young people congregating and without parental oversight. They're not doing the things that they ought to be doing, so they're getting themselves into a bit of trouble.	CHA partners with a number of organizations to provide year-round activities and opportunities for youth engagement including deeply discounted summer day camp and after school camp through the Chicago Park District. There are also a number of programs offering academic enrichment and career training with on the job experience and mentoring for children and young adults. Residents are encouraged to contact their service providers for specific information about program opportunities for their families. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case . In addition, residents can learn about opportunities for their children by contacting CHA's Youth Hotline at 312.786.3621.

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Yvonne Johnson	Oakwood Shores	I know management is trying but I want to know what more can be done. Some of the parents are not watching over their children. The parents that live in our building are good, hard-working parents. But some of their kids don't know what they ought to be doing. Maybe they're having company that they shouldn't have in the building. It may not necessarily be the leaseholder, maybe it's their children or their guests. Maybe if you can reach out to get these teens a little more involved between the time the teens get home from school and when the parent gets home from work.	If residents have a specific security concern they should contact property management and if warranted, the Chicago Police Department. In an attempt to keep youth engaged year-round, CHA partners with a number of organizations to provide activities and opportunities including deeply discounted summer day camp and after school camp through the Chicago Park District. There are also a number of programs offering academic enrichment and career training with on the job experience and mentoring for children and young adults. Residents are encouraged to contact their service providers for specific information about program opportunities for their families. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case . In addition, residents can learn about opportunities for their children by contacting CHA's Youth Hotline at 312.786.3621.
Yvonne Johnson	Oakwood Shores	In some cases, if they've violated the lease, some people probably need to be evicted. If they've been given an opportunity to do what's right and they're not going to do it, why should everybody around them have to suffer when their teens are wreaking havoc and they're not doing anything about it?	CHA and property management are committed to ensuring residents are able to peacefully enjoy their homes. If residents feel this right has been violated they should inform property management of relevant details. If residents are not satisfied with the response they receive from property management, they are welcome to contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org .
Deborah Thigpen	Oakwood Shores	We have a phone tree here at Oakwood Shores. If anybody wants to be part of this phone tree, I'll make sure you get a list of the other numbers. When we go to CAPS meetings, they say that the more people that call in an incident, the better response we will get. If you see an incident happening, and you call one person from that phone tree and let them know exactly what's going on, that next person would call someone else on the phone tree and so on so all of those calls go to the police department.	CHA thanks you for your comment.
Deborah Thigpen	Oakwood Shores	By the way, I'm Deborah Thigpen. I'm from the Bronzeville-Oakland Neighborhood Alliance (BONA). We hold meetings every month. It's the fourth Monday of the month at Donahue Elementary School. The meetings start at 6:30, and we're generally finished by eight o'clock.	CHA thanks you for your comment.
Deborah Thigpen	Oakwood Shores	What's going on with Ujima? Are they still here in the neighborhood and are they going to continue to be in the neighborhood?	Ujima, Inc. continues to focus on helping Chicago residents become self-sufficient by providing a number of services. Their office is located at 500 E. 37th St. and they can be reached at 773.268.8902.
Deborah Thigpen	Oakwood Shores	What happened to all the African-American janitors? If they were fired, were they replaced with other CHA residents?	Due to budgetary concerns, property management decided to outsource janitorial services but is committed to ensuring diversity in its staffing decisions.
Deborah Thigpen	Oakwood Shores	On July 15th we're getting together with an organization called Kaboom to build a playground at 638 East 38th Street. We're looking forward to that.	CHA thanks you for your comment.

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Deborah Thigpen	Oakwood Shores	We would like to thank you also for letting the residents know about the air conditioning system. We really appreciate that because before we were always in the dark, we never knew what was going on or who was doing what. By sending out notices and letting us know what's going on we don't feel so left out anymore as residents in the community.	CHA thanks you for your comment.
Kimberlyn McMorris	Oakwood Shores	When I first moved here, it was great. I loved it. Now I hate it because, as everyone else was saying, the teenagers are breaking in, smoking their marijuana, throwing tobacco all over the floor and just having no respect for the building. I would suggest that they test the teenagers starting at age 13 for drugs. That's where it's starting from.	All illegal activity should be immediately reported to the police and property management. In addition, residents are encouraged to discuss communitywide issues with crime and safety at local CAPS meetings. In addition to facilitating a discussion about area issues, CAPS meetings afford residents an opportunity to meet local police officers. The most proximate CAPS meeting for Oakwood Shores is held at 6:30pm on the first Tuesday of the months at 3117 S. Rhodes Ave. The Community Policing Office can be reached at 312.747.2930 for more information.
Kimberlyn McMorris	Oakwood Shores	I have a 15-year-old girl who does not like to go outside because of the teenagers. She stays in the house. She feels uncomfortable and she feels afraid just to come outside.	Residents are encouraged to discuss communitywide issues with crime and safety at local CAPS meetings. In addition to facilitating a discussion about area issues, CAPS meetings afford residents an opportunity to meet local police officers. The most proximate CAPS meeting for Oakwood Shores is held at 6:30pm on the first Tuesday of the months at 3117 S. Rhodes Ave. The Community Policing Office can be reached at 312.747.2930 for more information.
Kimberlyn McMorris	Oakwood Shores	If you have a Section 8 voucher, would you able to move to another building in the vicinity?	The portability of the voucher depends on a number of factors. For more information please contact the Housing Choice Voucher (HCV) customer service center at 312.935.2600.
Kimberlyn McMorris	Oakwood Shores	The kids come to my building, they take the fire extinguishers, spray them all over the walls and all over the hallway, and they break the glass, write on the wall. They break the lights.	All illegal activity should be immediately reported to the police and property management. In addition, residents are encouraged to discuss communitywide issues with crime and safety at local CAPS meetings. In addition to facilitating a discussion about area issues, CAPS meetings afford residents an opportunity to meet local police officers. The most proximate CAPS meeting for Oakwood Shores is held at 6:30pm on the first Tuesday of the months at 3117 S. Rhodes Ave. The Community Policing Office can be reached at 312.747.2930 for more information.
Kimberlyn McMorris	Oakwood Shores	If you push the front door real hard, and you can get in the building.	Property management has been asked to change out all of the door frames to make the buildings more secure.
Kimberlyn McMorris	Oakwood Shores	The kids causing all of these problems live in the area, they don't live in the building. I've seen them. By the time I call the police, of course they're long gone. One day in the morning on the way to school, there was a guy who had been sleeping in the hallway. He was laying, sleeping in the hallway, charging his cell phone. That scared me to death.	All illegal activity should be immediately reported to the police and property management. In addition, residents are encouraged to discuss communitywide issues with crime and safety at local CAPS meetings. In addition to facilitating a discussion about area issues, CAPS meetings afford residents an opportunity to meet local police officers. The most proximate CAPS meeting for Oakwood Shores is held at 6:30pm on the first Tuesday of the months at 3117 S. Rhodes Ave. The Community Policing Office can be reached at 312.747.2930 for more information.

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Trenda Bailey	Coleman Place	I love Coleman Place, first of all. I love my unit. My problem is that I live near where criminals used to live and now I get every law enforcement agent banging at my door. I am so irritated. It wakes me up in the early morning and late at night. Somebody needs to contact the aldermen and the Chicago Police Department to let them know that the criminals that they're looking for do not live here any more.	It is important that concerns such as this are brought to the attention of local police officers. Residents are encouraged to discuss issues such as this at local CAPS meetings. In addition to facilitating a discussion about area issues, CAPS meetings afford residents an opportunity to meet local police officers. The most proximate CAPS meeting for Coleman Place is held at 6:30pm on the second Wednesday of the month at 4058 S. Michigan Ave. The Community Policing Office can be reached at 312.747.5109 for more information.
Trenda Bailey	Coleman Place	The other issue is that families are allowing their children to play out front. Children have got to have some place to play. But the thing is, they're going into other people's yards, swinging the gate open, jumping over the gates, going past my window, playing in my yard. I'm a little irritated with that. They have to have a place to play.	The Elliott Donnelly Youth Center (3947 S. Michigan Ave.) is less than a half mile from the Coleman Place community. The center's youth-development specialists provide individual attention to youth to help them with academic achievement and social and life skills development. The center also has a full-size indoor swimming pool, a recreation area, and a fitness park, with a running track. In addition, CHA partners with a number of organizations to provide year-round activities and opportunities for youth engagement including deeply discounted summer day camp and after school camp through the Chicago Park District. There are also a number of programs offering academic enrichment and career training with on the job experience and mentoring for children and young adults. Residents are encouraged to contact their service providers for specific information about program opportunities for their families. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case . In addition, residents can learn about opportunities for their children by contacting CHA's Youth Hotline at 312.786.3621.
Trenda Bailey	Coleman Place	Can we have an emergency phone number to call? I don't have it or at least, no one has given it to me.	Residents at Coleman Place can call the office number at 773.268.0202 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.
Vivian Stewert on behalf of Ada Weeden	Coleman Place	We don't know if the cameras are working in the building because we have a lot of young teenagers doing very inappropriate things in the hallways. They aren't tenants, they're people who hit the door hard and knock it open to get in the building. If the cameras are working, these issues should be getting documented.	The cameras are operational however, video tapes are erased after 48 hours. It's important for residents to report all incidents to property management so they can pull and review the video recordings. Property management has also been asked to review the structural integrity of door frames to make the buildings more secure. In addition, all illegal activity should be immediately reported to the police. Residents are also encouraged to discuss communitywide issues with crime and safety at local CAPS meetings. In addition to facilitating a discussion about area issues, CAPS meetings afford residents an opportunity to meet local police officers. The most proximate CAPS meeting for Coleman Place is held at 6:30pm on the second Wednesday of the month at 4058 S. Michigan Ave. The Community Policing Office can be reached at 312.747.5109 for more information.
Vivian Stewert on behalf of Ada Weeden	Coleman Place	The lady next door has an ADT security system. My mother is 76 years old. She lives by herself. Why doesn't she have one? They got it for free. Can you look into that for her? It's supposed to be free. Other people have it on the first floor.	Residents can have ADT security systems installed if they wish but they should first contact their property manager before making any changes to their units. Residents would be expected to pay for their ADT security systems; they are not free.

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Delores Fitzpatrick	Lake Park Crescent	There are three homes in the community at 4060 S. Lake Park that are all vacant and there are young kids that live by there. It's kind of spooky for the kids when they pass by there. They're real dangerous for anybody passing by late in the evening. We want to know if there's something that CHA could do because they're right across from our development.	CHA has contacted the city of Chicago regarding this concern but residents are also encouraged to offer complaints relating to citywide concerns by calling 311 or visiting https://servicerequest.cityofchicago.org .
Delores Fitzpatrick	Lake Park Crescent	The kids don't have anywhere to go. They ride together in the street. And last summer my window got broken by these kids. They don't have anywhere to go.	CHA partners with a number of organizations to provide year-round activities and opportunities for youth engagement including deeply discounted summer day camp and after school camp through the Chicago Park District. There are also a number of programs offering academic enrichment and career training with on the job experience and mentoring for children and young adults. Residents are encouraged to contact their service providers for specific information about program opportunities for their families. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case . In addition, residents can learn about opportunities for their children by contacting CHA's Youth Hotline at 312.786.3621.
Ernestine Clark	Oakwood Shores	Written comment: I would like to see more training for the young people. Also, when developing training programs, you should ask what residents are interested in doing.	CHA partners with a number of organizations to provide year-round activities and opportunities for youth engagement including deeply discounted summer day camp and after school camp through the Chicago Park District. There are also a number of programs offering academic enrichment and career training with on the job experience and mentoring for children and young adults. In all cases, service providers work with residents on an individual basis to match their interests with engagement, training, and employment opportunities. Residents are encouraged to contact their service providers for specific information about program opportunities for their families. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case . In addition, residents can learn about opportunities for their children by contacting CHA's Youth Hotline at 312.786.3621.
Ernestine Clark	Oakwood Shores	Written comment: Can the direction that the doors open be reversed in Phase 2A so they open out as they do in Phases 1A and 1B? This will save money.	Property management has been asked to change out all of the door frames to make the buildings more secure.
Lucy Frazier	Lake Park Crescent	Written comment: Will Hispanic Housing Development Corporation (HHDC) be getting an office on the south side?	CHA Asset Management has reached an agreement to establish a satellite office located in the Charles A. Hayes Family Investment Center (FIC) at 4859 S. Wabash Ave. The office will be open in August and residents will be notified in writing as soon as the office is operational.