

Public Comments:

Ombudsman's Third Semi-Annual Listening Forum

Charles A. Hayes Family Investment Center (South Region)

May 26, 2010

Name	Development	Comment	Response
Christopher Curtis	Coleman Place	Lewis Jordan, I want to thank you for allowing me to be at Colman Place, I love Colman Place. I have a new job. I'm doing well. I love being at Coleman Place. I want to thank the property manager for allowing me to live at Coleman Place. I love my apartment, it's an improvement. I love everything.	CHA thanks you for your comment.
Christopher Curtis	Coleman Place	I take pride of what I do in my community. I take pride what I'm doing, Mr. Jordan and I appreciate the Chicago Housing Authority.	CHA thanks you for your comment.
Laverne Williamson	Hansberry Square	I love my unit. It's beautiful. But I do have some issues, some things I need to know. They say there's a one-strike policy, right? So why is an individual that jumped a young boy allowed to stay in the community, why is he still there?	The one-strike policy, also known as a criminal activity eviction (CAE) requires tenants living in housing projects or otherwise receiving housing assistance from the federal government to be evicted if they, or any guest or visitor under their more or less direct control, engage in certain types of criminal activity on or, in some cases, off the premises of their unit. Questions about specific cases are difficult to assess without relevant details but residents should contact property management if they feel an oversight has been made. Residents are also welcome to contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org.
Laverne Williamson	Hansberry Square	We need some activities for our children. Hansberry is very beautiful. We have computers and everything like that, but the children need a basketball court. They need a swimming pool. You don't want them standing in the front, and we don't want them standing in the back. They need something to do.	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.
Laverne Williamson	Hansberry Square	Do you have activities and programs for people with disabilities? Not just for senior citizens with disabilities, but for disabled residents, in general.	CHA advertises and promotes programming for residents from agencies and organizations that provide adaptive recreational and educational activities such as the Mayor's Office of People with Disabilities (MOPD), Access Living, and the Anixter Center. In addition, service providers work with residents on an individual basis to match their interests and diverse needs with recreation, 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 . Residents can also contact the CHA ADA / Section 504 Compliance Department at 312.913.7072 (voice) / 312.454.1748 (TTY), MOPD at 312.744.6673 (voice) / 312.744.7833 (TTY), Access Living at 312.640.2100 (voice) / 312.640.2102 (TTY), and the Anixter Center at 773.973.7900 (voice) / 773.973.2180 (TTY) for additional information.
Laverne Williamson	Hansberry Square	I love my property manager. She's beautiful and very helpful.	CHA thanks you for your comment.

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Willynthia Mulberry	Hansberry Square	When I first came to Hansberry, becoming employed and getting my life together was a struggle. Since I've been here, I have been involved with a lot of programs that helped me through these changes. I received a computer license since I've been here. I'm now employed at Catholic Charities, I work with the seniors, and I enjoy my job. Thank you, Jesus.	CHA thanks you for your comment.
Willynthia Mulberry	Hansberry Square	When we have issues at Hansberry, we have a lot of people on the staff that help us. We can go to them and talk to them. They're all good.	CHA thanks you for your comment.
Willynthia Mulberry	Hansberry Square	I do have some issues. Not concerning our property manager, concerning the construction people that build these places. I have lumps in the floor. The floor is starting to fall apart and it keeps getting repaired. It's the structure of the buildings. They're throwing these places together and not taking their time building them. Yes, it's a better living. We do appreciate the better living. Thank you, Jesus, for that. But they need to do a better job building these places. The construction people need to be more solid at what they're doing instead of just throwing their stuff together.	This type of input is very important for CHA to hear from residents because it helps inform the Plan for Transformation going forward. If residents have requests for maintenance they should contact their property manager but they are welcome to contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org as well.
Willynthia Mulberry	Hansberry Square	There are big rats running out in back of our complex.	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 .
Idella Ross	Coleman Place	I would like to say thank you to the Chicago Housing Authority. I have a beautiful unit. You guys have been just superb. I can't thank you enough. I had to come and just say thank you. Not only for the apartment, but I had two kids graduate. One graduated from high school and is going downstate to college, one is graduating grammar school and going into high school. I wanted to let you guys know, I thank you so very much.	CHA thanks you for your comment.
Idella Ross	Coleman Place	I do have concern about the windows. I don't feel exactly safe, even though I have a security system. That's on the doors. If someone comes through the door, it sets off the alarm but if somebody wanted to come through the window, they wouldn't have any problem at all. They could just push it out and come on in. We have beautiful units. We enjoy that. But we don't feel one hundred percent safe, because when you're right on the ground floor, you don't want anybody coming through your window.	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 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.
Jackie Thompson	Oakwood Shores	I just want to say to the Chicago Housing Authority, I am very happy to have been relocated to a lovely apartment. It is absolutely marvelous. And the most important thing is I have my washer and dryer in my apartment. I am so happy I don't have to go down the basement, down the street, around the corner. It's an absolutely wonderful apartment.	CHA thanks you for your comment.

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Jackie Thompson	Oakwood Shores	I'm working with the children in an after-school program to help with homework and so forth. And I'm also working with the local neighborhood association called Bronzeville-Oakland Neighborhood Alliance (BONA). They're trying to keep the neighborhood solvent and working with the residents to that end. I also joined the Bronzeville Alliance education section. It's working on special curriculum for our schools to teach our children how to research their family trees and find out why their particular family is so important. This way they don't have to rely on their peership families. Our children need to know that they come from individual families, and they don't belong to their peer family.	CHA thanks you for your comment.
Cindy Wade	Hansberry Square	Why are the CHA residents discriminated against? We are totally separated from the other people. If it was going to be like that, why did they name it mixed-income? Why is everything for us different? For example, I am pregnant and I have to go through CHA in order to apply for and be accepted for a larger unit but a market rate rent resident doesn't have to. They don't have to go through CHA. They treat us different. Because I'm a CHA resident, everything about me solely has to be done through CHA. So why is that?	CHA takes very seriously it's commitment to treating all residents with dignity and respect, regardless of whether or not they live in public housing. CHA and its designees must also comply with Federal, State and local laws that prohibit discriminatory housing practices. CHA does not discriminate against any person because of race, color, sex, gender identity, age, religion, disability, national origin, ancestry, sexual orientation, martial status, military discharge status or source of income. However, with a housing subsidy comes a unique set of privileges and responsibilities that may not apply to other residents in a mixed-income community who do not receive subsidized rent. For example, for public housing residents in mixed-income communities, unit transfers based on changes in household composition are initiated by property management and processed by CHA. CHA administers the transfer process because it is responsible for ensuring its housing stock is utilized in the most efficient and equitable manner. If residents feel they have been discriminated against or if you think your rights have been violated, please contact the CHA ADA / Section 504 Compliance Department at 312.913.7072 (voice) / 312.454.1748 (TTY). If you would like more information about the transfer process, please contact CHA's Occupancy Department at 312.913.7266.
Cindy Wade	Hansberry Square	Why is it that we always get letters if we haven't paid rent or we paid late? What about letters that say when CHA is going to give a back credit that you owe us? We're always told we have to wait on our credits because CHA hasn't done this yet, or CHA hasn't done that yet. When it comes around to us, they'll get to you. They'll get to me as fast as they want.	CHA aims to fairly and efficiently work with residents to administer credits and debts. If residents have outstanding or unresolved issues they should contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org.
Cindy Wade	Hansberry Square	What is the community center in our development for and how do we go about reserving the community center? I was told that I couldn't rent it because there was no one to oversee it. I didn't understand that.	The community center is open to all community residents however, because of budgetary constraints and liability issues, it cannot currently provide staffing for large parties or after hours events. If residents are interested in reserving space at the Charles A. Hayes Family Investment Center (FIC) they can call 312.786.6986 or visit http://www.charleshayescenter.org for more information.

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Abbie Bibbs	Park Boulevard	I had an issue last year about this time. I had been falsely accused of some things happening in my home. I won the case but I believe I was treated unfairly. I almost had a nervous breakdown. The only person that believed in me halfway was the young man, [CHA Asset Manager] Mr. Greg Anderson. I thank him for even talking to me and believing in me. I just want you all to know that I believe that I was treated very badly by property management. I think you need to look into your property managers too.	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.
Willynthia Mulberry	Hansberry Square	Every three, or four months, my hot water goes off. The hot water heater needs to be cleaned, or the pilot needs to be changed. The last maintenance person that came to repair the pilot did not replace the pilot properly, and there was a gas leak. Now, I'm being charged \$90 for that. I want know if CHA is going to pay for the \$90 that I'm being charged by People's Gas for the technician coming out to repair the work that CHA should have done properly?	Property management refunded resident for the full cost of the repair work after reviewing the bill from People's Gas.
Laverne Williamson	Hansberry Square	Who do we go to when we have a complaint?	Depending on the nature of the complaint, residents are encouraged to first reach out to their property management, the Chicago Police Department, service providers, and other local resources to address their concern. If you have trouble connecting with representatives from these agencies or if you feel your concern is not being adequately addressed in a timely manner, please contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org.
Abbie Bibbs	Park Boulevard	I'm in a unit where I'm the only CHA tenant with a patio. My birthday is the 4th of July, and this is the first year that I won't be able to barbecue on my patio. I don't want to do anything wrong where I live, but it just seems so unfair that my next door neighbor is barbecuing and I have to pull a table and flag a cab down just to get me and my children to a park to barbecue. That that's kind of unfair.	Residents who own their units have a different lease from residents who rent their units. Accordingly, some rules differ between owners and renters. These differences have nothing to do with whether or not a resident is a public housing resident. While some public spaces do not allow barbecuing as a matter of policy, nearby Armour Square Park is happy to accommodate residents. Please visit Armour Square Park at 3309 S. Shields Ave. or call their office at 312.742.6012 for more information on their barbecuing policies.
Abbie Bibbs	Park Boulevard	I have a garage and even though I don't have a vehicle, I have guests with cars. The owners take it upon themselves to use my slot. Just the other day, the owner went to management to ask if they could they have my slot because they bought a new vehicle, and their vehicle cannot fit in their spot.	Regardless of whether or not you have a vehicle, your spot belongs to you and is not to be used by other residents without your consent. If residents continue to use your spot without your permission you should contact your property manager to get help resolving the issue. If you have trouble contacting your property management or if you feel your concern is not being adequately addressed in a timely manner, please contact the Office of the Ombudsman at 312.913.7899 or ombudsman@thecha.org.

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Jackie Thompson	Oakwood Shores	Can kids who are not CHA residents apply for summer youth opportunities and programs?	Some programs are open to all Chicago residents. For example, Mayor Daley's Youth Ready Chicago program connects young people, ages 14-24, with internships, apprenticeships and jobs in Chicago. More information on Youth Ready Chicago is available by contacting 311 or by visiting www.youthreadychicago.org . In addition, many programs are provide specifically for public housing residents and many other programs offer special rates for public housing residents. For more information on CHA youth engagement and opportunities for year-round activities, please contact your service provider. For help contacting your service provider please call 312.935.2625. Contact information for service providers is also available at www.thecha.org/case .
Idella Ross	Coleman Place	Written comment: I would like to see some stores in our neighborhood.	The Prime Group, Inc. along with Capri Capital Partners are developing an urban lifestyle center near the Coleman Place community at 39th St. and State St called The Metropolis. According to the Prime Group, the site will have eight individual retail buildings, totaling 122,000 square feet of retail space, and approximately 500 parking spaces. The Metropolis will be anchored by Roundy's, a Milwaukee-based grocery chain. The project will also contain a public plaza that will provide an outdoor amenity to the neighborhood. Since CHA is not responsible for this community development project, residents are encouraged to check for progress updates by contacting Paul Stewart, the project's community outreach consultant at 773.457.4689.
Pamela Wilson	Mahalia Place	Written comment: I love my apartment. God bless you.	CHA thanks you for your comment.
Jackie Thompson	Oakwood Shores	Written comment: I can appreciate the support from the Ombudsman's Office and I sincerely thank you for the assistance on the electric bill. Keep up the good work!	CHA thanks you for your comment.