

**Public Comments:
Ombudsman's Semi-Annual Meeting
November 10, 2009
South Region**

Name	Development	Comment	Response
Shirley Ann Allen	Quincy	I'm doing very good and I'm very thankful. I have to make sure that I continue to grow up and live my life the way I want to. And I'm doing that with the CHA.	CHA thanks you for your comment.
Xenia Powell	Jazz on the Boulevard	We have been called in several times to prove that our rent has been paid. When we don't have receipts, we are told that the yellow copy of our money order is our receipt. But when we bring that in, we're told that is insufficient.	Property management will mail out current rent statements. Receipts are provided only if payments are made in person.
Xenia Powell	Jazz on the Boulevard	Access to management is very limited. We call, we leave messages. Sometimes we get calls back immediately, sometimes no one returns our calls.	To improve service to residents, a new contact number has been issued. Property management can be reached at 773.285.1573.
Xenia Powell	Jazz on the Boulevard	We are receiving 14-day notices taped to our doors. So anyone who comes into our building knows our business.	Management has ceased this practice.
Xenia Powell	Jazz on the Boulevard	I joined the Family Self-Sufficiency program in 2006. To date I have almost \$12,000. We have five boys and I have a son who just went to college and I'm able to draw down some of that money to pay for his college. This program is well worth it.	CHA thanks you for your comment. The Family Self-Sufficiency (FSS) program is open to all CHA residents on a first-come, first-served basis. For more information please call 773.728.5960 at extension 6207.
Maner Wiley	Hilliard	The previous Ombudsman did not work so what makes you think it's going to work now? I'd like to know what the difference is going to be.	CHA is committed to improving the services of the Office of the Ombudsman and is taking resident input into consideration as it recruits and hires staff for the Office of the Ombudsman.
Maner Wiley	Hilliard	There's no way that a CHA employee can represent public housing residents. That's a conflict of interest. First off, I will not trust you because you're an employee of CHA and you will not have my best interest at heart. Management cannot represent me because they don't have my best interest at heart. The people who I respect, who I would trust are residents. For the Ombudsman, a resident should be in that position, not a CHA employee.	CHA is an Equal Opportunity Employer and residents are eligible and encouraged to apply. Thank you for your comment.
Maner Wiley	Hilliard	I'm not going to say the Ombudsman will not work but before you make a decision, you need to sit down with the residents to find out what needs to be done.	The Ombudsman regularly attends a number of community meetings. If a specific issue is raised with the Ombudsman, a meeting on-site or at CHA may be scheduled at any time throughout the year. The Office of the Ombudsman will hold at least two semi-annual meetings for each region. The Ombudsman is directly available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.786.6981), or email (ombudsman@thecha.org). A message or inquiry to the Office of the Ombudsman can be made 24 hours a day, seven days a week and will be returned within 24 hours or the next business day.

**Public Comments:
Ombudsman's Semi-Annual Meeting
November 10, 2009
South Region**

Name	Development	Comment	Response
Francine Washington	Washington Park	You actually have more CHA staff and more CHA agency representatives than you have residents at this meeting. I know all you can do is invite people but you need to invite them in a timely fashion. There's a reason why people aren't coming out, the previous Ombudsman left a bad taste in residents' mouths. She gave the residents a bad name. So now they're not showing up for this meeting.	CHA provided written notification to each public housing resident living in a mixed-income community with the date, time, and location of three regional Ombudsman meetings roughly 30 days prior to the meetings. In addition, if a specific issue is raised with the Ombudsman, a meeting on-site or at CHA may be scheduled at any time throughout the year. The Ombudsman is directly available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.786.6981), or email (ombudsman@thecha.org). A message or inquiry to the Office of the Ombudsman can be made 24 hours a day, seven days a week and will be returned within 24 hours or the next business day. CHA welcomes input regarding additional outreach and encouragement to increase residents' interactions with the Ombudsman however, CHA cannot require residents to attend meetings or participate in program opportunities.
Francine Washington	Washington Park	If I should get a recording when I call the Office of the Ombudsman, how long will it take you to respond?	The Ombudsman is directly available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.786.6981), or email (ombudsman@thecha.org). A message or inquiry to the Office of the Ombudsman can be made 24 hours a day, seven days a week and will be returned within 24 hours or the next business day.
Francine Washington	Washington Park	If CHA really thought much about residents, they would have hired an outsider for the Ombudsman position. If I have a problem, and the CHA comes to me and the Ombudsman, the Ombudsman is going to side with the CHA. And I know this.	CHA is an Equal Opportunity Employer and residents are eligible and encouraged to apply. Thank you for your comment.
Francine Washington	Washington Park	Something's wrong with mixed-income communities not getting the services they need. We have too many CHA officials in this room coming out here tonight for us and half of the residents here don't know about the services being provided to them.	CHA provides many year-round services and activities for the residents' benefit. These services are communicated through the service providers. Depending on the location of your housing community, case management services are provided by specific service providers as follows: for Horner/Westhaven Engagement Program, call 312.633.9217. Cabrini area residents, call 312.660.1600. For information at all other developments, call 312.935.2625. This information is also available at www.thecha.org .
Mildred Dennis	HCV	There's no way in the world that this meeting is supposed to be empty. This is inexcusable because residents need this information. For you to have a meeting with the mixed-income residents twice a year is totally ridiculous.	The Ombudsman regularly attends a number of community meetings. If a specific issue is raised with the Ombudsman, a meeting on-site or at CHA may be scheduled at any time throughout the year. The Office of the Ombudsman will hold at least two semi-annual meetings for each region. The Ombudsman is directly available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.786.6981), or email (ombudsman@thecha.org). A message or inquiry to the Office of the Ombudsman can be made 24 hours a day, seven days a week and will be returned within 24 hours or the next business day.

**Public Comments:
Ombudsman's Semi-Annual Meeting
November 10, 2009
South Region**

Name	Development	Comment	Response
Mildred Dennis	HCV	I miss my development and I miss my residents but it's time for a change. Life must go on. But you must realize that we need these individuals out here. You need to work along with your residents. You need to work with the individuals in your community. It's not happening.	CHA provides many year-round services and activities for the residents' benefit. These services are communicated through the service providers. Depending on the location of your housing community, case management services are provided by specific service providers as follows: for Horner/Westhaven Engagement Program, call 312.633.9217. Cabrini area residents, call 312.660.1600. For information at all other developments, call 312.935.2625. This information is also available at www.thecha.org .
Mildred Dennis	HCV	We demand and need more meetings.	The Ombudsman regularly attends a number of community meetings. If a specific issue is raised with the Ombudsman, a meeting on-site or at CHA may be scheduled at any time throughout the year. The Office of the Ombudsman will hold at least two semi-annual meetings for each region. The Ombudsman is directly available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.786.6981), or email (ombudsman@thecha.org). A message or inquiry to the Office of the Ombudsman can be made 24 hours a day, seven days a week and will be returned within 24 hours or the next business day.
Mildred Dennis	HCV	This is the time that we need to join together. The economy is terrible. Talk about jobs. We have jobs out here. Let the residents know where they can find those jobs and where they can go for training. Let them know what agencies will be working with them.	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. Depending on the location of your housing community, case management services are provided by specific service providers as follows: for Horner/Westhaven Engagement Program, call 312.633.9217. Cabrini area residents, call 312.660.1600. For information at all other developments, call 312.935.2625. This information is also available at www.thecha.org .
Claudice Ware	HCV	I want to make an announcement for Commissioner King. The Central Advisory Council (CAC) is an organization that represents residents. Because you are in mixed-income, and you're receiving HUD dollars, you're still considered to be under the umbrella of the CAC. So I have the presidents' numbers, information about tenant service meetings, the board of commissioners meetings, and the executive board meetings where you can come and voice your opinions or concerns. Thank you all.	CHA thanks you for your comment.
Deloris Fitzpatrick	Lake Park Crescent	Today property management wanted my Social Security number which is in my file. I want to know what you do with residents' important papers? I'm just saying to you all at CHA to be more observant of the important information that's in peoples' files.	Staff are trained on the importance of confidentiality. Personal information is always kept confidential and in a secure location.
Deloris Fitzpatrick	Lake Park Crescent	We don't have any security. I live on the first floor and you could walk into my windows. Anybody can walk in there at night and walk through my windows. We are supposed to have safe, clean, and secured housing.	All units have doors and windows that lock. Residents at this site have been given permission to install a security system of their choice at their own expense.
Deloris Fitzpatrick	Lake Park Crescent	Why are we sending our rent way on the North Side? Could you get a satellite company or something?	CHA is working on securing a more centrally located office and property management is working to accommodate residents during this process.

**Public Comments:
Ombudsman's Semi-Annual Meeting
November 10, 2009
South Region**

Name	Development	Comment	Response
Deloris Fitzpatrick	Lake Park Crescent	When our rent gets to you all, we don't know whether you got it or not. We need some kind of rent receipt or something.	Receipts are provided only if payments are made in person.
Mary Hall	Archer Courts	I just ran into a little problem because they said that Eastlake Management isn't supposed to take any more money. I was told I had to go get the name changed on the money order to Hispanic Housing. I'm not sure they're going to accept my rent because I still owe for November.	Notice of the new management company was mailed to all residents affected by this change. The new management company agreed to accept all payments during the transition month.
Xenia Powell	Jazz on the Boulevard	We live in mixed income, so there are condo associations in these developments. We are not welcome at their meetings, but we are bound by their rules and regulations. We don't always get them in a timely fashion. I want to know why can't we have someone, a resident, go to those meetings so that we can hear the information that they have and get it back to the other residents. Because right now it's like, you live here, but only temporarily, so you're not welcome to come in to our meeting. We have always extended invitations to them to come to our meetings, but we are not welcome at their meetings. I don't know what the issues or problems are and we don't know if we're violating any rules or regulations until we get a call.	All residents at Jazz on the Boulevard are welcome and encouraged to attend the appropriate condo association meeting.
Shirley Rush	Jazz on the Boulevard	Now that I'm unemployed and I'm living in a condominium apartment, I don't feel welcome anymore. If I wanted to move out of this condominium apartment would you move me into something else CHA? How do I get a transfer?	When leaseholders who lived in CHA housing on October 1, 1999 move to a unit in the development they selected on their housing choice survey, their Right of Return has been satisfied under the Relocation Rights Contract (RRC). As required under the RRC, residents receive a D2 notice informing them that their Right of Return has been satisfied when they accept an offer for a permanent new or rehabilitated public housing unit or if they sign for a permanent HCV unit. If you're not sure or would like to confirm your Right of Return status, please call our Constituent Service Coordinator at 312.786.4018 or the Office of the Ombudsman at 312.913.7899 for further clarification.
Ellen Shominure	Hilliard	When I moved into Hilliard Homes, I was not informed that this was a permanent housing situation. So when you speak about transfers, you can't get a transfer.	All Leaseholders can apply for a resident-initiated transfer if they have been in their unit for at least one year and are currently in good standing. These transfers will be made in the order in which qualifying residents request the transfers. However, resident-initiated transfers will not be available until the CHA has fulfilled residents' rights pursuant to the RRC or Post 10/1/99 RRC. In addition, the costs associated with moving and the transfer of utilities will be assumed by the resident initiating the transfer. For more information regarding the CHA's Transfer Policy, please consult the FY2009 Admissions and Continued Occupancy Policy or call our Occupancy Department at 312.913.7266 or the Office of the Ombudsman at 312.913.7899 for further clarification.

**Public Comments:
Ombudsman's Semi-Annual Meeting
November 10, 2009
South Region**

Name	Development	Comment	Response
Francine Washington	Shakespeare	CHA representatives would come to an apartment with a D2 notice and they would explain to the resident what it means. But some people didn't understand what they were doing until after the fact because of the rush. They were told they were temporarily relocated. Why don't you explain that you need to move out?	When leaseholders who lived in CHA housing on October 1, 1999 move to a unit in the development they selected on their housing choice survey, their Right of Return has been satisfied under the Relocation Rights Contract (RRC). As required under the RRC, residents receive a D2 notice informing them that their Right of Return has been satisfied when they accept an offer for a permanent new or rehabilitated public housing unit or if they sign for a permanent HCV unit. If you're not sure or would like to confirm your Right of Return status, please call our Constituent Service Coordinator at 312.786.4018 or the Office of the Ombudsman at 312.913.7899 for further clarification.
Willie Lewis	CAC Representative	I think part of the problem that we have is that the Plan For Transformation was designed to create mixed-finance communities. But instead I think what we hear and what we've heard tonight is that we have probably created segregated communities within mixed-housing communities. Is the CHA going to do anything about bringing the condo owners and the residents together so they can sit down and talk to each other, to resolve some of the issues that they have? Especially with the property management companies. That's where a lot of confusion comes from.	Residents are encouraged to start resident/community organizations and there are a number of activities and community building opportunities throughout mixed-income communities. In addition, CHA encourages residents to develop activities and events in their specific communities and the Office of the Ombudsman will host some events in each community in the future.
Willie Lewis	CAC Representative	Does the Ombudsman's Office have a 24 hour hotline?	The Ombudsman is directly available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.786.6981), or email (ombudsman@thecha.org). A message or inquiry to the Office of the Ombudsman can be made 24 hours a day, seven days a week and will be returned within 24 hours or the next business day.
Debra Thigpen	Oakwood Shores	The transformation process in New York consisted of bringing all races together into a community. So when they came to Chicago to start speaking about transformation, that was the first thing that came to my mind, that this would be great. We would be living not only with each other but with other races as well. There's no diversity here. What you tore down, you recreated. It wasn't supposed to be like this. That's all I'm saying. This is not what I worked so hard to stay in compliance to come back to. I thought I was coming back to the transformation that was run off of the one in New York City.	Residents are encouraged to start resident/community organizations and there are a number of activities and community building opportunities throughout mixed-income communities. In addition, CHA encourages residents to develop activities and events in their specific communities and the Office of the Ombudsman will host some events in each community in the future.
Samantha Barnes	Hilliard	I have my kids but the apartment I live in is not large enough for us. I'm trying to figure out what I'm supposed to do. Because they're telling me I can't put my oldest child on my lease, so I was told to leave her off. Now what are they going to do when I get my other three kids back, so that's a total of five kids?	A date for follow-up was set with this resident. The resident also requested Ms. Maner Wiley be privy to the details of her situation. Asset management explained to the resident that they would facilitate the addition of children to the lease once legal custody was granted but informed the resident that adults could not be added to her lease.

**Public Comments:
Ombudsman's Semi-Annual Meeting
November 10, 2009
South Region**

Name	Development	Comment	Response
Cassandra Jackson	Oakwood Shores	Since I came back there has been violence for my son. He can't go out in the street. They talk about shooting up my house. I was screened to come back. What is the problem with the screening process? Because the kids are so loud. They jumped my son and broke his nose. This is crazy. I don't know who these boys are but they are just after him or friends he's with. He can't even go to the store. When I came back I didn't come back for violence like this. I came back to be in peace.	Residents should call the police immediately if there are incidents of violence. Residents should also report all incidents to the property manager. CAPS meetings are held the 1st Tuesday of each month at 6:30 pm at 3711 S. Vincennes. The next CAPS meeting is Tuesday, March 2, 2010. Residents are encouraged to attend and can contact their CAPS Office at 312.747.5109.
Lemont Harris	Community Member	What I'm noticing here since I have been here today, is that there is a problem with passing down information from CHA to residents. Also, people have represented that they do not trust the Ombudsman because they're a CHA employee. What about hiring a not-for-profit third-party to be an ombudsman, to represent the residents of CHA?	In 2008, CHA informed residents of the establishment of the Office of the Ombudsman in its Proposed Amended and Restated Moving to Work Agreement. The public comment period, between February 28, 2008 and March 28, 2008, gave residents an opportunity to respond to the proposal. CHA created the Office of the Ombudsman to help meet the unique needs of CHA public housing residents living within mixed-income communities. 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.
Lemont Harris	Community Member	I understand that a lot of mixed-income developments have condo associations. Residents are saying that they're having problems getting into these meetings or not even being told about these meetings. Why don't you all tell them about tenant councils that they have or make new tenant councils for their neighborhoods so they can express themselves. They are still CHA residents and they have the right to be heard.	Residents are encouraged to start resident/community organizations and there are a number of activities and community building opportunities throughout mixed-income communities. In addition, CHA encourages residents to develop activities and events in their specific communities and the Office of the Ombudsman will host some events in each community in the future.
Selena Dennis	Jazz on the Boulevard	When we have a resident meeting, is it for residents and managers only?	In order to assure appropriate services are provided, service providers, CHA staff, special guests, and speakers may periodically attend resident meetings as well.
Selena Dennis	Jazz on the Boulevard	Because we've had so many managers, there are a few of us that will let each other know if something happens. This is what we have had to do to keep up with what's going on. We let each other know.	Regardless of personnel, CHA is focused on providing a consistent level of service to residents. Management has stated that newsletters will soon be distributed on a regular basis.
Selena Dennis	Jazz on the Boulevard	When 14-day notices are posted on your doors, your neighbors don't know if property management made a mistake. The neighbors don't know that the rent has been paid. It's embarrassing.	Management has ceased this practice.
Theresa Dent	Oakwood Shores	Can you tape 14-day notices to the door?	Management has ceased this practice.

Public Comments:
 Ombudsman's Semi-Annual Meeting
 November 10, 2009
 South Region

Name	Development	Comment	Response
Debra Thigpen	Oakwood Shores	We do have an organization here called the Bronzeville Oakland Neighborhood Association (BONA). Our executive board stands with a condo owner, market renter, and low income renter, and regular renters. So it can be done if you can get all of them into one room. So if you can get one homeowner or one condo owner to come aboard as a member of your association, then it really works out. It really makes a big difference. Everybody has to work together; you can't do this by yourselves.	CHA strongly encourage this type of community involvement in mixed-income communities.
Ruby Wright	Oakwood Shores (Comment Card)	How can a non-CHA resident become a CHA resident?	The Office of the Ombudsman informed the resident about the current status of CHA wait lists and directed her to additional affordable housing resources.