

**Public Comments:
Ombudsman's Semi-Annual Meeting
November 12, 2009
North Region**

Name	Development	Comment	Response
Cheryl Parker	Westhaven	I would like to thank CHA for the programs it offers. I am in the tax service program at the Charles Hayes Center. And I just completed another program. I'm also on the Westhaven Watch program. And we have beautiful case managers. And I would like to thank the residents of Westhaven and the CHA for offering those programs for us.	CHA thanks you for your comment.
Lashesa Wyatt	Mohawk North	They have permit parking on my block now. I was wondering would you cover parking stickers for when we have guests in our unit? At first we didn't have to pay for parking stickers.	Permit parking on the streets is a function of the Office of the City of Chicago Clerk, not the Chicago Housing Authority.
Latosha McKinney	River Village South	When we first moved in, we were told that we would have activities with all of our new neighbors and the public housing residents as well. We have none of that. So there's a lot of animosity between the CHA residents and the homeowners. We were told we couldn't come to any of their meetings because the homeowners didn't want us there. So I need to know are we going to have activities?	Resident was referred to the property manager regarding the availability of activities and community building opportunities. 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.
Latosha McKinney	River Village South	River Village residents were told we have to go to North Kedzie to do annual recertification and to pay rent. I'm a little leery about having to come over there to do my annual recertification and to pay my rent.	CHA is working on securing a more centrally located office and property management is working to accommodate residents during this process.
Lashesa Wyatt	Mohawk North	How long do you have to stay in your unit to be able to have your carpet cleaned or removed? I stay in one of the oldest units there is and I haven't gotten my carpet changed or cleaned.	Asset Management advised the resident that routine carpet cleaning was the residents' responsibility. The property management company will make assessments for repairs and replacements throughout the property beginning in 2010.
Latosha McKinney	River Village South	I was told that I could only downsize my unit if the management company has something available. Is that true?	Resident was referred to property management.
Shirley Thomas	River Village Pointe	I was told that where I'm relocated now that it's a permanent spot. Is that true?	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.
Lashesa Wyatt	Mohawk North	Can CHA residents buy the unit they live in?	No, there are currently no home ownership programs for CHA residents living in mixed-income communities.
Rhonda White	Orchard Park (Comment Card)	I need a parking spot for my car.	The resident was assigned to a visitor parking spot and will be assigned to a permanent parking spot when one becomes available.