

**Public Comments:
Ombudsman's Semi-Annual Meeting
November 18, 2009
Central/West Region**

Name	Development	Comment	Response
Theresa Taylor	Fountain View	If we weren't properly informed of the permanent housing and the consequences behind moving into this complex, why can't we transfer to our other housing choices? Why were we forced to take the apartments that were available at the time? The apartment is beautiful, don't get me wrong, but my car has been vandalized and I still have to go to the laundromat because the residents are urinating in the laundry machines in the laundry room. I'm trying to stay in public housing but at the same time, I want to be comfortable there.	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.
Br. Byron Dickens	Westhaven	My main concern is that residents aren't fully aware of the training programs that are going on. Another thing is that they have a carpentry program at Dawson Technical Institute but they give you a certificate and in order to work construction you need a union card. There's no connection from the certificate to a union card.	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 .
Br. Byron Dickens	Westhaven	There's not enough programs at the West Side CHA developments. They might be doing some on the South Side, but we don't see programs on the West Side that are leading to jobs.	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 .
Br. Byron Dickens	Westhaven	I need to know what kind of programs the CHA has to support residents that want to work with teenagers. There's a lot of trouble going on with our teenagers. It's because of a lack of quality programs. Not just ABLA or Westhaven, but CHA, period. There's a lot of focus on employment, but not a lot of focus on quality programs that can keep our kids out of trouble.	CHA provides many year-round services and activities for the residents' benefit. These services are communicated through the service providers. In addition to CHA services, area schools, the Chicago Park District, City of Chicago agencies, and youth service organizations provide a number of opportunities for youth engagement
Barbara Collins	Roosevelt Square	I need some help and I hope that CHA will give us some help. Management has been responding poorly to noise complaints and to situations with neighbors.	Asset Management and property management spoke with resident and resolved issue on site.
Sarah Pankey	Roosevelt Square	I have been having problems, and management knows of the problems, but they haven't been resolved yet. So I would like to know what's going to happen.	Resident spoke directly with property management on site and was told property management would set up a one-on-one meeting with the resident at her convenience.

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Sharon Manson Cornell Manson	Roosevelt Square	Why is there a problem with sitting on the front side of the building?	Residents spoke directly with Asset Management on site and were informed that in the interest of uniformity throughout the development and to discourage potential anti-social behavior, residents are encouraged to entertain guests in appropriately designated areas. The residents agreed with this explanation.
Ruth Crockett	Roosevelt Square	Sam Grossman told me he was the district manager and that we didn't have a property manager. Do we have a property manager at Roosevelt Square?	Resident spoke directly with Asset Management and property management and was informed that a property manager would soon be hired. Asset Management representatives gave the resident contact information in the event she was having unresolved issues.
Ruth Crockett	Roosevelt Square	In ABLA and Roosevelt Square we already had an organization, the LAC, where we could go to. I know we live in mixed-income, but why can't we use the LAC rather than call this Ombudsman? We already have the organization here, why can't we keep it?	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.
Tammie Slugg	Loomis Courts	I want to give praise to our commissioner, Devera Beverly. If it weren't for her allowing us to bring our complaints to her about our property manager, Urban Property, we wouldn't be heard today. We have been going through all kinds of lies. The property was not taken care of. Things fall apart, people are being harassed. From day one we have been going through trouble with Urban Property. I want to know what's happening, what are you going to do? We have a drug-infested community. Enough is enough. We were supposed to get a laundry room, we were supposed to have tables. This was supposed to be ready when we moved in the building. I want to know exactly what you all are going to do about the management over here. Because from day one, since they took over, it's been nothing but hell for the residents.	CHA is working to ensure that property management delivers consistent, high quality service to residents. Recent improvements include 24 hours a day, seven days a week security service and a key fob system at the elevator entry to each building. CHA will continue to follow up with residents to meet their housing needs.
Noreen Anderson	Roosevelt Square	I'm enjoying my apartment, but I have a couple problems. I've had somebody trying to break into my apartment, in my back door. I don't have a storm door. Recently someone from CHA asked me if I have my storm door and I said, "No, I've heard anything about a storm door". She said she was going to look into it. But I never saw it. So I really need a storm door. When it rains under my door I wake up to a lot of earthworms on the floor in my apartment.	Property management spoke with resident directly regarding the storm doors installed at Roosevelt Square. It was explained that certain units in the Phase II construction at Roosevelt Square required storm doors due to exposure to the elements but not all residents would receive a storm door. A needs assessment will be conducted in the Spring of 2010 to determine if other residents require storm doors.

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Sennie Harvey	Roosevelt Square	I just want to know why there's so many people's apartments getting broken into. I never saw so many people having break ins, and I lived for 25 years at Roosevelt and Racine. I didn't see it there. So what are you going to do about it? I don't even know who security is.	To do its part in helping our communities become safer environments, Roosevelt Square has hired a new security company that is on site seven days a week. Residents are still advised to use best practices, and alert police, management, and security of suspicious behaviors. CAPS meetings are held the 3rd Wednesday of each month at 6 pm at 943 W. Maxwell. The next CAPS meeting is Wednesday, March 17, 2010. Residents are encouraged to attend and can contact their CAPS Office at 312.746.8306.
Sennie Harvey	Roosevelt Square	Property management sent me a paper saying that I owed rent. I never missed paying my rent. I called Sam Grossman and he hasn't gotten back to me yet.	Resident spoke directly with property management on site.
Barbara Jones	Roosevelt Square	We had a flood in my apartment, and it tore up my kitchen floor. The tiles needed replacing with different tile, but maintenance scratched it up. I asked what maintenance was going to do to get the scratches and stuff off the floor, and they told me to go to the CHA.	Property management took maintenance request and will follow up with resident regarding repairs.
Mary Baldwin	SS-West	Are there going to be more meetings, and if so, where will the next meeting be? If the meetings rotated around where you could hear more comments from other developments, you would find out more.	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.
Parris Bateast	ABLA Brooks	What's missing from this meeting is the youth. No one's really trying to help them. When I came and I spoke to certain people about the help that we needed, like you said, there are so many programs to help them, but the youth don't know this. There's no flyers, no one telling them, there's no one walking the street saying, "here's what we've got to do to help you". If you have all these programs and all this stuff going on for the teens and the youth, where are they? How can we get access 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 . In addition to CHA services, area schools, the Chicago Park District, City of Chicago agencies, and youth service organizations provide a number of opportunities for youth engagement.

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Myra King	Trumbull/Lowden	The CAC acts as an advocate for residents. We act as the eyes, ears and voice for you. Even though you guys are in mixed income, you are still residents. You have the Ombudsman, and they meet twice a year, but for those of you that have people that are not here, or would like to speak about your issues as they come up and not have to wait for the two meetings, you can attend tenant services meeting. If you want to follow up, or you want to talk about your issues, or you know someone else that's not here that has an issue, please come to tenant service.	CHA thanks you for your comment. 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.
Mitchell Newman	Hilliard	I would like to thank everybody for being here today. It's very important for us to meet like this. It's all about the future: How will we be living, and where we will be living.	CHA thanks you for your comment.
Mitchell Newman	Hilliard	There's so many different papers to sign. I don't know what to do sometimes. I don't want to sign my life away. I cannot read all these papers in five or ten minutes. Then the other problem I have is that when it's time to re-lease, they give you five days to reply. So my fear is that I may be out of town, sick, something, anything. Will I be able to renew my lease if something goes wrong like that?	Resident was referred to social service component of the management company on site and was informed that he can call Holsten Human Capital at 312.808.0584 if he has questions or needs assistance with reviewing documents or re-signing his lease.
Myra King	Trumbull/Lowden	If you know somebody that is not working, it is very beneficial for us to get them in the Family Self-Sufficiency program. Because, for example, if I started working and my rent goes up to \$600, every time I pay that \$600, they will put \$600 in an escrow account for me for five years. After five years, you have enough money to buy a car.	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.
NA	(Comment Card)	Why do you have to wait one year before your FSS account starts to build?	Tenant payment for a family participating in the public housing FSS program is determined in accordance with the regulations set forth in 24 CFR part 913. Some FSS participants are eligible for Earned Income Disregard (EID). For those participants with EID, rent is not raised in the first year following an increase in income. Since payments to the escrow account are determined by the difference in previous and new rent rates, these payments won't begin until their rent increases. For more information please call 773.728.5960 at extension 6207.