

Public Comments:  
Ombudsman's Semi-Annual Meeting  
February 26, 2009  
North Region

#	Name	Development	Category	Comment	CHA Response
1	Lynette Isby	Old Town Village West	Ombudsman	Will the Ombudsman be a mediator between us and the homeowners?	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. The Ombudsman is to act as a liaison between the property managers and CHA.
2	Juanita Donnelly	Unknown	LAC	Last year, I talked to the LAC and the year before -- but now you say the mixed-income residents are not represented by the (LAC). Why?	In 2008, the CHA informed residents of the establishment of the Office of the Ombudsman in its Proposed Moving to Work Amended and Restated Agreement. The public comment period, between February 28, 2008 and March 28, 2008, gave residents an opportunity to respond to the proposal. To encourage residents living in mixed-finance developments to participate in the broader community-based neighborhood organizations that serve the entire community and in accordance with 24 CFR 964.
3	Lynette Isby	Old Town Village West	Condominium Representation	Is it true we cannot participate in the homeowners' meetings because CHA does not own our units? Will we have an opportunity to participate in the homeowner's meetings? We should have representation there, as well. I think what applies to them should apply to us, what applies to us should apply to them. How do we know what they're saying about us?	Residents are encouraged to start resident/community organizations. Concerns should be directed to the property management staff.
4	Anonymous	Not specified	Condominium / Homeowner	My understanding of mixed-income was that no difference would be made between public housing residents and homeowners, but that is not the case.	There are specific rules for renters and owners.
5	Lynette Isby	Old Town Village West	Condominium / Homeowner	Homeowners can have charcoal grills and wash their cars, but public housing residents cannot.	All renters, including but not limited to public housing residents are bound by the conditions and terms of the lease.
6	Dennis Peck	Domain Lofts	Condominium / Homeowner	At Domain Lofts, anyone with a gas grill can barbecue.	All renters, including but not limited to public housing residents are bound by the conditions and terms of the lease.

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7	Stephanie Villinski	Legal Assistance Foundation	Condominium Representation	It's a good point these women are making. It's a concern. I'm sure Miss Larry is going to do a wonderful job. But for one person to deal with all the mixed-income communities, 18 at Cabrini alone, I think is asking a lot. And the tenants' voices are going to be lost.	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.
8	Andrea Herron	Parkside Condo	CHA Residency / Programs	There are programs for CHA residents. When I went to sign up for one of the programs, they told me I wasn't eligible for it. I received a letter from CHA to come to this meeting; why wasn't I eligible for the program I tried to enroll in?	There are different eligibility criteria for different CHA programs. Please contact the Ombudsman and/or your service provider with inquiries to specific programs.
9	Stephanie Villinski	Legal Assistance Foundation	Community Organizing Assistance	I represent the LAC. As far as the LAC is concerned, if the tenants cannot join the condo association nor is there an LAC anymore for them to be a part of, what community groups, leadership opportunities do they have now being in mixed-income communities?	Residents of the mixed-income communities can start groups or participate in block clubs, etc. 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.
10	Larry Haley	Parkside Condo	Property Management	How are we supposed to wash the windows?	Residents are responsible for the inside windows only. Property management is responsible to clean the outside windows.
11	Dennis Peck	Domain Lofts	Property Management	I'm getting good service.	CHA thanks you for your comment.
12	Lynette Isby	Old Town Village West (Comment Card)	Plan for Transformation	How can HUD/CHA expect a transformation if CHA residents must abide by a different set of rules than the homeowners?	There are specific rules for renters and owners.
13	Lynette Isby	Old Town Village West (Comment Card)	Condominium / Homeownership Rules	There is not supposed to be charcoal grills or auto washing on the premises, but homeowners can do these things.	There are specific rules for renters and owners.
14	Tonia Mykhailenko	Parkside of Old Town (Comment Card)	Property Management	I'm getting good service. The management team is outstanding. Whatever concerns I have are taken care of immediately.	CHA thanks you for your comment.

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15	Rufus Carter	River North West (Comment Card)	Property Management	I would like to know if they can assist with the carpet cleaning.	Residents are responsible for cleaning carpets.