

Public Comments:  
Ombudsman's Semi-Annual Meeting  
February 25, 2009  
South Region

#	Name	Development	Category	Comment	CHA Response
1	Deborah Thigpen	Oakwood Shores	Community Organizing	He (Lewis Jordan) spoke about LACs earlier. What we've established is a neighborhood organization. We stem from 35th and Cottage Grove all the way to 43rd and Cottage Grove, back to the lake and to King Drive. We decided to start this organization because we know we were going to need people to speak for us. I'm the president. Some members are here. We deal with security issues and residents' issues. We have homeowners as well as renters. We decided to do this because we are a community. If we have concerns, I can bring them to management or CHA, instead of having a crowd of people come to you at once.	We strongly encourage this type of community involvement at the mixed-finance developments.
2	Selena Dennis	Jazz on the Boulevard	Community Organizing	We live in mixed-income units. I think the organization she's talking about is a good idea. Whatever the homeowner's association does affects us, too. So, why not organize a group.	We strongly encourage this type of community involvement at the mixed-finance developments.
3	Lola Smith	Hansberry Square	Property Management	In some of our units, the master bedroom is drafty. The room is cold. We can turn the heat up to 90 degrees and it's still cold, and this causes very high heating bills.	Please address this issue with the property manager. The issue of heat to be picked up again in the fall.
4	Levonne Wilson	Hansberry Square	Property Management	The property managers talk to us in a disrespectful manner.	CHA thanks you for your comment. CHA believes that good customer service is important to the success of every property and have forwarded your comment to the owner of Hansberry Square.
5	Cassandra Foster	Hansberry Square	Property Management	I have mold in my unit. With this being a new unit, this should not happen.	Issue has since been resolved.
6	Annie Stubenfield	Oakwood Shores	Property Management	I would like to know why there is drug testing in our community, annually? How long is it going to continue? People who are law-abiding citizens don't want to be subjected to this. Nobody came back to us and said, "You all are going to be drug tested every year".	All Oakwood Shores residents must be tested yearly, according the Tenant Selection Plan. This requirement is not new and existed prior to any unit lease-up.
7	Levonne Wilson	Hansberry Square	Property Management	When I moved in Hansberry Square, I did not take a drug test. Last year, they came and took me to the currency exchange, and had me to notarize a letter to say I'm not on drugs. I didn't have anyone there to represent me.	CHA thanks you for your comment.
8	Eddy Mae Mohammed	Hilliard Towers	Property Management	I have been there for a year. It's a senior apartment. And I am very pleased with it. It has security. I think the drug test is very vital regardless of what age we are. I am very pleased with that because I know I am secure in the unit. It is very quiet. CHA should keep the momentum going and continue to listen to all the residents' issues.	CHA thanks you for your comment.

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9	Linda Meekins	Mahalia Place	Property Management	I like the drug test. I don't have a problem with it, because I don't use drugs.	CHA thanks you for your comment.
10	Linda Meekins	Mahalia Place	Property Management	Management does not notify us of what is happening at the development. They do not notify us when a new manager is hired.	The new property manager was introduced at the last resident meeting.
11	Deborah Thigpen	Oakwood Shores	Property Management	When I signed the papers the first time, my daughter was only 10 years old. She's now 21. At age 18, we went to try to get her a unit. We found out CHA no longer allows split family transfers. Once they reach that age, where do they go? Because all the wait lists are closed; they can't get on the waiting lists.	According to the Admissions and Continued Occupancy Policy (ACOP), the CHA will not grant split family transfers after a residents' right of return has been satisfied at either mixed-income/mixed-finance community or traditional public housing developments.
12	Deborah Thigpen	Oakwood Shores	Property Management	Since the economy has gotten so bad, is it possible that you can change the one year employment requirement? Now, we have to be employed within a year of moving in. Can you extend the one year to two years?	The resident was encouraged to work with the service provider to remain lease compliant.
13	Renee Garrett	Oakwood Shores	Property Management	I like Oakwood Shores because it's a change. We go to the park, now. Everybody's having fun. I never dreamed that it would be like the suburbs. And it's better for my kids. I used to have to walk them to school. I am glad to be part of the community.	CHA thanks you for your comment.
14	Linda Meekins	Mahalia Place	Property Management	The apartment is nice; I like how it's made up. There are drugs in the neighborhood. I'm on Indiana Avenue. We have complained about the lock on the back gate. I've had stuff stolen off my back porch.	Please contact the property manager. New locks for the back gate will be forthcoming.
15	Linda Meekins	Mahalia Place	Property Management	The neighbors have no respect. They're stomping on the floor above. I went to management and complained. I wrote a letter. I went to the young lady several times, but nothing has changed.	Residents should continue to contact the property manager and, if needed, contact 311.
16	Linda Meekins	Mahalia Place	Property Management	Every time I get to know the manager, we get a new one. Can management notify us when a new manager is hired? Also, we are not receiving the newsletter.	It is CHA's practice to introduce the new property manager at the resident meetings.
17	Lola Smith	Hansberry Square	Property Management	We are begging for screen doors. I am willing to pay for mine. We went to management for permission to install screen doors. Management said we would be in violation of the lease if we installed screen doors.	Property management plans to install screen doors to all units by the fall of 2009.
18	Cassandra Foster	Hansberry Square	Property Management	Residents are not cleaning up after their dogs. They're letting the dogs go in front of our doors.	The resident was encouraged to forward specific detailed information to property management.

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19	Beatrice Williams	Lake Park Crescent	Property Management	We have a pet policy. My question is how can we get management to use pet-friendly chemicals for the lawns and for salting the sidewalks during the winter?	The resident was encouraged to forward specific detailed information to the property manager.
20	Jacqueline Grill	Mahalia Place	Property Management	I'm pleased with where I'm living, but we need a pet park.	CHA thanks you for your comment.
21	Selena Dennis	Jazz on the Boulevard	Property Management	We don't have screen doors. They told us the doors they wanted us to buy cost \$400. Everyone cannot afford this. Is a discount available?	The property manager will work with the developer on this matter.
22	Selena Dennis	Jazz on the Boulevard	Property Management	We'll be fine once a permanent manager is hired. However, there are a couple of things: There's a problem with the narrow sidewalks through the lawn. My daughter fell a couple of weeks ago and sprained her ankle. Also, people are not cleaning up after their dogs.	Detailed information should be sent to the property manager.
23	Linda Meekins	Mahalia Place	Property Management	They keep changing managers. When you attempt to resolve a previous issue, the new manager will say they have no knowledge of the problem. Can you require managers to document our files when we contact them?	Asset Management stresses the importance of proper file keeping and will ensure through file audits.
24	Cassandra Foster	Hansberry Square	Relocation	If I'm not satisfied with my unit and I want to move. Can I get my Section 8 back? When I first moved in, I had issues with Hansberry Square because of my kids ages; I could not have a four bedroom unit.	Hansberry Square is permanent housing and a D2 notice was sent stating that your right to return has been satisfied. If you have questions about your family composition as it relates to bedroom size, please address this issue with your property manager.
25	Lola Smith	Hansberry Square	Community Amenities	They told us when we moved in that stores were coming to the community. There are no stores nearby. Some of us don't have cars. It's very inconvenient.	Plans are underway for a grocery store to be completed in FY2010.
26	Linda Meekins	Mahalia Place	Service Providers	I'm working, but the service providers do not help with employment or provide other community services. I've been here almost two years, and I met with them twice. They told me I was over qualified for any job they came up with. They could not help me. I gave them my resume. Also, I had to pay a pet fee, and I asked for help. I did not receive it.	CHA thanks you for your comment.
27	Yvonne Shannon	HCV-Former Wells Resident (Comment Card)	Relocation / Employment	Preparing to return under the Relocations Rights Contract. Seeking help with employment.	Please contact your service provider.
28	Rhonda Ward	Lake Park Crescent (Comment Card)	Property Management	The windows are of poor quality. Air is coming in which is resulting in very high heating bills. Management recommended we put plastic around the windows.	Reported to the property manager.

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29	Michael J. Scott	Lake Park Crescent (Comment Card)	Services	Request for services. Utility reimbursement.	Residents received retroactive utility reimbursement payments.
30	Bednago Harper	Lake Park Crescent (Comment Card)	Rent	Rent was raised \$50.00, but it may not have been calculated properly. The rent together with the utilities makes it too expensive to live here.	Issue has since been resolved.
31	Jacqueline Greer	Legends South (Comment Card)	Community Amenities	There are no decent stores in the area. We would like to have a pet park.	CHA will forward the pet park comment to the Chicago Park District.
32	Cherry Liner	Oakwood Shores (Comment Card)	Service Providers / Education	I would like to go to school for nursing.	Please contact your service provider.
33	Lee Esther Peebles	Oakwood Shores (Comment Card)	General	I love Oakwood Shores services. My neighbors and I live like family. My apartment is considered my own home.	CHA thanks you for your comment.
34	Aparicshell Sanchez	Lake Park Crescent (Comment Card)	Property Management	When cars are towed a photo should be taken and a reason should be given to explain why the car was towed. My car was towed from a handicapped space, but I have a handicapped placard.	The resident was reimbursed.
35	Renee Garrett	Oakwood Shores (Comment Card/ Transcript)	Resident Services	Where are the trips for the kids, movie nights, resident nights, family nights, clothes giveaways, food giveaways, talent shows, breakfast and lunch programs, bowling and skating parties, block parties, and picnics?	The CHA provides many year-round services and activities for the residents' benefit. These services are communicated through the service providers. In addition, residents are encouraged to develop activities and events in their specific communities.
36	Renee Garrett	Oakwood Shores (Comment Card)	Community Amenities	We need stores and a shopping mall.	CHA thanks you for your comment.
37	Dionne Palmer	Lake Park Crescent (Comment Card)	Resident Services	Is there a CHA program that matches the difference when the rent is raised?	No, the service provider is not covering the cost of rent.
38	Selena Dennis	Jazz on the Boulevard (Comment Card)	Ombudsman	This meeting was good and long overdue. I hope that the residents take advantage of any and all services. Looking forward to the next meeting.	CHA thanks you for your comment.
39	Deborah Thigpen	Oakwood Shores (Comment Card)	Community Organizing	Newly formed Bronzeville-Oakland Neighborhood Association (BONA)	CHA strongly encourages this type of community involvement at the mixed-finance developments.
40	Anonymous	Hansberry Square (Comment Card)	Relocation	The early phases of Hansberry Square occurred before the Relocation Rights Contract.	There is only one phase of Hansberry Square that was available for occupancy in April 2007. The Relocation Rights Contract dates back to 10/1/99.