

**Public Comments:  
Ombudsman's Semi-Annual Meeting  
February 24, 2009  
West/Central Region**

#	Name	Development	Category	Comment	CHA Response
1	Ruth Crockett	Roosevelt Square	Ombudsman	Will the Ombudsman help us with whatever problems we have? Will she be on call? Will we call her if we have a problem the property manager doesn't resolve?	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 available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.913.7897) or email (slarry@thecha.org). A call or inquiry to the Ombudsman will be returned within 24 hours or the next business day.
2	Anonymous	Not Specified	Ombudsman	How often will the Ombudsman come to our communities to hear our problems?	If a specific issue is raised with the Ombudsman, a meeting on-site or at CHA may be scheduled. Regular semi-annual meetings are scheduled for each region. The Ombudsman is also available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.913.7897) or email (slarry@thecha.org). A call or inquiry to the Ombudsman will be returned within 24 hours or the next business day.
3	Anonymous	Not Specified	Ombudsman	The CHA has a lot of training programs. When it comes to getting the information out, who will give us this information?	Service providers communicate this information to residents. Also, CHA continues to communicate with residents through our website, direct mail, service providers, property managers and media advertising.
4	Anonymous	Not Specified	Ombudsman	The CHA used to have a program to help residents start their own businesses. Is this program still available?	CHA is re-establishing the ROB program. For more information, contact Earnell Hardimon at (312) 913-5828 or email to Ehardimo@thecha.org.
5	Frank Miller	Not Specified	Ombudsman	How can we contact the Ombudsman?	The Ombudsman is available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.913.7897) or email (slarry@thecha.org). A call or inquiry to the Ombudsman will be returned within 24 hours or the next business day. If appropriate, a meeting on-site or at the CHA may be scheduled.
6	Tracy Smith	Roosevelt Square	Ombudsman	What is the Ombudsman's position? There is no LAC?	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 available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.913.7897) or email (slarry@thecha.org). A call or inquiry to the Ombudsman will be returned within 24 hours or the next business day.
7	Tracy Smith	Roosevelt Square	Ombudsman	When was this position created, and why wasn't it open for residents to apply?	The position was posted on CHA's website; CHA residents and others were welcome to apply.
8	Tracy Smith	Roosevelt Square	Ombudsman	Has the Ombudsman ever lived in public housing?	The CHA did not make living in public housing a requirement for the Ombudsman position.
9	Tracy Smith	Roosevelt Square	Ombudsman	CHA has brought other people and programs to us, but these programs have failed us. What assurance do we have that the Ombudsman program will help us?	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 available Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone (312.913.7899), fax (312.913.7897) or email (slarry@thecha.org). A call or inquiry to the Ombudsman will be returned within 24 hours or the next business day. Also, CHA will hold semi-annual meetings to continue receive feedback from mixed-income residents regarding the Ombudsman program.

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10	Byron Dickens	West Haven Park Towers	LAC	If the LAC is not in place for the mixed-income residents, who represents us in dealing with the CHA?	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.
11	Anonymous	Not Specified	LAC	The Ombudsman will have to go to the different communities, because we have different issues. I'm not saying we need someone over us, but we need somebody to speak for us. Not like it used to be in the past. That wasn't the type of representation the residents wanted, either. Before the CHA made the decision to eliminate the LAC for mixed-income communities, it should have asked the residents how we felt about it. We would have heard that we would not have any representation at the table, and we would have said, "No."	In 2008, 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, February 28 to 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, CHA established this alternate mechanism in place of the LAC.
12	Paul McKinley	Housing Activist	LAC	Will the Ombudsman take the place of the LAC president in mixed-income communities?	The Ombudsman is not intended to serve as a LAC president. 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.
13	Anonymous	Not Specified	Condominium Representation	The condominium homeowners have meetings and they talk about a lot of issues. A lot of times, they are talking about us, but we are not there to speak for ourselves.	Residents are encouraged to express their issues and concerns to the property manager. Residents should contact the Ombudsman, if their issues are not being adequately addressed.
14	Mary Rush	Roosevelt Square	Community Organizing	Is there something you're going to have for the residents, as a community, to come together, something similar to the LAC, but more like a resident committee?	Residents are welcome to assemble and select a spokesperson.
15	Anonymous	Not Specified	Property Management	I am very pleased with my unit. Being a single male and not having children, I'm blessed to get the apartment. I love my unit over there, but they took me through hell with the credit check, background check. (asking) where I lived before, are the homeowners screened as we are? Because some of them raise a lot of hell. We need to be represented at their meetings.	CHA only has a portion of the total number of units within a mixed-income community. The developer owns the site and determines the criteria for the homeownership units.

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16	Theressa Taylor	Fountain View	Property Management / Relocation	What if I no longer trust property management? I'm in permanent housing, but I was told I had no other options.	When residents move to the unit in the development they selected on their housing choice survey, their right of return has been satisfied under the Relocation Rights Contract. Residents also receive a D2 notice indicating that they have satisfied their Right of Return.
17	Theressa Taylor	Fountain View	Property Management / Relocation	I'd like to know how many leases are you supposed to sign? I was told once I signed my lease that I am no longer a CHA resident. Am I a CHA resident?	Residents living in a public housing unit or a mixed-financed/mixed-income development with a CHA client number are public housing residents and should only sign one lease annually.
18	Mary Jones	Roosevelt Square	Property Management	I've been here for four months and there are a lot of problems with another resident and her children. They live over me in a four bedroom. They have teenagers. We don't get along because their kids are running all over the place. They are keeping up a lot of noise. I am a clean person, and I am out there picking up trash. They are throwing stuff out the window.	Resident are encouraged to report incidents to the property manager so that the property manager can address lease violations, negative behavior, etc.
19	Tracy Smith	Roosevelt Square	Property Management	When they did the relocation, they should not have housed senior citizens with young families with children. There should have been better placing.	The property manager plans to install new storm doors to provide more insulation.
20	Mary Jones	Roosevelt Square	Property Management	People are hanging out, breaking gates, throwing garbage everywhere. We're on the third manager, and they're not doing anything about these people. Me and some of the neighbors went to the office three or four times. Management has not done anything. It's just been terrible. I'm kind of afraid.	Resident are encouraged to report incidents to the property manager. Also, residents may call the police.
21	Mary Jones	Roosevelt Square	Property Management/Doors	I have a problem with my doors to the unit. There are gaps large enough to see light stream through. You can see under the door and on the sides. During the winter, it is very cold, and we've been putting up plastic.	The property manager plans to install new storm doors to provide more insulation.

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22	Drichurl Miller	Roosevelt Square	Property Management / Doors	The doors are totally messed up. They are bowed causing gaps from top to bottom. We pay our own heating bills, but the doors being the way they are, and heat turned off in the hallways, management has created a hardship for us. We cannot afford to heat our homes. I've put in six (6) work orders, but nothing's been done.	The property manager plans to install new storm doors to provide more insulation. Management has been instructed to turn on the heat.
23	Gloria White	Roosevelt Square	Property Management	I live in phase II. My kitchen door is bowed. You can see light through the gaps. Who pays to heat the hallways?	The property manager plans to install new storm doors to provide more insulation. Management told to turn on heat.
24	Gloria White	Roosevelt Square	Property Management	In the winter, the kitchen floor is ice cold.	The property manager has been instructed to turn up heat.
25	Peggy Godfrey	West Haven Park	Property Management	I live at West Haven. I have the same problem with my doors. Also, my bath tub paint is coming off. I reported it, but nothing has been done.	The resident was instructed to place a work order with the property manager.
26	Drichurl Miller	Roosevelt Square	Property Management	During the winter, it is cold in the hallways because they turn off the heat in the hallways. They turn off the heat because they're worried about people coming in and sitting in the hallways. You can't come in unless you have a key; so, why are they turning off the heat in the hallways?	The property manager has been told to turn up the heat.
27	Deborah Steele	Hilliard Towers	Property Management	They raised our rent \$300 this year. I'm probably going to be paying the market rate rent \$1,100.00. What can I expect from CHA if I'm laid off? Will I have to move?	If the resident is laid off or experiences any shift in income, they should notify the PPM and request a rent recalculation.
28	Rita Howell	ABLA	Property Management	Many residents not aware of the Earned Income Disallowance (EID). That's the reason many residents do not want to get out and work. They feel the rent is going to jump up sky high. They are being told they have to ask for the Earned Income Disallowance, when it should be given to them automatically when they start working.	Under the <u>Mandatory</u> Earned Income Disallowance (EID), the housing authority/property management is required to determine if a resident meets the qualifying factors to have his/her earned income disregarded (excluded) for the period prescribed by the law.  In other words, if qualified, employment income would not count toward rent for several months. To see if you qualify, please contact your property manager. If the property manager does not address it, residents should definitely ask about EID.
29	Peggy Godfrey	West Haven Park	Property Management	Some people have to pay for their washing machines and some don't. Why?	Residents were informed that there is no charge for washing machines.

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30	Peggy Godfrey	West Haven Park	Property Management	We have rats running around outside. I live on the first floor, and I am afraid they will come into my house.	The resident was informed to report incident to management and call 311.
31	Noreen Anderson	Roosevelt Square	Property Management	Someone's been messing with my door. Like they're trying to get in. I'm very concerned.	The resident was informed to report incident to management and call 911.
32	Paul McKinley	Housing Activist	Section 3 / ROBS	There is more development to take place here. Will there be Resident Owned Business (ROB) and Section 3 employment opportunities available to the men and women of the community?	Utilization of Section 3 is federally mandated and will continue as long as it is required by law. Any business that meets the procurement qualifications has an equal chance to participate in business opportunities with CHA.
33	Paul McKinley	Housing Activist	Employment / Ombudsman	What role will this person (ombudsman) play in putting these young men and women to work in the community?	As with all public housing residents, those living in mixed-income communities are assigned to service providers for assistance including employment preparation and job search.
34	Dwayne Bevly	Roosevelt Square	Plan for Transformation	I was told the development of this area from Roosevelt and Racine back around to Blue Island was supposed to be developed in phases. Will the development be done for the open area around Fosco Park over the next five years?	The Roosevelt Square area will be developed in various phases over the next several years.
35	Tracy Smith	Roosevelt Square	Utilities	Before residents move back to the new development, you should inform them they will be responsible to pay their own utility bills. This was not addressed, and it creates hardship if he/she cannot afford the high utility bills. That's how it happened, and that's very unfair.	Residents are informed about site specific criteria.
36	Theresa Taylor	Fountain View	Services / Homeowner-ship	When I applied for my apartment, they mentioned something about the residents having an opportunity to purchase homes. It's like a rent to own program.	Currently, homeownership opportunities with CHA extend to the Housing Choice Voucher (Section 8) Program only. In the future, CHA may bring homeownership opportunities to the public housing program.
37	Peggy Godfrey	West Haven Park	Service Providers	Where are the service providers that are supposed to work with each one of us? I had one person come to my house. She wanted to get information from me. After she got the information, I haven't seen her since.	Depending on the location of your housing community, case management services are provided, as follows: for Horner/Westhaven Engagement Program, call (312) 633-9217. Cabrini area residents, call (773) 336-6065. For information at all other developments, call (312) 786-4052. This information is also available on our website at <a href="http://www.thecha.org">www.thecha.org</a> .

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38	Tracy Smith	Roosevelt Square	Services / Utilities	My concerns are still not being addressed. In early February, I spoke with someone in CHA and I told them about my utility problem. It's almost March, I still haven't received a response. I spoke to several people. Every time I call, I get transferred around to different people.	The resident's issues were resolved by the CHA.
39	Noreen Anderson	Roosevelt Square	Utilities	When I moved here I told my representative I was not working and I wasn't sure I could make it because I would have to pay lights and gas. The utility expenses are creating a hardship for me.	Every resident is granted a utility allowance to offset costs. Residents can also be referred to their service provider for additional assistance.
40	Noreen Anderson	Roosevelt Square	Utilities	I know several people in this neighborhood that are not paying lights and gas, and they are males. Why wouldn't they pay lights and gas?	All residents are responsible to pay their utility bills.
41	Gloria White	Roosevelt Square (Comment Card)	Employment	Two grandsons ages 16 and 17 in need of employment.	The resident was provided referral contact information. Residents can also seek employment assistance from their service providers.
42	Gloria White	Roosevelt Square (Comment Card)	Property Management	Repair cracks in the hallways. No Heat is circulating in the hallways.	Resident instructed to report cracks in hallway to property management. Management has been informed to turn up the heat.
43	Yvette McGee	Roosevelt Square (Comment Card)	Property Management	The doors have big gaps at top and bottom. The heat vent is not circulating air throughout the home. The floor is very cold.	The property manager plans to install new storm doors to provide more insulation.
44	Yvette McGee	Roosevelt Square (Comment Card)	Services	Need help finding employment.	The resident was contacted by a service provider.
45	Yvette McGee	Roosevelt Square (Comment Card)	General	I'd like to thank CHA for hearing our gratitude about being back here in our new complex. Change is good for all of us, especially when we work together.	CHA thanks you for your comment.
46	Ronald Cannon	Roosevelt Square - (Comment Card)	Property Management	There is an ongoing problem with the building being cleaned on a regular schedule. I should not have to constantly call the office to get someone to clean the building. I personally went and got the supervisor and maintenance to show them the conditions. The longest time between cleaning has been over a month.	Property management indicates the buildings are cleaned several times a week.

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47	Noreen Anderson	Roosevelt Square (Comment Card)	Property Management	They should make the apartments warmer. The window sills need more caulking. There's too much space between the thresholds and the bottom of the door. Floors should be soundproof.	The resident was instructed to refer maintenance issues to the property manager.
48	Theressa Taylor	Fountain View (Comment Card)	Ombudsman	Thank you. This was a very insightful meeting. Looking forward to working with you.	CHA thanks you for your comment.
49	Br. Byron Dickens	West Haven Park (Comment Card)	LAC	Mixed-income representation is needed for CHA residents.	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.
50	Rita Howell-Gill	ABLA (Comment Card)	Property Management	It has always been an issue when recertification documents are submitted to the property manager. Management may state the resident failed to submit the documents; however, resident may state he/she submitted the documents. There is no proof either party is correct. I would like to suggest management provide a signed, date stamped receipt whenever residents leave documents with management	Residents have the right to request documents from their individual files. In addition, residents may request a receipt for documents they submit to property management.
51	Mary Rush	Roosevelt Square (Comment Card)	Resident Services	Need information regarding the Summer Camp Voucher	The resident was advised to contact her service provider for the development. All residents were contact by their service providers regarding the availability of year-round recreation vouchers.