

Board of Commissioners – November 19, 2024
Public Comment Session

1	Name/Organization	Michelle Joiner
	Comment	<p>I lost my employment due to layoff on 7-31-24. I was informed by my Level Up Program Coordinator that my being unemployed would terminate me from the program. Additionally, I would lose over \$2,200 that I accumulated from my goal completion. My request from the board is two-fold:</p> <ol style="list-style-type: none"> 1. I need my Level Up Contract and case to be reviewed by someone higher to make sure that the program policy is being applied correctly to my situation. 2. If Level Up policy states that unemployment at any time `during the program contract is automatic grounds for termination and asset forfeiture, then I'd like to start the process to get that policy changed. <p>Basically, I just want the money that I earned from completing my goals in the Level Up Program and to make sure that the policies are in line with the mission of the program.</p>
	CHA Response	Thank you for your comment, Ms. Joiner. A CHA LevelUp Manager reviewed your case, and you are eligible to graduate from the LevelUp program. Staff follow-up was completed, and this issue has been resolved.
2	Name/Organization	Otis Thomas
	Comment	<p>I want to alert CHA about an outside organization that is using CHA residents to get funding and recognition, and for residents to focus on their ideal for Lathrop mix income homes. John Scott does not speak for me.</p> <p>I'm having a problem with Related and my rent. When I asked for a credit back all of a sudden, I owe \$400 then \$600.</p>
	CHA Response:	Thank you for your comment. CHA held a meeting with team members from Property Asset Management (PAM), Resident Services and Mr. Thomas. As a result, Mr. Thomas is clear on the processes connected to his rent calculation, past utility concerns, and avenues to secure desired employment. Mr. Thomas's file has been reviewed and he has been made aware of his balance, as well as steps he can take to get additional rental assistance.
3	Name/Organization	Jennifer Arreola
	Comment	I want to discuss the rotation of the Section 3 Contractors wait list for work.
	CHA Response	Thank you for your comment. As projects are identified, they are assigned in the order of rotation for the pool. After the November Board meeting, Interim CEO Ms. Hurlock also spoke with Section 3 vendors regarding their grievances.
4	Name/Organization	Dan Lopez
	Comment	I want to discuss the rotation of the Section 3 Contractors wait list for work.

	CHA Response	Thank you for your comment. As projects are identified, they are assigned in the order of rotation for the pool. After the November Board meeting, Interim CEO Ms. Hurlock also spoke with Section 3 vendors regarding their grievances.
5	Name/Organization	Mrs. Jennie Newsome
	Comment	1. No Accountability, 5T has not assigned a Property Manager to the Mildred Harris Building. 2. How things are not being repaired like, 4 broken washing machines on the 9 th fl., and building entrance doors.
	CHA Response	Thank you for your comment. 5T has staff coverage to meet residents' needs while they search for a property manager. 5T has informed us that they are currently conducting interviews to fill the property manager position. As of January 2, 2024, 5T Management has confirmed with CHA that all machines on the 9 th floor are operational and the front entrance door has been repaired. Repairs for the intercom system are currently in progress.
6	Name/Organization	Betty Thompson
	Comment	Since the pandemic, we have only had one operatable elevator. This one elevator is used for wheelchairs, contractors, shopping carts, move ins/outs Elevator and laundry room not operating.
	CHA Response	Thank you for your comment. Both elevators are operational. Since early 2024, there have only been temporary service outages that have been resolved on a timely basis and immediately returned the affected elevator to service.
7	Name/Organization	Mary Baggett
	Comment	I want to discuss Brooks and Loomis resident concerns. Still trying to force people to move to into places they don't want to live. They want to go somewhere better like Roosevelt Square or Taylor St. I want to talk about the land that CHA is selling. I think it's unfair to not give residents and Section 3 businesses the opportunity to purchase land. You don't consult the 14 presidents. And when you do come to us, the decision has already been made.
	CHA Response	Thank you for your comments, Ms. Baggett. Staff are meeting with you on a regular basis regarding current renovations at Brooks and future improvement plans for Loomis Courts and will keep you included on these initiatives. Staff conducted a resident meeting with you in December for Loomis Courts households to hear their concerns. We appreciate your comments on CHA's plans. CHA will increase communication with CAC and LAC stakeholders.
8	Name/Organization	David Huber
	Comment	Thank you for the new washers and dryers. However, there are no kiosks to add funds to the laundry card reader. After the subsidy provided by CHA is used, residents do not have the ability to do additional laundry. Laundry facilities are operated by a card. And there are kiosks

	CHA Response	Thank you for your comment. The kiosk installation and activation in the senior buildings is ongoing and will be completed for the senior buildings in the first quarter of 2025. The washing machines are available and working while the kiosks are being installed.
9	Name/Organization	Rosemary Jackson
	Comment	I have lived been a public housing resident since the age of 13, and I'm now 65. I'm here to discuss my current living conditions. My unit has flooded 3X, and twice I was home. My property has been destroyed, and each of the two management firms tell me I must have receipts in order to get reimbursed. I have a big problem with rodents, and I have mice bite marks. I have mice all over my unit, I keep bleaching everything. I am a clean person
	CHA Response	Thank you for your comment. Management has deployed an action plan to address extermination issues and prevent flooding. Staff will reach out again to resolve damaged items.
10	Name/Organization	Jerry Galvan Guzman
	Comment	Rent increase
	CHA Response	Thank you for your written comments. Staff have already communicated your rent calculation.
11	Name/Organization	Robert Davidson
	Comment	Requesting a residents meeting with CHA staff to address the rent increase issue.
	CHA Response:	Thank you for your comment. We have communicated with Mr. Davidson that CHA would host a meeting for residents. Related Midwest has already hosted two resident meetings. CHA will plan an additional meeting in the near future.
12	Name/Organization	Tamiko Holt
	Comment	I would like to address the board about Section 3 Business contracts this housing authority reneged on in 2020 and made everyone signed up for the option year, which had nothing to do with the original contract agreement and you still reneged on that as well by repeating the behavior assigning little to no work while the contract clock was ticking. Repeating the same behavior from the previous year. I want to address the fact that no one is paying any attention to your HCV department. Rents are not being paid and paperwork in not being completed in a timely manner. I want to address the issue that your manager is steering residents in Loomis courts, and this can be proven. Making residents sign paperwork to be transferred WITHOUT knowing the options they have before being pressured to sign paperwork. And this housing authority is refusing to issue these families family-based vouchers. Residents are being told that if they

		do not accept any of these choices they have to move out without rental assistance. That is a form of STEERING."
	CHA Response:	<p>Thank you for your comments. CHA received your feedback. Interim CEO MS. Hurlock met with Section 3 vendors after the November board meeting to hear their grievances.</p> <p>Regarding Loomis Courts, CHA is committed to ensuring all our residents live in quality housing. There are considerable challenges with aged units at Loomis Courts, and residents have been offered other housing options when units are not in quality condition. CHA is evaluating options to improve the Loomis Courts site and will discuss the next steps with residents and the community in the near future.</p>
13	Name/Organization	Tyrone Powell
	Comment	<p>Powell Group Corporation (PGC) would like to attend next week's [11/19] CHA Board Meeting to briefly introduce ourselves to the Board and thank CHA for the opportunity we were given in 2023 to participate in the Make Ready Backlog Project.</p> <p>PGC utilized the opportunity in 2023 as a springboard, and recently became the only City of Chicago Certified MBE Distributor of Commercial 90-minute Fire Rated Doors/Frames/Hardware in the Chicago area.</p> <p>We frequently watch the Board Meetings on Youtube and routinely see the negative comments made about CHA. This has not been our experience! In the spirit of Thanksgiving, it is important for us to thank you for making such a monumental difference in our lives. It is our hope other Section 3 businesses will hear our story and be encouraged.</p> <p>Our Capability Statement is attached to this email listing our experience with CHA Make Ready Properties [for your reference.</p> <p>It is our hope that CHA will have an opportunity for Doors/Frames/Hardware. We were able to establish a relationship with manufactures, and we would like to follow-up with you.</p>
	CHA Response	Thank you for your comment. Procurement and Contracts spoke with Mr. Powell after the board meeting.
14	Name/Organization	Bernadette Williams
	Comment	<p>ACOP needs to be changed to include mandatory housekeeping classes.</p> <p>Also speak on behalf of Metropolitan family Services. Make ready vs. occupied units.</p> <p>Make Ready Units vs. occupied units. When you have to go find a door handle for an occupied unit that doesn't match, we have a problem. We don't have materials.</p> <p>We had a laundromat open for seniors, but the old cards don't work. They were told to walk two blocks to another laundry mat.</p>
	CHA Response	Thank you for your comment. CHA is actively working to upgrade laundry facilities at Altgeld Murray Homes. The laundromat at 927 E 131st St currently has a fully operational kiosk. Additionally, a new kiosk is being installed at 13291 S Langley that will be available for use on January 21 st .

		<p>CHA is also in discussions for the installation of new kiosks at 724 E 131st St and 13068 S Greenwood. We will be meeting with the vendor to finalize the plans by January 31st.</p> <p>Regarding the ACOP, CHA conducts annual unit inspections and assesses resident compliance with housekeeping standards. This is included in the annual ACOP and ongoing lease agreements. Residents not in compliance with housekeeping standards are given 30 days to cure noted violations. The ACOP is updated annually, and your comments regarding the housekeeping policy were shared with the team that works on these matters.</p>
15	Name/Organization	Ernie Norrman
	Comment	I am looking for clarification from CHA and/or CAC on the process or logic behind the allocation of resident participation funds...PUY funds.
	CHA Response:	Thank you for your comment. The 2025-2027 CAC Funding Agreement will include an allocation of \$10 per occupied unit for PUY, which is an increase from \$3 per occupied unit. This increase was based on feedback from CHA and CAC leadership and was approved by the CHA Board in September 2024.
16	Name/Organization	Carla Jackson
	Comment	Can President-Elect Trump cut Section 8 program?
	CHA Response:	Ms. Jackson, thank you for your question. President-elect Trump's administration has not taken office yet, and we have not seen what funding or policies his administration will propose officially. CHA has staff that work on the funding we get from the federal government and monitor policies and budget proposals. Chief of Staff Dan Cruz spoke with you in December. With elections, presidential administrations come and go, but our work at CHA continues. We are grounded in the shared understanding that our mission is larger than any one administration.
17	Name/Organization	Irene Harris
	Comment	The matter that I would like to speak on is related to the General Contracting Pool
	CHA Response:	Thank you for your comment. As projects are identified, they are assigned in the order of rotation for the pool. After the November Board meeting, Interim CEO Ms. Hurlock also spoke with Section 3 vendors regarding their grievances.
18	Name/Organization	Robiar Smith
	Comment	I would like to express our gratitude for the opportunity to serve as CHA's pest management vendor. I want to hear what is going on with the residents. I am here to be a resource, and I'm dedicated to address your concerns.
	CHA Response:	Thank you for your comment.
19	Name/Organization	Dallas Pickett
	Comment	Security Issues
	CHA Response:	Thank you for your comment. CHA security staff reached out to Mr. Pickett and left him voice messages. The Deputy Chief of Safety and Security has visited Mr. Pickett's building for security inspections.

20	Name/Organization	Ebony Myles
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	Comment	<p>Management is constantly losing/misplacing my paperwork. I'm now being told that I owe \$2600 in back rent. I asked them to inform when they're sending emails because I'm visually impaired.</p> <p>I also want to be a homeowner, and I'm being denied or pushed towards Chicago Housing Trust funds. I don't want to be part of that because this home will be part of generational wealth</p>
	CHA Response:	<p>Thank you for your comment. Ms. Myles, we understand that an agreement has been made with you and the property management firm. The property management firm sent a copy of the agreement and updated ledger to you as well as CHA.</p> <p>In regard to the HOME program, formally known as Chose to Own, you stated that you have Jimmy's contact information and will reach out to him.</p>