

**Board of Commissioners –March 24, 2025
Public Comment Session**

1	Name/Organization	Otis Thomas
	Comment	Related Management is not hiring CHA residents. In 2024 management never came out to speak with residents. Gautreaux was sited. We just need to have a meeting with CHA ELT. Also need a new LAC president.
	CHA Response	<p>Thank you for your comment. On March 12, 2024, the Lathrop Development Team (Related and Bickerdike) held a Lathrop Resident Town Hall at the Gantz Boys & Girls Club that Mr. Thomas attended. The Lathrop Development and Property Management both attended this meeting.</p> <p>This Town Hall was set up for the team to present their concept for the next phase of Development – Lathrop 1C. At the meeting, the Development team presented their proposed strategy to address the vacant buildings on the South Campus, preserve historic buildings and create dedicated community space. They also reviewed past engagement and local hiring on two earlier development phases and the workforce training certifications that were completed and discussed their plans for subcontractor vendor and outreach fairs and hiring fairs closer to construction start and their ongoing work with HIRE360. On Lathrop 1A/1B, the Development team had 25 Section 3 hires.</p>
2	Name/Organization	Debbie Tatum
	Comment	<ul style="list-style-type: none"> • Breaker box needs to be replaced. • No hot water due to breaker box not working properly. • HVAC needs to be cleaned. Getting sick frequently due to dirty HVAC system • I have requested a transfer and was denied. The doctors have submitted several doctor's letters stating serious medical conditions, still denied. <p>Each of the conditions have been documented, and I continue to be denied a transfer</p>
	CHA Response	Thank you for your comment. The management company has responded and corrected all deficiency work orders related to Ms. Tatum's matters.

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3	Name/Organization	Mary Baggett, LAC President, Sr. Housing Central
	Comment	Residents' Concerns in the ABLA community. I have brought with me several ABLA residents. We continue to have problems with the Chicago Fire project. It was agreed upon that we move when the Fire move. We are still sitting still with walls open, boxes filled to the top. Staff are sabotaging this project and are not moving on it by the signed agreement with the City of Chicago, CHA, and Chicago Fire. Th community is suffering under your team. They continue to stop my meetings. Your team is not organized, project managers are making their own meetings. Are units are not getting done, or we'll have to go to court.
	CHA Response	Thank you for your comment. CHA staff, including the interim Chief Executive Officer, Chief Operating Officer and Deputy Chief Procurement Officer, have met with ABLA residents and resident leadership multiple times to provide updates regarding construction work and address questions and concerns regarding the ongoing rehabilitation work at ABLA. These meetings have been productive and positive. CHA is committed to ongoing dialogue with ABLA residents and leadership regarding the rehabilitation work and other projects in and around ABLA.
4	Name/Organization	Andria Puller
	Comment	I want to speak on the following issues, and these issues existed since I moved in 3 years ago. <ul style="list-style-type: none"> • No screens on windows • Bathroom is falling apart • Screen door needs to be replaced • Safety concerns; squatters in the building adjacent to her building.
	CHA Response	Thank you for your comment. <ul style="list-style-type: none"> • Management replaced all screens • A 3rd party contractor completed all work requested. (Replaced both bathroom sinks that were loose.) • Management stated the screen door is fine; it might need to be painted due to rust. PM requested door to be painted on 4/22/2025. Awaiting approval from the sites HOA. • Squatters are living in the building adjacent to your building. Management requested the exact address from you to report it to the property's HOA. CHA units at this site are not occupied by squatters.

**Board of Commissioners –March 24, 2025
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5	Name/Organization	Bernadette Williams, President, Altgeld-Murray Homes Local Advisory Council
	Comment	Vending machine revenue. CHA needs to give cleaning responsibilities back to the residents. We'll have a recycling day for Altgeld.
	CHA Response	Resident Services addressed Ms Williams vending revenue concerns prior to the Board meeting. Thank you for acknowledging.
6	Name/Organization	Robert Scott - LAC President, Sr. Housing North
	Comment	Evictions and rent.
	CHA Response	Thank you for your comment. Mr. Scott questions evictions of residents with large balances. We informed Mr. Scott that the legal team is working on addressing the backlog of rent cases as well as new cases. Updates will be provided during the monthly POM/LAC President meeting.
7	Name/Organization	Candace Walton
	Comment	Residents are not able to park in the community parking lot due to visitors using them. Maintenance not doing their job. Property grounds are dirty. Management staff is unprofessional.
	CHA Response	Thank you for your comment. We have addressed the parking, maintenance, and unprofessional staff with ELM.
8	Name/Organization	Moden Jordan
	Comment	Rehab work was paused at ABLA. Would like to know when it will continue. Requesting to test water for Legionella. Her daughter was diagnosed with Legionnaires' disease. I have the contractors at my house now. I contacted the City but they won't intervene. I have been speaking about this for years. At the end of the day I will move forward. They need to figure out what's going on. Management
	CHA Response	Thank you for your comment. CHA staff, including the interim Chief Executive Officer, Chief Operating Officer and Deputy Chief Procurement Officer, have met with ABLA residents and resident leadership multiple times to provide updates regarding construction work and address questions and concerns regarding the ongoing rehabilitation work at ABLA. These meetings have been productive and positive. CHA is committed to ongoing dialogue with ABLA residents and leadership regarding the rehabilitation work and other projects in and around ABLA.

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Public Comment Session**

		In addition, in regard to the request for Legionella testing, please be advised that the unit's water was tested for Legionella and there was none present.
9	Name/Organization	Robert Merritt
	Comment	Resident issues- workorders not being completed or followed up. Not enough heat during the winter months. Due to the rehab, mice and rats are coming into the apts. The project is being continuously stopped. We want people in the development to continue working because that decreases the crime rate in the area.
	CHA Response	Thank you for your comment. CHA staff, including the interim Chief Executive Officer, Chief Operating Officer and Deputy Chief Procurement Officer, have met with ABLA residents and resident leadership multiple times to provide updates regarding construction work and address questions and concerns regarding the ongoing rehabilitation work at ABLA. These meetings have been productive and positive. CHA is committed to ongoing dialogue with ABLA residents and leadership regarding the rehabilitation work and other projects in and around ABLA. In addition, we spoke with and visited Mr. Merritt's unit to assess the situation. On Thursday, April 17th, we met with the owner of Platinum Pest Control, to discuss the reported issue. As a result, Platinum Pest Control visited Mr. Merritt's unit to conduct an inspection and provide treatment. According to the technician, all rodent entry points have now been sealed. The PPM team will continue to monitor the unit to ensure the issue remains resolved.
10	Name/Organization	Calvin Jackson
	Comment	Section 8 veterans are being eliminated from the program. I lost my voucher because I missed my hearing date. I notice that the other vets are now homeless again because I participated in a program. I filed everything that I needed to, this is a class action suit.
	CHA Response	Thank you for your comment. After review, there are no pattern of incorrect terminations. All terminations followed appropriate procedures.

**Board of Commissioners –March 24, 2025
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11	Name/Organization	Rosetta Randle
	Comment	Security officers not doing their job. Back door remained opened for 3 days. Drug dealers are taking over the building. When I took the job as building president, I promised that I would give my all. East Lake is one of the worst management companies because they don't care at 4250 Princeton. We have more babies in a senior building than in family housing. You can report that things are happening and nothing is done. Security don't do their job. I provided a bar list to security as well as management. We shouldn't have to live in fear.
	CHA Response	Thank you for your comment. On March 28, 2025, a security-focused resident meeting was held at Minnie Ripperton. During this meeting, Ms. Randle's specific concerns regarding security were addressed and/or clarified. As an additional touchpoint and attempt to resolve concerns with Eastlake, the Property Operations Manager has engaged Ms. Randle to have a joint meeting with the Eastlake Management team, to which Ms. Randle has agreed to.
12	Name/Organization	Jennie Newsom, LAC President
	Comment	"What's going on with the Maintenance crew, and what happened to the \$6.5 million grant money for the senior buildings." Broken door in the lobby, the apron in the parking lot, and should be 17 inches with concrete. Screens need to be replaced; paint upgrade is needed. All of us seniors want to live where you are proud. Windows haven't been washed in over 4 or 5 years.
	CHA Response	<p>Thank you for your comment.</p> <ul style="list-style-type: none"> • A vendor has been approved and will be scheduled to repair the door. • Awaiting quotes for the parking lot. • Window screens were replaced last spring of 2024 • PPM is currently obtaining quotes for the lobby, offices, and residential floors to be painted. • Window washing is scheduled as follows: Vivian Carter 5/3, Dr. Mildred Harris 5/12, and Robert Lawrence 5/17. previously worked with contractors and IT trying to resolve this issue. • 5/3, Dr. Mildred Harris 5/12, and Robert Lawrence 5/17.

**Board of Commissioners –March 24, 2025
Public Comment Session**

13	Name/Organization	Lindsey Graves - Building President, Vivian Carter Apts.
	Comment	<ul style="list-style-type: none"> Residents’ concerns and living conditions Health concerns due to building’s galvanize pipes Security staff not efficient at their job
	CHA Response	<p>Thank you for your comment. Mr. Graves has expressed in the past that some unidentified residents are in need of assistance due to hoarding and housekeeping issues. Management does regular inspections with pest control and have made numerous referrals for services for those who show a need. They are all in process or in legal as of now.</p> <ul style="list-style-type: none"> The issue with the galvanized piping is under assessment to be added as a future capital project. Safety & Security is reviewing this matter.
14	Name/Organization	David Huber, Zelda Ormes Apartments
	Comment	<ul style="list-style-type: none"> Unable to refill laundry card. Requesting kiosk in building that will allow residents to replenish their laundry cards, using their own funds. Is there a temporary work-around (additional cards to be stocked by PM; he’s willing to pay for refills). <p>The reload system is currently working as designed. However, management allows Mr. Jones to use the office card when he requires more the \$36.00 monthly card reload.</p> <ul style="list-style-type: none"> Why can’t we get fiber broadband in our building? Residents are responsible for their own internet. The windows need to be washed. Once Davits are installed, window washing can occur. Currently, CHA is reviewing costs and installation timelines.
	CHA Response	<p>Thank you for your comment.</p> <ul style="list-style-type: none"> The reload system is currently working as designed. However, management allows Mr. Jones to use the office card when he requires more the \$36.00 monthly card reload. Residents are responsible for their own internet. Once Davits are installed, window washing can occur. Currently, CHA is reviewing costs and installation timelines.

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15	Name/Organization	Angela Parker
	Comment	Section 3 contract award.
	CHA Response	Thank you for your comment. A summary report for both unit renovations and Capital projects has been created and distributed to all vendors within the pre-qualified pool. The summary report includes the total number of projects assigned to date for the respective report, number of projects rejected, and the current rotation order for all vendors. It also contains a listing of all vendors who do not currently have the contractually required insurance in place and the date they were removed from the rotation. The last table is the group of vendors not in rotation for other listed reasons. These summary reports will be updated every two weeks and issued to the vendors to create true transparency.
16	Name/Organization	Paul McKinley
	Comment	I, Paul McKinley, would like to speak at the board meeting. I represent Community Section 3 Construction. Please include me as a speaker during the meeting. I have complaint against the budget that you're passing. In 2000 MTW was signed. It's not section 3 friendly. The rumor is that the CHA properties are being sold off.
	CHA Response	Thank you for your comment.
17	Name/Organization	Tamiko Holt
	Comment	<p>"I would like to make a comment about the agency repeating the same behavior while never actually self-correcting in writing with new and/or amended policies that will prevent past behavior in writing that will be effective with the current and future administration to come."</p> <p>How do we trust you, you brought back the man that killed our businesses? You do a lot of celebrating with resident services, but you don't when we have to help ourselves. Never met with Section 3 businesses on how to make us whole.</p> <p>I have had multiple meetings with Section 3. For RFP for Property managers, and we do want community based and community serving businesses.</p>
	CHA Response	Thank you for your comment.

**Board of Commissioners –March 24, 2025
Public Comment Session**

18	Name/Organization	Carla Jackson
	Comment	Need clarification on information included in HCV’s Newsletter such as “Residents need to be in good standing with the landlord or property management to get moving papers”. They keep throwing us under the bus. We can’t get moving papers if we aren’t in good standing.
	CHA Response	Thank you for your comment. HCV would like to clarify that good standing with a property owner is only required in instances where CHA is providing mobility counseling and paying security deposits or moving fees. Families must demonstrate the ability to work collaboratively with property owners for these additional services.