



**Chicago Housing Authority
Board of Commissioners Public Session
July 16, 2019 – Charles Hayes, Family Investment Center**

	Name	Question/Comment	Response
1	Paul McKinley	<p>1) I would like to thank your tenure at the Board Mr. Hooker. You did handle the Section 3 issue as a CEO because you did understand for over 30 years, African Americans were shut out, and 80% of the money was going to groups like Coalition for the Homeless, which isn't a Black organization, it's actually Jewish. There was restitution for African Americans, that was your great contribution. I want to apologize for some of you on the Board for some of my comments.</p> <p>2) I need to say the Gordian Group needs to be more streamlined, once you give final packages to them it seems like it's a hard time getting out of there to acquisition, so what we need to do is streamline that more, and once you give your package in you can it streamlined and get your PO and get your work.</p>	<p>1) Your comment has been received.</p> <p>2) We are diligently working to streamline and speed up the overall process. Our goal is to continue to improve the program for the Section 3 community.</p>
2	Calvin Jackson	<p>I am sorry to see you go, congratulations to your new positions. It's good to see a powerful Black man in your position and the stuff you've been through, knowing you ain't no punk, you're tough and fair. I need your cellphone number to call you up. I am fresh out of non-compliance jail so I'm going to be back to work. With HUD and the Section 3 reporting concerns, they're coming out with the report and it's about Section 3 participants working long-term.</p> <p>1) What I'm asking is will Capital Construction sponsor a meeting with Section 3 businesses that are residents and voucher holders, with contractors that part of the TOCC Program, so we can develop relationships and become subcontractors. The blood that was spilled over these projects, were 90% Black people.</p> <p>2) Will CHA develop a reporting status like what HUD is trying to ask for on the residents and voucher holder and Section 3 people employment status and how long they've been on the job?</p>	<p>1) CHA does intend to host an event to meet with Section 3 Businesses and TOCC contractors. Details are still being finalized however the purpose of the event will be for, among other things, Section 3 Businesses to network with the 2019 TOCC contractors, provide a high-level overview of the TOCC IDIQ program, outline typical CHA construction projects and highlight the differences between TOCC and the JOC IDIQ Program</p> <p>2) As required by HUD and via Form HUD 60002, CHA does submit Section 3 reports to HUD. Furthermore, CHA Section 3 compliance is also reported on in CHA's Quarterly Reports, and those can be accessed here: https://www.thecha.org/about/plans-reports-and-policies/cha-quarterly-reports</p>

3	Candace Walton	<p>I have a few concerns, I've been out of my unit for three weeks on account that it will be renovated. I was told to turn in my keys and I have boxes that were presented to me from CHA, and the renovation hasn't started yet. Now I'm being told they will only do a partial of the unit instead of the whole unit and then on top of that I can't get in to check my mail and nobody is talking to me from management. So I want to know what is being done about me being out here like I am. We're being told our units are being put on hold and that it's under investigation. Why would they be put under investigation when you all gave us the authorization to move out of our unit. Not only that we were told, even Mint Construction was told, they have our keys and they are not doing anything. I am sending emails back and forth and nothing is being done. Then I'm told I need to be back in my unit, everything is in storage. We didn't walk out of the unit, we were told and were given boxes.</p>	<p>The property office has worked with Ms. Walton to address her issues.</p>
4	Brenda Perry	<p>1) Good morning again. Thank you for what you said earlier about giving me some answers. But I am here today because CHA has exhibited for three solid years since I've been coming to these Board meetings a pattern of fraud, bait and switch in my building. You tell us we're getting one kind of materials I see another. I see stuff going out the door and other stuff coming in. We were supposed to have semi-gloss paint, I see flat paint. A renovated building in a lobby that's beautiful looks lousy it was just painted in January and it looks lousy because it's bleeding through now cause you used the wrong paint. I mean these are the kinds of things that's bait and switch, I'm following money. There's a difference between what it costs for flat paint and semi-gloss paint. And then you talking about extra labor to do all of the touchups cause that lobby does not look fresh and yet it is fresh. I am looking at the apartments, you started out with one consistent thing with the cabinets and this that and the other and I'm seeing all kinds of items being switched out for cheaper materials that's called bait and switch and it is a fraud under chapter 38 in the state of Illinois. And I am going to go to the Attorney General about it and if it was a private building you all would be considered slum landlords.</p> <p>2) Yes my elevator is out and one elevator for 200 and some odd people is not enough. We were promised this is the year we're getting an elevator and now we're I don't know where on the list where you paid somebody \$3M to tell you which elevators should go first. I could have told you that which ones are the worst. So again, you will be hearing from the Attorney General and I hope the Mayor, the new Mayor is looking into this as well because this is bait and switch and it is a fraud.</p>	<p>1) The materials used for repairs at Lincoln Perry are from the standard list used by the vendors across the entire CHA portfolio.</p> <p>2) Regarding the elevator project at Lincoln Perry, CHA is in the construction solicitation process to acquire a general contractor for the work. The estimated construction start date for the elevators at Lincoln Perry is the end of October 2019.</p>

5	Myra King	<p>1) Only got two minutes. When has it stopped that Boarded up units should not be occupied units? In Lowden there are six, maybe more, buildings that are occupied and residents are living there. One is for unit 210 and there is a senior in there in a wheelchair. [inaudible] boarded up, what if he had to get up out of there?</p> <p>2) East Lake is our management company, right now we are under rehab, kitchens and bathrooms are being rehabbed, the contractor Tiles and Styles, the work is poor. There are host of complaints about the rehab so many so that CHA, the contractor and management are meeting every week, we should have met today, but we're here at this meeting so I'm bringing my concerns here. We meet because of all of the issues we're having with rehab. We went to do a walkthrough of some of the rehabs that have been done, we I was so shocked, we knocked at doors and said "how do you like your rehab?" I almost fell out. That's not no walkthrough we supposed to visibly put eyes on the work that was done. We went to a lot of the sites, the units that were rehabbed they didn't get any notice so half of them were not even at home so we had a problem with that.</p> <p>3) One resident because she's spoke with me about her unit she received a call from management a few days after I gave them her information and stated that they called her to say she has unauthorized tenants. What happened to the process that's in the visitation policy from the ACOP? She should have never received a phone call and because she received the phone call we feel like that was a retaliatory and an intimidation tactic she should have been given something in writing. East Lake is a slum landlord and I'm not sure they know what they're doing. When you go to management and she's overwhelmed she'll say things like, "oh I'm so tired of this." It's only 120 units in Lowden if you can't handle 120 units you need to get on. Please look into these allegations.</p>	<p>1) There have been two boarded up windows at Lowden at units 208A and 278. Both windows were repaired in July.</p> <p>2) As it relates to ongoing rehab work at Lowden, to date, 122 units have received a new kitchen or bathroom renovation. For cases in which the unit is vacant, it has received a full renovation. In some cases additional repairs were needed in which case the JOC contractor was required to return and complete the repairs in a timely manner. Overall, based on the feedback received residents have been happy with the kitchen and bathroom renovations. During every weekly LAC/CHA Property Office/East Lake Management meeting, the on-going renovations are discussed to ensure a professional quality of work is achieved in the resident's units. LAC President Myra King expressed interest in being included with the contractor with completing the final walk-through and the conclusion was that Ms. King would be provided notice of the date for the walk-through so she could be included, which she was, on September 11. It was also stated and agreed that residents would receive a written notice of the date their renovation is pending to start and the date of the final walk-through to ensure each resident would be home to allow entry into their unit.</p> <p>On-site communication is important and to that end, town hall meetings are held every quarter. The last meeting took place on September 11 and at the meeting residents were presented with the name and contact numbers of the East Lake Property and Regional Supervisor and the CHA Portfolio Manager.</p> <p>3) CHA takes allegations of harassment and retaliation seriously. If you have specific allegations, please contact your CHA Portfolio Manager to provide the information so it can be further investigated.</p>
6	Ruth Freeman	<p>This is my first time speaking here at your Board. I am a president of the senior group in Little Italy Village of the mixed-income for seniors and I want to petition this Board and ask if you guys could issue sponsorship and funding so we can open programs cause a lot of our seniors are not able to get out and participate because of money and we want to open up activities to them, and a lot of them are on limited income.</p>	<p>Each CHA mixed-income community has access to funding for HUD eligible activities which are accessed through the Office of the Ombudsman. After this comment was made, Crystal Palmer spoke with Ms. Freeman to explain the process. Since Crystal Palmer spoke with Ms. Freeman and explained the process for accessing resident participation funds, they have had two event nights.</p>

7	Joyce Williams	<p>I am a security officer for Kates Security. I am here because I want to address concerns that fellow security officers and I have about our working conditions. First there is the issue of our pay, every payday, which is every two weeks our paychecks are being messed up and management is ineffective in dealing with our concerns in a timely manner. There is also the issue of training. We are unevenly trained and at times we are trained, if you can call it thus, by people who don't know much more than the officers who have been hired. Speaking for myself, I have been posted at a site where nobody trained me and I had to learn certain things from the maintenance staff. I have had people tossed to me to be trained. Also we're being bullied by management they are not accessible and we have had breaks taken from us, which I understand is a violation of the contract between Kates and CHA. It has negatively impacted our ability to be effective officers because we are there to make sure residents at least are being taken care of. I am asking you to work with us to make CHA a better place for security officers and the residents alike.</p>	<p>CHA is in receipt of your complaints and has contacted Kates to address the issues you identify. In terms of training, Kates has ensured CHA that a licensed security contractor performs orientation and training for all new hires. Additionally, each Kates' employee is required to receive a minimum of 20 hours of security training in order to obtain the State issued Permanent Employee Registration Card, before starting work for Kates. Each employee is briefed and trained before being placed or on the first day in which they are placed at any site, including CHA properties.</p> <p>We have also been assured by Kates that breaks have not been taken away from staff. These matters are between Kates' management and their employees. Both Kates and CHA encourage Kates' employees to bring these types of matters to the attention of Kates' management and with their union.</p>
8	Minnie Jefferson	<p>I am a resident at 4227 S. Oakenwald. I have a concern about our management. What has happened is that I received a letter dated the 13th of June saying that our property management firm had changed and it tells us who it is, but we have not been introduced to anybody, we have no idea who to turn to. We see a variety of people coming in and out of our building. We don't know who to address we are not being acknowledged. I address this to you all because this letter is on CHA and I still hold CHA responsible for my services. I lived in Family housing in the 70's and came back to senior housing when I retired because I know there is a system. But this property management system has not been conducive or respectful of us, I have serious concerns. Our grounds are not being taken care of. Garbage cans have been moved, simple things that are respectful of us as residents.</p>	<p>The new Property Manager will be introduced to residents at the September 19 resident's meeting. In the meantime, the new PM is Devita Heard and she can be reached at 773-536-5301.</p> <p>If a resident sees something that requires maintenance the resident should contact the management office to alert them and generate a work order. If a resident is not satisfied after allowing management time to correct the issue(s), please contact Michael Harris at 312-371-9096 your CHA Portfolio Manager for assistance.</p>

9	Carol Folkes	<p>Good luck to you Chairman Hooker, you have paid attention to the things I've said. Last meeting you had Mr. Langston speak to me about towing at Harsh and that situation has been resolved. I am the president, we got a whole new staff, management and maintenance, we were not officially introduced, we have a real concern with the RSC who works with our files. We haven't met them and they are dealing with our personal files. I have heard Brenda Perry talk about bait and switch, we have had that happen a few times. Our beautiful floor of the patio on the 14th floor has been fixed several times with products that haven't held up. It's all cracked up and it's a wreck. We have no really nice patio furniture. 19 years ago when I moved there we had great patio furniture and we don't have it anymore. The new management staff was not introduced to us, how can this happen, especially when they deal with your confidential files.</p>	<p>The new Property Manager will be introduced to residents at the September 19 resident's meeting. In the meantime, the new PM is Devita Heard, and she can be reached at 773-536-5301.</p> <p>Furthermore, we understand the patio needs work and CHA is assessing the problem to determine next steps. There will be no new patio furniture until work is completed.</p>
10	Pamela Wilson	<p>I am from Kenneth Campbell Apartments, I'm the Vice President. We have not received a manager in our building and residents are going crazy. They locked our freezer and took things from it. There's not management at all.</p>	<p>Ms. Anesia Seals is the Community Manager for Kenneth Campbell and she started on July 29. The monthly building meeting was held on August 28 and residents were introduced to the management team. Additionally, Habitat will work with resident leadership concerning the freezer.</p>
11	Jennie Newsome	<p>1) I hate to see you going, it's so hard to say goodbye. I am up here about security cameras, apparently they are out in some places at senior buildings, especially the one that I live in. We've had people come in to the parking lot and it's a gated parking lot, but people are coming over the gate and breaking out the senior windows as Ms. Wilson addressed, breaking into the freezer and stole the items out. They are vandalizing the buildings, when the cats away, the mice are playing.</p> <p>2) Seniors in these buildings have not been introduced to property management and there is concerns but we these security officers this is what they do. They have more face time, Instagram, Twitter, that's all they do, every one of them. As far as security officers talking about their break time, they are on break all the time. I know with AGB they are on break all day long. In the senior buildings, that's part of our vandalism problem because people are entering our buildings and nothing is being done. Most of the monitors, if you came up to any of those buildings you can look and see space that says out, so that's a camera that is down.</p>	<p>1) As of September 13, management at the site has contacted the vendor in order to schedule the gate repair. Furthermore, the Community Manager will be attending monthly CAPS meetings in order to address the issue of loitering behind Campbell Apartments.</p> <p>2) As of August 27, we have received a report that all security cameras at Campbell are properly functioning. When cameras are not functioning, typically the private property manager will contact CHA's Office of Safety and Security, and they will work to facilitate necessary repairs with the vendor, in a timely manner.</p>

12	Michael Sullivan	<p>I want to talk about, I'm Section 3, tier six sprinkler contractor. I've been in the program for three years and have worked on four buildings. I've heard from your staff, not directly through email, but it being [inaudible] into the air so someone can come back to me and say it's because I don't have the capacity or capabilities which is all lies. Nobody ever asks me what I have, or do I have the capacity to do the project, and I've shown it in my work. Lincoln Park Senior which you all understand had a fire, Lincoln Perry Annex had a fire, the Annex building apartment was saved, the senior apartment wasn't, that's due to the fact that I was only able to stub into the apartment building but then I was stopped from completing the system so this is why the apartment unit burned and it's been stated that the building is not going to be sprinkled. Now Ms. Perry has been coming up here screaming and hollering about for the past seven years Novak Construction and the building not being completed and this is her building but yet when it's time to do her building there's a stop on it for whatever reason. Also Altgeld Gardens, I was told I didn't get the project because I was \$150,000 above everybody else, another lie. If I bid at 200 something thousand, and I was \$150,000 over, that means the winning bid was at \$50,000 and there's no way in the world that project would cost that. There's lies going back and forth based on my proposals.</p>	<p>We have researched the solicitations for Altgeld Gardens and we are not finding any event you responded to. If you can please reach out to Donna Williams at CHA, 312-786-3107 and provide the event number for the solicitation you're referring to, we will be happy to look into this matter further.</p>
13	George Blakemore	<p>Institutional racism a culture of corruption and a sanctuary city. Illegal and public housing, when these illegals are invading our great nation, state and city, they have to be housed. That's where I get upset. The negative effects the illegal immigrants have on the Black community. They're coming in competing for housing that native Blacks, enslaved in America are entitled to these houses. How could the government be so vicious to let an illegal person stay in public housing. When Kiki and Rayray and Jayjay, oh he can't stay he has a criminal record. He is a US citizen! And he's entitled to all the goods and service and contract this nation has. These people are being housed and that's knocking out us. This is not only happening in Chicago, it's happening throughout the US. The negative effect, some of you read this, a renowned historian says the negative effects illegal immigrants have on the Black community.</p>	<p>Your comment has been received.</p>

14	Mary Baggett	<p>I have a problem with East Lake. First of all there is in the community center, they think it's their business center. They have a problem with the kids walking through the building, the new property manager says the kids are loitering and I said this is their community center. Secondly you all have your own building across from us where you should be. This is where the kids come to enjoy themselves, you are disturbing them, not the other way around. What are we going to do about that, that's disrespectful and your staff agreed that it was okay. They have some nasty attitudes with how they treat residents.</p>	<p>East Lake utilized the CHA Satellite Office located in the Jane Adams Center as the management office. Management occupied this space while the office was under renovation and the renovation has been completed.</p> <p>Concerning children at the community center, it is important that children are supervised by adults at all times.</p>
15	Lindsay Graves	<p>1) I am currently the president of Vivian Carter Apartments. I have been throughout the whole South Side throughout the LAC election. I'd like to discuss these points. You paint an old house, it's still an old house with paint. The renovation projects are a failure. You need elevators sir. You had \$283M three years ago with no strings attached and you did not spend one dime, Sun-Times has the article. I want to say to you these buildings need electricians to rewire and they need commercial washing machines. The elevators need to be replaced. Minnie Riperton I saw people waiting for up to an hour to get the elevator. They are dehydrated and they can't get on the elevator. That is a violation of the federal law.</p> <p>2) I want to move on down to the vending machines. That is a highway robbery. These people are paying big money, \$1.50, for a bag of air.</p> <p>3) At Vivian Carter, our LLC situation for the lawyer, I need an answer, we need to have a standing of who do we sue, CHA or Vivian Carter LLC? Piggyback on Francine's point, Chicago has a 70-year history of administrations from the Daley on down with the exception of Harold Washington, that has shown, the demographics, it's who lives on the South and West side, we don't get a dime, we need a moratorium on money spent elsewhere and we need a moratorium on all RAD people seeking loans on the buildings, they're not seeking loans for the safety, health and welfare of the people.</p>	<p>1) CHA's elevator overhaul has begun and is ongoing. The \$152 million modernization initiative will upgrade 150 elevators at 86 CHA properties and will conclude in 2021. Regarding the elevator project at Minnie Riperton, CHA is in the construction solicitation process to acquire a general contractor for the work. The estimated construction start date for the elevators at Lincoln Perry is the end of October 2019. At Vivian Carter, CHA expects to start the construction solicitation process to acquire a general contractor to work on the elevators this month, September.</p> <p>2) CHA is working with its vendor on the appropriate price points for items in the vending machines and price reductions are likely to come.</p> <p>3) The ownership name and transfer from CHA LLC to Vivian Carter Senior Housing LLC has not occurred and will not occur until we are cleared with the Illinois Housing Development Authority (IHDA) (the lender) to move forward and close on a new mortgage that CHA is pursuing. It is important to note that when this change does occur, it does not take CHA out of the ownership structure, which has been explained previously to the residents at Vivian Carter.</p> <p>Additionally, the pursuit of a loan from IHDA is advantageous to the property as it will provide upfront funds to cover rehabilitation improvements.</p>

16	Mark Carter	<p>Mr. Hooker, thank you for your service, but we take it as a slap in the face for this administration to remove you, as a political move and other moves that are about to happen, it's going to impact us negatively. I am hearing about the Opportunity Areas, CHA should work to make sure all these communities are Opportunity Areas. The main thing is the power of the unions over communities and developments. They make sure they leave us out of the projects. We are requesting that HUD comes from DC to partner with us and go directly into an agreement with us. We hope to get support from CHA to work with us and the unions.</p>	<p>It was Mr. Hooker's decision to retire as Chairman of CHA's Board of Commissioners. Chairman Hooker's term was up on July 9 at which time he made the personal decision to step away.</p> <p>CHA is supportive of efforts to provide Section 3 individuals and Resident Owned Businesses with construction opportunities while working collaboratively with unions.</p>
17	Tamiko Holt	<p>I'm sorry to see you go, you said you care about the residents, give us four more years. It hurts to say this, your staff some of them are good and some of them have their challenges. I'm starting to wonder if there are political hires? Stumbling over the same thing for years, or not doing anything or waiting to retire is a problem for residents and leadership. A lot of women in these positions need sensitivity training or whatever. To talk to these people like you talk to your kids at home, let's me know you've been doing this for a while. I don't like bullies and you won't talk to me this way. I hate to say this because I'm a Black woman, and some of these Black women are the worst at this and abusing their authority, it has to stop. For anybody to impede on my livelihood, for you to think you can jeopardize that and not straighten it out, that's a problem, we'll go to war about that.</p>	<p>Your comment has been received.</p>
18	Christina Lewis	<p>I am here on behalf of my mother, Lillian Sisson. She has been living at 1111 W. Roosevelt and recently my step father passed and he was the leaseholder. We were told that she couldn't be put back on the lease and she was removed from the lease by him and he told her that he had her removed from the lease in May. I reached out to Tamiko Holt in regards to this because when she went up to Roosevelt Square they told her she couldn't be added back to the lease and she's his wife. For what reason he removed her from the lease I don't know. Now he died, he had stage 4 cancer he tells her this on his dying bed. Now I've sent out emails and sent it to Ms. Holt as an advocate, we got emails back saying they were going to look in to it. Ms. Rachel contacted me because my mother doesn't really have a phone, she has a government phone. Ms. Rachel called me and said my mother needs to get back on the waiting list. She's been living in this house for I don't know how long and now you tell her she needs to get on the waiting list and you tell her she can be added as a live-in aid and she's his legal wife? I don't understand this, so now she's supposed to be homeless? I came all the way from Schaumburg to be here to help my mom. She never signed anything to say she was being taken off the lease, she wasn't aware.</p>	<p>This matter has been resolved.</p>

19	Nebraska Franklin	<p>This is my first time coming to one of these meetings. What I wanted to say is there seems like there is some kind of disconnect between the CHA and the public. But I think the disconnect is when you have to go back to who you report to and then you come back to us. To me it looks like when people say what they were saying you all listened. As I sat and watched there was one European American that's on the panel that laughed when the man was sitting here talking, no problem with that. There was another European American falling asleep at least a few times right here on the panel which tells me that they could actually care less about this situation. It's a lot of problems to where as, like when Ms. Harris said, I'm out here with ya'll. We don't need you to be out here with us, we need you to be with us up there. And if you are us up there, there should be no problem. The young lady here spoke for five minutes saying that she did not like something that was going on with the lady but when you voted on it, it was all yays, not a nay here. So that tells me that you're speaking to us, that I ain't with it, but as soon as they say be with it, you with it. That's wrong on every platform.</p>	Your comment has been received.
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