

Public Comments:

Office of the Ombudsman Semi-Annual Listening Forum

Jesse White Community Center, 410-412 W. Chicago Ave.

October 22, 2018

Name	Development	Comment	Response
Brenda Calhoun	North Town Village	Is they still looking for resident[s] [with a Right of Return] to come back[?] [A]nd how long will it take for them to come back?	<p>CHA residents that maintain a Right of Return under the Relocation Rights Contract and are interested in Cabrini Green redevelopment or other available CHA housing can seek assistance in the following ways:</p> <ul style="list-style-type: none">- Call 312.786.3104 and leave a voicemail message with their name and phone number;- email rrcpublicnotice@thecha.org; or- visit https://rrcpublicnotice.thecha.org/Search.aspx <p>If residents believe they maintain a right of Return under the Consent Decree, they can also contact the following CHA Resident Services staff:</p> <ul style="list-style-type: none">- Barbara Grant at 312.913.7430; or- Sonya Franklin at 312.786.4088
Willie Burns	Parkside	My washing machine has been out for 3 weeks. During the REAC inspection, property management didn't check whether or not it was running.	<p>In mid-November, Parkside property management installed a new washer and dryer in Mr. Burns's unit.</p> <p>Property management is currently investigating the reported length of time it took to address the resident's issue to improve their work order response time.</p>

Chalonda McIntosh	Parkside	<p>I'm having communication issue with my FamilyWorks office, because every time I'm asking for help or assistance, it's always, we can't--CHA say we can't do that, and CHA will--as--CHA can't do this and CHA can't do that. And when I leave, higher I go over his head, I can never get communication with this boss, because always through email or he have to email provider. I need to be able to talk to the person--somebody over him.</p> <p>I mean, state I.D., they don't pay for state IDs no more. CHA say we can't pay for state I.D. FamilyWorks came in--my check request for my daughter, for clothes when I started working, for shoes and pants, a check request made out for \$199.95. But we only got \$38? Gym shoes and a pair of \$27 jeans, me and my daughter, one and one. That's \$199 for no check request. So I want to talk to someone who actually approve it and filled it out.</p>	<p>After the Listening Forum, a CHA FamilyWorks program specialist and Holsten Human Capital Development's (HHCD) Parkside staff met with Ms. McIntosh to address her concerns. HHCD clarified that they had already paid for the resident's work uniform, the cost of which (\$38) was bundled with the purchase of uniforms for other residents; hence, the invoice reflected the \$199 price. In addition, HHCD agreed to pay for state IDs for Ms. McIntosh and her daughter. At the end of the meeting, Ms. McIntosh's concerns were resolved to her satisfaction.</p> <p>CHA FamilyWorks provides both direct services and referrals, supports residents looking to find new or better employment, advance their education, find programs for their children, or get help in a variety of other areas. For more information about FamilyWorks, or to locate your FamilyWorks provider, please call 312.935.2625.</p>
Delilah Gilmore	Parkside	<p>Why am I getting so many inspection[s]? I have 2 for the month of October--I had one on the 11th of October. My 2nd inspection for October will be on the 24th (Wednesday).</p> <p>Also, I was told that that the exhaust system in the building was not going to be fixed on November 1st[.] 459 will be a No Smoking building[;] with a broken exhaust system you will not be able to tell which apartment the smoke is coming from. A termination of lease if they smell the smoker[.] Please discuss the matter.</p>	<p>Mixed income developments such as Parkside receive financing from different sources. As a result, these sources require routine unit inspections to ensure the upkeep of development properties. Residents may be sent notices of <i>potential</i> inspections as well as notices of scheduled inspections. These inspections are intended to identify major housekeeping issues which might necessitate an immediate intervention in the interest of health and safety.</p> <p>Property management continues to work with building 459's engineers and construction staff to resolve the large-scale ventilation issue and thanks residents for their patience. Management will also do everything possible to accurately determine breaches of the lease agreement. To date, management has been able to tell the difference between the smell of smoking inside a unit and odor transference. Residents can contact property management should they have any questions or concerns about the smoke-free policy at 459.</p>

Michelle Joiner	Parkside	<p>Thank you for your services, you do offer but they must be improved. You shouldn't expect those who are desperately poor to do things for free. A stipend should be offered to those who want to participate in tenant participation activities but can't because they must use their time to make money.</p>	<p>Tenant Participation Funds (TPFs) are funds that CHA must make available to occupied assisted units to support resident participation by affected resident families who live in mixed-income communities. TPFs should be used to support self-sufficiency activities that benefit all the development's residents. TPFs cannot be used to provide resident stipends because 1) funds are limited-- in fact, residents are encourage to leverage TPFs with other funding sources-- and 2) TPFs must be applied to activities only, not to individual residents. The expectation is that the resident groups and spokespersons are democratically nominated and serve on a voluntary, unpaid basis.</p> <p>For additional information about Tenant Participation Funds, please see CFR 990.190, CFR 964.150, PIH Notice 2013-2021 (HA) and Attachment D of CHA's Moving To Work Agreement. The Agreement can be found here: http://www.thecha.org/sites/default/files/2018-08/amended_restated_mtw_agreement.pdf</p>
Octavia Lindsey	Parkside	<p>I am wondering why it is so hard to get building 459 management to help insure [sic] the tenants['] safety? Even though, I got police reports.</p>	<p>The Office of the Ombudsman made several unsuccessful attempts to contact Ms. Lindsey to learn more about her safety concerns.</p> <p>Property management employs overnight security and has engaged, responsive site personnel during the day. Residents are encouraged to talk to property management about their safety concerns so management can best address them. Residents are also welcome to contact the Office of the Ombudsman via phone at 312.913.7899 or via email at ombudsman@thecha.org if they have issues or concerns while residing in mixed-income developments.</p>