

**Board of Commissioners - March 19, 2024
Public Comment Session**

Row #	Individual/ Organization	Comment	Responses
1	Jennie Newsome	<p>I have a concern about our seniors that are blind. Many of the buildings have blind residents, and they are housed in units above the 3rd floor. It's a safety hazard, and a lawsuit waiting to happen. The units do not have emergency pull cords.</p> <p>Rosetta Randall's which is cyclo painting. It's been neglected in senior housing. We need flowers and beautiful landscaping. Seniors shouldn't have to collect money to plant flowers.</p> <p>Written "Drug use and putting blind residents in buildings without assist(ance) throughout the senior housing region."</p>	<p>Thank you for your comment. Staff spoke with you and addressed your primary concern about resident safety. It should be noted that all residents have the opportunity to submit a reasonable accommodation request to address any specific needs they may have.</p> <p>The cycle painting will be evaluated for inclusion in the budget. Overall enhancement of CHA sites, such as landscaping, will be discussed with our property management firms.</p> <p>The issue of drug use within our senior buildings is presently being addressed by our Safety and Security team. We encourage residents to report any suspicious behavior they may witness. Additionally, Resident Services is hosting substance abuse education and support sessions at all CHA senior buildings. CHA has relationships with health providers that will be engaged at senior properties to provide additional education sessions. Participation is voluntary, but we hope that by raising awareness of available supports, more residents experiencing challenges will take advantage of these services.</p>
2	Rosetta Randel Building President Minnie Riperton Apts.	<p><i>Written comment: Residents renting their apartment to drug dealers.</i></p>	<p>Thank you for your comment. Management addressed the reported unauthorized guest and took appropriate action to address the leaseholder. C</p>
3	Armetra Jackson	<p><i>Written comment: Lack of follow-up from CHA as it relates to resident issues with property management. Lack of transparency and follow-up to address issues. CHA not upholding grievance policy steps. Property management and CHA not being in compliance with City of Chicago rental ordinance.</i></p>	<p>Thank you for your comment. CHA staff and the property manager will continue to work directly with you to address your concerns. CHA grievance procedures include working with the property management firms and having informal hearings with site teams.</p>
4	Alanda Turner	<p>I am a representative and president of Touch N Go. I'm invested in the success of revitalizing the neighborhood and quality housing for all residents. I was honored to be invited to work with this program, and I successfully completed what was asked of me, but rumors have circulated that Touch N Go is only capable of handling one unit. Even if this were true, shouldn't you consider the rationale behind the limitation? Shouldn't the focus be on nurturing and supporting capable constructors, to build the capacity gradually. How can you ascertain true potential when I'm not allowed to prove myself? I am disappointed with CHA's lack of response with my persistent efforts to engage with them even when I have reached out to the property asset management team. When Mr Langston finally responded, though polite, he did little to address my concerns. It felt like a dismissal a subtle indication that our capabilities were being judged based upon hearsay rather than firsthand experience. In closing I'm not here to cast blame but to shed light on the situation that demands your attention. The success of programs such as the Make Ready program hinges not only on the participation of dedicated contractors but also on the equitable treatment of those contractors. So I ask that you reconsider your approach and to allow Touch N Go the opportunity to continue to contribute to the betterment of our community thank you.</p> <p>Written comment: Share success with participating in CHA's make-rea</p>	<p>Thank you for your comment. The Property and Asset Management Team met with you in April to discuss opportunities to turn make-ready units with private property management firms. Staff explained how units are identified and distributed among the Section 3 vendors. Staff also explained the pre-qualified pool of vendors and an estimate of the next RFP so that you can have an opportunity to participate. Staff also provided CHA's Workforce Opportunity Resource Center contact information for additional resources.</p>

**Board of Commissioners - March 19, 2024
Public Comment Session**

Row #	Individual/ Organization	Comment	Responses
5	Antonio Williams	I want to start by saying it's amazing what you're doing with the senior population, so congratulations. I'm here has an individual on the Sec 3 Make Ready Program, and I'm representing Real Freedom Construction. Within the Make Ready Program, we have crafted a program to train young gentlemen the concept of construction so they can do things that are more productive and not be a nuisance to our community. I've also had the opportunity to talk to Ms Ann McKenzie, which I'll say personally has been doing a great job. At least in the attempts to reach across the aisle and say this isn't in my purview, but I'll have a conversation. As for Mr Langston I've been dismissed in that process; I've reached out to Mr. Langston several different times on several different occasions. I've also had the opportunity to talk to CEO Scott as you may have remembered. What we're doing is trying to bring in the younger generation and provide an opportunity for them to be able to afford a (living) wage instead of taking a wage. We need help, and we have participants of the program, please stand up. Mr. Langston, you can at least get back to us, I know you have a busy schedule.	Thank you for your comment. CHA has followed up regarding your program with at-risk teens and adults. The unit turn opportunities CHA provides through our property management contractors can help him with on-the-job training in various trades. CHA staff has addressed these questions with you directly.
6	Betty Thompson	I'm a resident 3939 Lake Park Place. There are two apartment buildings, each have 140 units. The laundry rooms are still inadequate. Currently, there are six front loaders in the 3939 building, one is operable, five are inoperable. In the 3983 building, all of the top loaders are working, only one front loader is operable. The laundry room is open 24/365 days a year. Is this amenity offered in other CHA buildings across all portfolios? The laundry room is part of the amenity of the buildings and is over-used. We suggest that there be a laundry attendant at each of the buildings to ensure that the machines are not overstuffed and used properly.	Thank you for your comment. CHA staff attended the monthly Lake Parc Place resident meeting in March and provided an update. Staff shared the plan for a laundry room refresh project and installing new laundry machines at Lake Parc during the second quarter of this year. Staff will keep you apprised of the progress as updates become available.
7	Paula Hailey	I am an organizer representing ADCHA administrative employees and SEIU Rep of union. Employees pension contributions are being imposed on affected workers for the first time since 1980 now it's beginning July 1, 2024. Between 2019 and 2023 the cost of living has risen 20% during that time members and SEIU bargaining unit wages only went up 9% in December of 2023. SEIU bargaining unit members ratified a 4-year contract with 4% increase each year to make up for the declining power of their buying power and after record inflation any progress toward regaining wages hit them hard and the pension contribution is now 3% starting July 1, 2024, for the first time since 1980. While employees are glad for a strong pension contribution they will be hit hard and affected employees should not make a contribution until 2024.	Thank you for your comment. Any decisions regarding the pension plan and the employee contributions associated with it are administered and approved through the pension board. We will take this feedback and concern to the next pension board meeting for review.

**Board of Commissioners - March 19, 2024
Public Comment Session**

Row #	Individual/ Organization	Comment	Responses						
8	Irene Harris	<p>I have several questions in regards to the general contractor food program. According to the executed contract Article 4 compensation under Section 4.1, the amount of compensation states the initial maximum not to exceed amount of compensation payable to the contractor under this agreement is \$250,000. So this amount refers to the base term of the awarded contract for 3 years until September 2026 or at the discretion of the Chicago Housing Authority. Further clarification would be greatly appreciated on this matter. Second question is according to the executed contract Article 4 compensation under Section 4.2 payments letter E final paragraph states CHA will make commercially reasonable efforts to make payments for services rendered under this agreement within 30 days after receipt and approval of each invoice submitted. All invoices shall be subject to review and approval by the CHA. If the CHA objects to all or any portion of any invoice it shall notify the contractor of its objection in writing and both parties shall make every effort to settle the disputed portion of the invoice. Do you think that it's commercially reasonable for me to still not be paid for a project that was completed back on January 24 with my invoice and documents being submitted on February 6? What is the process when it comes to the issuance of requisitions and purchase orders? How long does that usually take when either one of these processes surpasses the allocated time frame set forth? How then and when will the vendor be notified? Are requisitions and purchase orders only processing the vendor be notified are requisitions and purchase orders only processing every two months prior to the Board Meeting or is that for certain general contractors? Regarding an emergency project, will that project be considered or treated as your tax order and the general contracting pool? How is that determination made and by whom? Being that rotations are listed according to each tier, why isn't the rotation list made available or accessible to the contractors in each tier category to stay abreast of where they are in the rotation?</p>	<p>Thank you for your comment. It is not a guaranteed payment because the initial maximum is \$250K based on the tier. This is a contract value but not a guaranteed payment.</p> <table border="0"> <tr> <td>valued up to \$49,999</td> <td>Tier 1- Task Orders</td> </tr> <tr> <td>valued up to \$500,00</td> <td>Tier 2- Task Orders</td> </tr> <tr> <td>valued up to \$1,000,000</td> <td>Tier 3-Task Orders</td> </tr> </table> <p>The rotational basis for each Tier complies with the terms established in the contract under ARTICLE II, 2.4 Contract Administration and based on the following items in sequential order: (1) The rating given to each GC during the evaluation of the RFP submittals for the PQP Program. (2) Any vendor with existing projects from the previous pool will be ranked separately by the number of existing projects and will be added to the end of the rotation. Those vendors already have several projects performed on the list. (3) Any vendor that does not have a current approved Certificate of Insurance and/or Business License will be on hold until the issues are resolved. The vendor will not lose their place in the rotation but will be skipped in the rotation until the issue is resolved. The vendor will not have an assignment created out of rotation sequence to make up for a missed assignment. (4) Any vendor not meeting the minimum score of 3.0 on their evaluations will be on hold until they have an approved action plan to address deficiencies. Once they have satisfied all requirements set by the Program Manager, they will resume assignments in the rotation in their previous spot. Task Order assignments missed will not be made up. (5) CHA Resident-Owned Businesses will have priority preference for assignments located at their respective property within the trade and tier to which they are a part. (6) If a vendor has an identified specialty GC (example fire protection or plumber) or has performed the same scope of work on previous projects, that vendor may be assigned a task out of sequence. (notate page of contract that details reasons to go out of rotation)</p>	valued up to \$49,999	Tier 1- Task Orders	valued up to \$500,00	Tier 2- Task Orders	valued up to \$1,000,000	Tier 3-Task Orders
valued up to \$49,999	Tier 1- Task Orders								
valued up to \$500,00	Tier 2- Task Orders								
valued up to \$1,000,000	Tier 3-Task Orders								
9	Patricia Taylor	<p>I visited the CHA about 6 months ago and was told that I was on a 25-year wait list. I am 67 years old and I would like to be interviewed for a voucher so I can get off the 25-year waiting list. I will be 93 years old in 25 years. I'm not sure if I'll be able to search for a one bedroom apartment then.</p>	<p>Thank you for your comment. Staff is following up with you to assist you further.</p>						
10	Carla Jackson	<p>Why is it so hard to reach staff even the call center?</p>	<p>Thank you for your comment. CHA is undergoing improvements to our phone lines and will soon add a general call center. Presently, participants in the Housing Choice Voucher Program have a dedicated service line at 312-935-2600. Residents at Public Housing and Mixed Income sites have on site staff or dedicated property managers for their buildings. The CHA website is available for housing applications and in-person appointment requests.</p>						
11	Robert Davidson	<p>Written comment: 1. There is a road that runs through Lathrop Homes that is a shortcut to Costco on Damen. My concern is safety at night when Costco is closed.</p> <p>2. PUY funds were previously \$3.75, now it's \$15/unit annually.</p> <p>3. Utility Allowance</p> <p>4. What happened to Heartland? As a result of Heartland's departure, there is only two Lathrop community partners. Why wasn't residents informed.</p> <p>It is important that these four questions are answered for the Lathrop community.</p>	<p>Thank you for your comment.</p> <ol style="list-style-type: none"> We will share your concern with the Related Midwest and the Department of Transportation. & 3. Related is working with all residents on any concerns regarding electric bills and utility allowances. Heartland Housing is exiting the rental housing business. This has been discussed at Working Group and other public updates about the project. CHA's partners on the project remain Related Midwest and Bickerdike. 						