



**CHA Board of Commissioners Meeting – May 21, 2024
Public Comment Session Responses**

1 Betty Thompson

Comment:

Can CHA rebrand its name to reflect the communities that they are doing and the properties in the affordable areas?

CHA Response: Thank you for your comment. CHA leadership have noted your comment.

Lake Parc Place have more families and we now need more staff to maintain the cleanliness of the building, and an update of the amenities, such as the laundry room and elevators?

CHA Response: Lake Parc Place is fully staffed with two janitors per building. Their duties include cleaning the interior of the buildings which includes the laundry rooms and elevators. Staff will look at the amenities and take your comment under consideration.

Will the Legal team visit the current pet policy again specific to certain properties? In high-rise buildings where there are only two elevators consideration needs to be given because many people are allegoric to pets.

CHA Response: The property management staff at Lake Parc Place adheres to CHA's pet policy. CHA cannot discriminate against families that may have pets approved as a reasonable accommodation.

Lawn care contractors need to have more things included in the scope of work that include receding, removing dead trees, replanting flowers, and checking the operating sprinkler system to irrigate the property.

CHA Response: CHA's lawn care contracts are standard and include basic maintenance. Landscaping outside of the basic contract will have to be procured.

If CHA is a good neighbor, why does CHA allow stolen merchandise to be stored on their properties? Shopping carts are being stored in community rooms at Lake Parc Place Apartments, 3939 and 3983 S Lake Park Ave. This is creating problems with tenants.

CHA Response: CHA staff does not condone theft. CHA will order and deliver carts to the site.



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<p>2</p>	<p>Bernadette Williams LAC President Altgeld Gardens</p> <p>Comment I want to talk about the last phase of Altgeld renovations. We were supposed to have the community center and Park District maintenance building complete. But now you are putting up new doors, but paint is falling. Also, the floors in the gymnasium need to be redone because it has not been updated since 2004.</p> <p>CHA Response: Thank you for your comment. CHA staff met with you and several improvements were made and approved by you. CHA values the LAC’s input on this project. CHA staff will provide a timeline and more updates will be addressed this year, including the main room floor.</p> <p>The resource center does not have a director for the art studio, and the room has been vacant since the ribbon cutting.</p> <p>CHA Response: CHA staff will reach out to the library staff to inquire about next steps with the resource center.</p> <p>CHA Board of Commissioners approved in unit washers and dryers (W/D) in Blocks 7 and 8, but when people move into the units from the wait list, W/D are not in the units, and I am hearing that if residents do not ask for W/D they do not receive them. I know that is not coming from management because they cannot make those type of decisions. Also, the contractors that own the W/Ds snuck in and changed the prices.</p> <p>CHA Response: Many applicants move in with their own washers and dryers. If they do not have them, they can request W/D for their units. CHA’s Building & Operations team are working with the company to address the issue of increasing the cost of laundry without notification to management or residents.</p> <p>The next item concerns resident owned businesses occupying units. We have one business that has a unit. I have a business to do activities for the residents, and if one business can have a unit, other businesses should be allowed a unit too.</p> <p>CHA Response: HUD allows public housing authorities to lease units to nonprofits that provide a benefit to residents in the community. If you believe you have a resident-focused service that meets the appropriate standards, please contact your portfolio manager.</p>
<p>3</p>	<p>Lamar Herron Jr.</p> <p>Comment I am here to speak about Altgeld Gardens Resource Center and analyzing the space and the functionality of the rooms due to a lack of a director. What is the hold up with the \$5m for the Altgeld/Murray supermarket? We have not had a store with fresh produce in over</p>



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	<p>four decades. Our children need nutritious food. Also, materials need to be ordered, such as stair threads, blinds, screen doors, and other materials.</p> <p>CHA Response: Thank you for your comment. CHA staff have been working with the City of Chicago to get a store in the area, not on Altgeld campus. We see it as a great priority. There have been many proposals, and the unfortunate part is that we have not seen those proposals come to fruition yet. We welcome your ideas.</p>
<p>4</p>	<p>Robert Davidson</p> <p>Comment: I want to talk about Lathrop Homes issues, which are not so good. Shots spotter, we need to install them at all public housing properties. Rent escalation is causing people to move. AMI is causing rent to increase. I do not like this management company. Why can't residents get there rent ledger? I gave Crystal Palmer a 3 pager, and we were charged for heating system, that sends us a bill every month. Where are the numbers coming from?</p> <p>CHA Response: Thank you for your comment. Rent is based on the higher of 30% of annual adjusted income, 10% of annual income or minimum rent. No family should be impacted by market rent.</p>
<p>5</p>	<p>Jerry Guzman</p> <p>Comment: I moved into Lathrop Homes in 1992. We had a nice community then, lots of lights in the hall, now there are no lights in the field, or sidewalk. Instead of getting better, it is not. My rent is \$1026, I had to quit (my job) because I cannot pay my rent.</p> <p>CHA Response: Thank you for your comment. Property management staff has met with you and explained how rent is calculated based on income.</p>
<p>6</p>	<p>Carla Jackson</p> <p>Comment: I was awarded with the Certificate of Achievement. I went to these classes, and I am proud of myself. I am grateful, nothing bad to say, just bringing good news. Thank you again.</p> <p>CHA Response: Thank you for your comment.</p>
<p>7</p>	<p>Rosetta Randall</p> <p>Comment: I want to talk about 4250 Princeton, Minnie Riperton building. Some residents are tired, and some do not care, they spit on the floor and overload machines. Everything free is not good for you. We should be able to stand on our own.</p> <p>Drugs are everywhere, they are bringing outsiders in to live in their apts. This has been brought to Ms. Clark's attention. However, CHA will not get rid of these troublemakers.</p>



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	<p>Safety is crucial, but we need you to help us. I am helping these people, so help me so we can get these drug users out of the building. I continue to try to help people.</p> <p>CHA Response: Thank you for your comment. The property management team conducted a monthly building meeting for all residents where they discussed house rules and emphasized the significance of maintaining the cleanliness of the building. Additionally, our CHA safety team is currently investigating the allegations of drug activity and working with law enforcement as appropriate.</p>
<p>8</p>	<p>Earnie Norman</p> <p>Comment: I am a resident of Edith Spurlock. I want to speak about three items. 1. My recent mandatory move due to RAD conversion, which is ending soon. 2. Calculation of PIU funds. I have had conversations with staff and management to figure out how money flows, the building is only receiving about 15% of the money. 3. There were bad decisions regarding HVAC system. Three women died and CHA is operating this system in a similar way.</p> <p>CHA Response: Thank you for your comment.</p> <ol style="list-style-type: none"> 1. The Development team spoke with you, and a moving consultant worked with you on your move. We appreciate any suggestions for improving the process. 2. Regarding the use of PIU funds, this matter has to be resolved with the Central Advisory Council. 3. Our property management team will monitor weather forecasts when determining timing for the turnover from boilers (for heat) to chillers (for cooling). The new system provides some individual temperature setting at the unit thermostats.
<p>9</p>	<p>Mike Sullivan</p> <p>Comment: I am a lifelong resident of the community, although I no longer live at Altgeld. I still help with the community. I worked my way up through the sprinkler fitter system ranks, and I started my company. I wanted to help the youth. I never got an opportunity to work with CHA. I have talked to Ms. Scott about a project, which they thought I was working on. I am hoping I can get an opportunity to do that. Lincoln Perry was cancelled. World Class Fire has a GC division, which was assigned a laundry room refresh project at Wentworth Gardens. Fire system work is a specialty, and there are no current projects.</p> <p><i>Written comment " CEO Tracy Scott received inaccurate information about World Class Fire Protection working at Sheffield Affordable"</i></p> <p>CHA Response: Thank you for your comment. World Class Fire has a GC division, which was assigned a laundry room refresh project at Wentworth Gardens. Fire system work is a specialty, and there are no current projects in need of that specialty.</p>



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10	<p>Robert Scott</p> <p>Comment: I am the Sr North LAC president and Vice Chair, CAC. I speak for every senior in CHA. My question is, why is the money in the vending machine that we put in, dictated by CHA on how we spend our money. We are not stupid. We get a list of what we can spend our money on in the vending machine. Take the vending machines, and we will buy our own.</p> <p>CHA Response: Currently we are exploring why the vending machine money is considered federal money. If it is federal money, we have to follow certain rules. Once we get final word from HUD and our auditor it is not federal funds, we absolutely agree. CHA will set a follow-up meeting with the senior building presidents.</p>
11	<p>Irene Harris</p> <p>Comment: I want to speak about the lack of balance and lack of opportunities that are set with the general contractor pool. It is unsettling that this program does not coincide with the mission, values, and best practices of the CHA.</p> <ol style="list-style-type: none"> 1. Who specifically is responsible for issuing out assignments for each tier? 2. What factors are involved in making the determination for who is precisely gets what assignment? 3. How are the task orders being tracked? It appears to be an imaginary spreadsheet. Vendors have assignments on the spreadsheet however they are not actively working. For example, I was given an assignment March 8, 2024, but was not provided with the joint scoop until two months later. <p>There are certain ethnic groups that are not identified as specialty general contractors that are in constant rotation. Many need their current contact amended while many others have not yet had one task order and it is approaching a year since contracts were executed.</p> <p>For the remaining vendors who do not have insurance or licensing issues, will assignments only be issued a week or two prior to every single board meeting? There needs to be transparency by unbiased staff members that are in direct control of the general contracting pool as opposed to promoting them. How does this program benefit resident own businesses? Who is keeping track of this?</p> <p>CHA Response: Thank you for your comment. All work performed on behalf of the CHA requires insurance and licensing. The Building Operations Department follows the rotational methodology that was included in the RFP and each vendor’s contract. As the capital project’s scope and budget is identified, it is assigned to the next applicable vendor in each tier by a team of CHA staff members who are responsible for assignment and reporting; it is not one staff member’s responsibility.</p>



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12	<p>Willy Sanchez</p> <p>Written Comment: <i>Treatment of the residents by property staff, the lack of computers for residents, wi-fi service, and the lack of an exercise room. The rooms that were designated for exercise rooms are being used as storage. An exercise room is desperately needed in Las Americas since there are not any activities for residents in this building. These concerns were brought to staff attention, and nothing was done."</i></p> <p>CHA Response: We understand that staff spoke with you about your concerns. Maintenance has started working on the room that is designated as an exercise area. The room should be finished by the end of August 2024, due to the number of repairs, materials, and renovations needed.</p>
13	<p>Gloria Stevens</p> <p>Comment: I want to speak about fallen gutters and stove replacement. I informed management about a month ago.</p> <p>CHA Response: Thank you for your comment. Ms. Stevens, the gutters have been repaired and you received a new stove at the end of May.</p>
14	<p>Otis Tomas</p> <p>Comment: I am having a problem with Lathrop homes management and proof of a lawsuit. I want to talk about how I am being targeted, I want other residents to hear me speak about the same issues they go through. Talking to Related will only make it worst because CHA REFUSE TO SEE MY PROOF, AND I DONT TRUST ANY CHA WORKER NOT SUPPORTING THE PROOF AND HELP ME GET A LAWYER. I want to speak to all board members and people watching.</p> <p>CHA Response: Thank you for your comment. The property management team and CHA staff will continue to work with you Mr. Tomas on any issues that may arise.</p>
15	<p>Ray Thomas</p> <p>Comment: I would like information regarding World Class General Contractor getting work and just how the payment arrangement works.</p> <p>CHA Response: Thank you for your comment. The Development team will be looking for fire protection work in the coming months, and we will issue a request for services. Your company, World Class Fire has a GC division, was assigned a laundry room refresh project at Wentworth Gardens. Fire system work is a specialty service, and there are no current projects that the Property Asset Management team can offer.</p>