

**Board of Commissioners - September 19, 2023
Public Comment Session**

Comment #	Individual/ Organization	Comment	Written Comment CHA Response
1	Otis Thomas	<p>I want to apologize to Crystal Palmer, I've given you a hard time for the past three years.</p> <p>I've been living at CHA since 1993. I've seen a lot of changes. I was always told that the devil is a man with a mission. True evil is when ppl get together to tell lies and then those lies become the truth. I've seen that with this mayor, with black people. We have to stop believing the lies from leaders in Chicago. We can't continue to allow politicians to lie to us.</p> <p>In 2016 -17 Lathrop residents were promised by Related and CHA we would have chance to move to the new northside Lathrop, which never happened. CHA didn't tell us that Related made a mistake and, now Lathrop southside old buildings are being rehabbed and the 2017 Lathrop original residents went through red tape. Related blamed CHA for not helping 2017 Lathrop residents get paper work completed, BUT Related knew about the paper work and didn't reach out to the 2017 Lathrop residents or allow the 2017 residents to sign paper work to move to the southside or reach out to CHA like Related reached out to market rate people wanting a unit.</p> <p>CHA residents not able to save money on heat and ac by cutting the power to one AC heat device in one room.</p> <p>Notice of Termination</p>	<p>Thank you for your comment. Lathrop residents with a right to return were offered units at Lathrop 1A and 1B. There are seven families with a right to return who have selected Lathrop who have not moved in. They may not choose to move back.</p> <p>CHA is working with Related Midwest to change the current heating system operation and its subsequent impact on residents. Updates on this change are expected to be released by the end of 2023.</p> <p>We understand your comment about termination and this matter was resolved with property management.</p>

**Board of Commissioners - September 19, 2023
Public Comment Session**

Comment #	Individual/ Organization	Comment	Written Comment CHA Response
2	Melvin Bailey	<p>I haven't heard back from staff regarding my numerous emails from Aug 25, except from Anne McKensie yesterday, because she knew I would be in attendance today... very disrespectful. When you talk about projects in the community, there are no black people working on those projects, that's not good. I partnered with the City of Chicago to build market rate and affordable housing in the 24th & 28th Ward; I hired a young man from the community.</p> <p>Mayor Johnson let go of Maurice Cox and Commissioner Nevaro because they were a detriment to our community. I just tell the truth, but what about the kids who are crying out for opportunities? I'm meeting with Congressmen Danny Davis, who asked what is CHA doing? I said nothing; Congressmen Mike Quigley and Jonathan Jackson are meeting at my development tomorrow too, and they called and said we need to talk.</p> <p>We are building affordable housing right next to CHA land and we would like the opportunity to discuss with CHA how we could partner along with the City of Chicago's affordable housing program.</p>	<p>Thank you for your comment. CHA seeks a diverse workforce and a diverse group of contractors for all work at CHA sites. CHA has been in communication with you several times, including a visit to 2341 W. Adams in December 2021, another in August this year, and shared a personal invitation to a WORC event in March as well as numerous telephone conversations regarding ways to do business with CHA and how to compete for contracting opportunities.</p>
3	Jennie Newsome	<p>When will the contractors be held accountable for shodding work. I was so ashamed how CHA was presented on the social app across the USA.</p> <p>Also, when will residents be held accountable by PMs and write them up for bad behavior?</p> <p>Residents being threatened with eviction.</p>	<p>Thank you for your comment. Contractors' work performed under the Pre-Qualified Pool and Building Operations purview is continually monitored, inspected, and documented regularly. All work must be completed per the program material list (MRO) or construction drawings and specifications. All work not meeting these standards is not accepted and must be redone at the contractor's own expense.</p> <p>Residents are held accountable for incurred violations with the opportunity to cure them when appropriate. However, the aforementioned is confidential information, and these details are not shared with other residents.</p> <p>The portfolio manager addressed your additional comments before the Board meeting.</p>

**Board of Commissioners - September 19, 2023
Public Comment Session**

Comment #	Individual/ Organization	Comment	Written Comment CHA Response
4	Tamiko Holt	<p>Thank you to Sheila Johnson and Leonard Langston. They do their job and respond, and respond quickly with results. Instead of letting emails sit like I haven't said anything. This holds true for this Board as well, they don't respond. Like those 19 units on Western that you are about to give away to Bidit for rehabilitation. I appraised those units in 2018 when they were first up for sale, I sent an email about that, no response. You clap and praise and party, but you discriminate against some of us when it comes to business. I sent an email to Tracey Scott, and I have receipts for everything. I'm called a trouble-maker because CHA is borderline criminals. I wouldn't be a trouble-maker if CHA did right. CHA does a bait and switch, and Pope School is one example. I never misrepresented anything. You write to HUD for one thing on property, and then you write HUD again and present something different.</p> <p>CHA should be under investigation. The main problem is executive staff, because CEOs and Board members are switched out.</p> <p>CHA's poor business practice</p>	<p>Thank you for your comment. Forward Communities will renovate the 19 units along Western Ave at Jackson Square for homeownership opportunities. Those units were always intended to be homeownership as part of the larger West End development plans. The recent Board action will allow CHA to complete that goal.</p>
5	Dallas Pickett	<p>I live at Judge Green Apt, and we have a consistent problem with the parking lot gate; I spoke to EJ today about this issue. I've lived in the building for 8 years, and the gate works for about 2 days. It gets fixed one day, then it's out again the next. The gate has been broken since June, and the excuse is that the contractor is on vacation.</p> <p>My second issue is that the front door is off the hinge and doesn't lock. In order for security to not constantly get up to let residents in, they leave the door open. Safety and security is an issue. The guard can be bumrushed, they aren't armed. Also, three/four catalytic converters have been stolen from the cars parked in the lot.</p>	<p>The gate was repaired on October 23, and the door repairs were completed on November 3.</p>

**Board of Commissioners - September 19, 2023
Public Comment Session**

Comment #	Individual/ Organization	Comment	Written Comment CHA Response
6	Brenda Perry	<p>Some how I'm not in the minutes. I come down here so that it's on the record. I want to see that clarification taken care of. CHA does not have proper oversight over management. There are some positive managers, but there are much more negative. I'm not going to have a manager talk to me any kind of way. Get on your people and tighten them up. Some residents have 6,7 write ups and they'll still living there, that's a problem. They are not contributing to positive attitude in the building. Make them do what they're suppose to do.</p> <p>I've been living here since 2009, and not one thing has been completely finished. I'm hoping to get one thing resolved in my building so that I can come back and say finally, something was completed.</p> <p>Management issues at Lincoln Perry Apartments</p>	<p>Thank you for your comments. Responses to your previous Board appearance are in May's response document. Property management has completed projects, such as restoring the ADA equipment in the restroom in the 3245 building. Management performs ongoing maintenance, such as stripping and waxing all the floors in both buildings. Management has also ordered new computer desks and chairs to ensure residents have the necessary amenities. We appreciate your comments and will continue working with property management to ensure they provide the best service to residents.</p>
7	Rosetta Randell	<p>Thank you CEO Scott and Mr. Garrett. Thank you for your visit, and as a result there have been some changes, but yet it should be more. My property manager (PM) is working against me. The PM has five residents that are her favorites, you can't show favoritism when you have an entire building. She lashes out at me in front of residents, and if I do the same, I get written up. I got attacked at our meeting Sep 8th, and this has been going on for years. I have a police report if anyone wants to see it.</p>	<p>Thank you for your comment. Management arranged a meeting with the accused resident involved in the assault. Management has taken appropriate measures to prevent the recurrence of such incidents and has securely stored the police report and the resident files.</p>
9	Aletha Anderson (Not a CHA resident or HCV participant)	<p>I wanted to raise concerns at Brinmare/Bradshore (sp). I received an eviction notice, and I have been trying to reach out to CHA for assistance and LAF. I've been trying to rectify this issue, conflicting court date. Nothing happens. I have been accused of having unauthorized occupants, property thief about a chair. I have tried everything to correct the situation.</p>	<p>Thank you for your comment. This is not a CHA building and CHA's ability to assist non-CHA residents is limited.</p>

**Board of Commissioners - September 19, 2023
Public Comment Session**

Comment #	Individual/ Organization	Comment	Written Comment CHA Response
10	Ernie Norman	<p>I'm a resident at Edith Spurlock. I want to address communication and transparency, specifically communication between residents and CHA middle and upper management. There are channels of communication available but not nearly enough, especially with a 2 min time limit every two months at the Board meetings. I would like to see monthly townhall meetings that are dedicated to resident issues, separate from Board meetings, maybe with less staff; more often less people. SHAC meetings and resident services meeting are not enough.</p> <p>One positive aspect is that I meet with knowledgeable staff after the Board meetings which is helpful.</p> <p>Over the last four years, regarding financial transparency as treasurer over the Edith Spurlock Resident Council, I need to understand the process and procedures for disbursing and accounting for PUY and vending and other funds. In order to do this, I need to be able to reach out to CHA staff that manage these funds. I've had some info from returning officers and CHA training sessions.</p>	<p>Thank you for your comment. Resident Services has followed up with you to provide the information below and connect you with the appropriate staff.</p> <p>CHA has a funding agreement with the Central Advisory Council (CAC). The funding agreement includes a budget line item for Per Unit Yearly (PUY) funds, which are allocated and distributed to individual Local Advisory Councils by the CAC. Questions related to the distribution of PUY funds should be directed to the CAC.</p> <p>The Resident Services Division manages CHA's Vending Services contract. Vending machines at CHA properties generate revenue, which Senior LAC Presidents can request to support senior building activities. Resident Services tracks the revenue balances for each CHA property where vending machines are located. Questions about accessing vending funds should be directed to the regional Senior Housing LAC Presidents and their Administrative Assistants.</p>
11	Ernie Norman (cont.)	<ol style="list-style-type: none"> 1. Infrastructure/Maintenance-Elevators Heating/ cooling doors Other. HVAC 2. Security 3. RAD Conversion Management- CHA decision processes - including residents. 4. Follow-up on prior projects. 5. Moving Issues 6. Meeting schedule/perm calendar: CAC/SHAC, LAC, Resident Councils, Building Meetings 7. Financial Transparency: PUY funds and procedures and fund balances, Vending machines funds & procedures, RSC/Catholic Charities, CAC budgets, other budget issues. 8. Tenant Participation: Board mtg frequency and time limits, selection of tenants, selection of mgmt 	<p>Work continues to rehabilitate the two buildings at Edith Spurlock Sampson substantially. That work includes a new HVAC system and significant structural and infrastructure work on the buildings.</p> <ol style="list-style-type: none"> 2. Security is a priority for CHA. This should be a regular discussion between residents and management at monthly meetings and if any concerns arise. Both buildings have 24-hour security. Security looked into the complaint regarding the security management of the lobby during construction. In response, the safety and security team conducted site visits and did not identify a problem. We have asked the property manager to be present during peak construction times to assist with site visibility. 3. The RAD conversion was completed in 2021, and work continues. If there are questions, they should be addressed with management. 4. Any concerns about prior work at the building should be addressed with property management

**Board of Commissioners - September 19, 2023
Public Comment Session**

Comment #	Individual/ Organization	Comment	Written Comment CHA Response
12	Ernie Norman (cont.)		<p>Thank you for your comments.</p> <p>Work continues to rehabilitate the two buildings at Edith Spurlock Sampson substantially. That work includes a new HVAC system and significant structural and infrastructure work on the buildings.</p> <p>Security is a priority for CHA. This should be a regular discussion between residents and management at monthly meetings and if any concerns arise. Both buildings have 24-hour security.</p> <p>Security looked into the complaint regarding the security management of the lobby during construction. In response, the safety and security team conducted site visits and did not identify a problem. We have asked the property manager to be present during peak construction times to assist with site visibility.</p> <p>The RAD conversion was completed in 2021, and work continues. If there are questions, they should be addressed with management.</p> <p>Any concerns about prior work at the building should be addressed with property management.</p> <p>Any concerns about prior work at the building should be addressed with property management. CHA portfolio manager has also followed up with you.</p> <p>A third-party vendor was hired to conduct the relocation of residents. As the renovation of the two buildings continues, residents are contacted for individual meetings with a moving consultant to discuss any moving issues and to schedule moves.</p> <p>There are monthly resident meetings at Edith Spurlock Sampson to discuss the ongoing construction, resident moves, and any management concerns.</p>