

**ACOP & Admin Plan
Public Comment Session**

<p>1</p>	<p>Earl Ruffin Jr [REDACTED]</p> <p>Comment: To whom it may concern, I wanted to comment on CHA's ability to cancel a contract with a landlord but refuses to assist the participant with relocating the participant to new housing. Due to CHA's inability to assist me with relocating, I was stuck with an \$11,000.00 rental bill. This bill includes past due rent that CHA should have covered and my portion as well. It took me 9 month to find decent housing however I received a final bill from Mac Properties for the \$11,000.00!!! I was floored, but I thought that an organization would help me, but I couldn't get any assistance.</p> <p>What am I supposed to do now? I am going to have serious problems due to the fact that now I have on my record for the 1st time owing \$11,000.00! It took CHA 4 Months to provide me with moving papers after they canceled the contract with Mac Properties in January due to lack of heating in the winter. Had CHA provided moving papers right after canceling the contract with Mac Properties in January, I would not have accumulated a bill of \$11,000.00. Now it will be difficult to obtain another apartment or any decent housing. Can you help me get out of this dilemma to clear my name?</p> <p>CHA Response: U.S. Department of Housing and Urban Development regulations stipulate that units on the Housing Choice Voucher program must meet minimum safety and quality standards to receive subsidy from CHA. CHA is currently developing a program that, once finalized, would provide moving cost assistance to Housing Choice Voucher participants who are required to move due to no fault of their own.</p>
<p>2</p>	<p>Patricia Pagan [REDACTED]</p> <p>Written Comment: My housing voucher with John Pennycluff [REDACTED] need too move it from my [REDACTED] I was put back on the waiting what my status spoke too [REDACTED] office manager .. I suffer from migraines my Dr gave them my health letter 3 years ago been waiting ...</p> <p>CHA Response: Thank you for your comment. CHA's Public Housing and Project Based Voucher waitlists are open for application anytime at applyonline.thecha.org. In addition, you can apply online for a new Reasonable Accommodation any time at reasonableaccommodation.thecha.org/Login.</p>
<p>3</p>	<p>LaSonya Taylor [REDACTED]</p> <p>Written Comment: I want to say thank you all for helping me have a home. I greatly appreciate you all for your help. Thank you</p> <p>CHA Response: You are welcome and thank you for your comment.</p>
<p>4</p>	<p>carla jackson [REDACTED]</p> <p>Comment:</p>

	<p>I want to talk to someone over Pangea Real Estate not the property manager not the zone leader but the supervisor over them because they keep harassing me. I 'm trying to find a 2-bedroom townhouse in a decent area and I need help.</p> <p>CHA Response: Thank you for your comment. If you would like to inquire about moving with your voucher, please contact our customer call center at 312-935-2600. Housing search resources can be found here: Find HCV Housing.</p>
5	<p>valarie williams [REDACTED]</p> <p>Comment:</p> <p>I wanted to say that it's impossible to move to these opportunity areas and this is impossible because we have to have a job that covers three times the rent even though we are on rental assistance through CHA. We have to have a credit score of 650 or better when most people are under 600 credit score and this is due to the lack of funds, money, the ability to work and some of us wasn't even taught how to conduct a positive credit score. Definitely not for our seniors and mothers and fathers in their forties and so that's something our youth is learning now after the pandemic because they want to change everything to digital not because to help black people foreigners or whatever. My apartment building I stay in now charges me \$1,800 plus and utility charge for \$75 plus rental insurance. The rent is increasing to \$2,155. not that I have a horrible issue with this. The issue is everything going up and up for people that is already receiving assistance makes no sense.</p> <p>I tried to receive utility assistance but since I already tried to receive it in my lights, there was no way to receive it with the water, gas, sewage and whatever else is added in their utility bill. It should be a legal to even do that to people that's using assistance. My building's hallway stay filthy they never clean the carpets in the stairwells. They pissed smoke, weed and drink and do whatever they want to do from the children to the adults. No one does nothing but they keep going up on our rent. These units are small. The downtown areas are no longer opportunity areas due to all the parties everyday, dispensaries everywhere and liquor stores everywhere. There's no opportunity anymore. The immigrants came in. They didn't have to have a ID or background check they received all this funding from Illinois and I know this because I worked in the field on the west side where they gave them clothes, stipends, stipends for each adult and their family food stipends and then they where they say they receive free food.</p> <p>Those immigrants then come downtown Chicago and everywhere else on the hundreds everywhere and beg for money and they receive more help than the people that naturally lived here. That is indigenous to the area they prostitute their women on Backpage and you guys know this because you can easily view it just like you shut it down when it was black and white girls on it. They have their kids out in the cold in the heat or whatever and now they have places to be but they use the children to ask for money. How is this okay? How are we looking at this every day and think this is okay? They took over the basketball court on 18th Street near the police station. They're standing out on the streets getting drunk and high and their family standing out there asking for money. How does this make sense? Help isn't help. No more. I don't feel help. I don't think any of this makes sense. I can't even move into my next unit because I don't make three times the rent.</p> <p>CHA Response: Thank you for your comment.</p>
6	<p>lolita Brown [REDACTED]</p> <p>Written Comment:</p>

	<p>Hello how do I look for a house or condo etc....I would like to rent to own or just rent with my CHA voucher. I am in the CTO program already, but I don't know where to start looking? I have my moving papers already. Where do I start?</p> <p>CHA Response: Hi Ms. Brown, thank you for your interest in the CHA's Choose to Own Homeownership Program. Per our records, you are currently not a CTO participant. The first step is to attend an orientation session to learn about the program and see if you qualify. The sessions are conducted virtually and in-person.</p> <p>Please see the attached flyer/brochure for the CTO program. Here's the webpage link to register for orientation: https://www.thecha.org/residents/services/choose-to-own-homeownership-program.</p> <p>Ms. Brown was sent the CTO Eligibility Flyer and brochure.</p>
7	<p>Latoya Robinson [REDACTED]</p> <p>Written Comment: I will like to say our process of our move takes too long and it's making it hard for us to find a place within the time frame. I would also like to talk about how these landlords getting paid to rent to us but not keeping up with the building and it's nothing we can do about it. I also will like to address why when the kids get a certain age, they still are required to share the same room and they are of different sex and older in age. I would like to know when we get a job because the prices in Chicago is too high we are still getting charge a high rent amount like we don't have to take care of our kids and it's hard to make ends meet and about time our move process is up you have to pay rent for both places and I don't think that's fair as well.</p> <p>CHA Response: Regulations pertaining to housing quality standards, family unit size, and payment standards are established in the U.S. Code of Federal Regulations found here: CFR - Title 24. CHA is always looking to improve our procedures to speed up the leasing process. Further, links to housing search resources can be found here: Find HCV Housing.</p>
8	<p>Marisol Morales [REDACTED]</p> <p>Comment: I like all ideas that help both tenants and landlords, but I have to add why does it take so long to port out or in, into another area in Chicago IL.? If it's not out of Chicago. I understand it's a lot of people but it's honestly a long wait. With short time to move. Thank you</p> <p>CHA Response: Thank you for your feedback. We are continually working on improving our processes to facilitate timely service delivery to our participants.</p>

<p>9</p>	<p>Narvella Kennedy [REDACTED]</p> <p>Comment: Include a ban on burning cannabis incense. Article XII Pet and Assistance Animal Policy - PPM'S should be fined if not enforcing pet policies - Residents should be fined for violating pet policies</p> <p>CHA Response: Thank you for your comment.</p>
<p>10</p>	<p>williemcdonald [REDACTED]</p> <p>Written Comment: Why is it necessary for the inspectors to look at your Gas Range and look in your Refrigerator something that's pretty personal and subject you to feel that you do not care about your own furniture?</p> <p>Why are you guys still inspecting apartments that tenant have live in 10 to 14 years? I believe that if we were not taking good care of our rental property our landlord would asked us to move and if we were having trouble with our Landlord we would ask for permission to look for a better rental property.</p> <p>I would like to own my own house so I would not have to leave my place until I die. I started too late to do this on my own but I still want to be able to live in my own place. I believe if you offer rent-to-own places would be a whole opportunity for peoples like me.</p> <p>CHA Response: As part of ensuring our residents are residing in safe and decent housing, we must ensure that the refrigerator and range are working properly and do not pose a safety risk. Regulations pertaining to housing quality standards and inspections are established in the U.S. Code of Federal Regulations and can be found here: CFR - Title 24.</p>
<p>11</p>	<p>Bonnie Gibson [REDACTED]</p> <p>Written Comment: It appears that ComEd electric utility is having some technical issues when applying my LIHEAP PIPP benefit payment of about \$15.00 that is now considered past due. I was informed via phone by ComEd today, that it may take up to two (2) billing cycles for this to resolve this matter and that ComEd is will not be pursuing collections or reporting to credit bureau. Contrary, CEDA handles the LIHEAP PIPP program informed me not to recertify until CEDA Case Manager contacts me to do so, since now I am in the timeframe to recertify.</p> <p>CHA Response: This comment was forwarded to hcvinquiry (6.14.24) along with attachments.</p>
<p>12</p>	<p>Linda C Short [REDACTED]</p> <p>Comment: Here are some of the safety list of recommendations that seriously needs to be recognized within/outside the building aa follows:</p>

1. Many of Chicago apartment complexes has recognized that people love and need their pets and most of us love pets as well; but do other tenants have to suffer the smell and bacteria of sickness this may cause to other tenants? When our pet lovers do not pick-up behind their pets in the grass and on the sidewalk inside the gates of the property? This is unsafe for all the tenants

A. This has become a problem in many building and the landlords only send a notice out to all the tenants; when all they care is about the rent. This is a health and seriously issue and needs to be addressed to when and where if pet-feces is left on the sidewalk or grass inside the gate of said property, client are to take pictures of such waste that's in the grass or sidewalk and report to landlord, Alderman, and then CHA; if same problem progress. Pet Feces causes sickness in children and adults.

2. Neighbors blasting their music all day into the night in their apartments or on their porch or patio is disturbing other people's peace; even on a holiday, some kind stipulations should be in place within the lease of signing.

3. Many buildings have cameras and the tenants should be able to see the cameras footage-coverage-if the tenants apartment has been broken in with a lawyer's letter.

4. And is it anything that "We as a whole" can do about other strangers who do not pick-up behind their pets on our blocks?

A. Should we call our Alderman, Precinct Captain, Governor because this is turning to a seriously problem that goes against our health. We can't walk in the grass to get in our cars now. We have to walk where there is a cement walkway now for people who have transportation. This is really a(n) epidemic of bad habits of people that walk in other people's block and let their petwaste on our block and then don't clean up behind their pet, Shame!

5. Asking that-every tenant be given a flyer about Domestic Violence hotline number at the signing of the lease and explaining the seriousness of the offense and calling for help which will save a life(s)

6. There's a seriously problem of mold within the walls that landlords have not fix in bathrooms, kitchens and bedroom walls and closets. The tenants and CHA needs to pay more attention before moving in. Maybe CHA can give tenants a flyer about mold which will educate people what to look for because this is a health issue as well.

7. When a CHA client finds a(n) apartment to CHA can give clients a list of everything to check within the unit.

A. Use your phone charger to check all electrical outlets.

B. Check all windows for wear/tear or if air is coming in especially in the winter

C. Check all around the door's weather stripping and the windows again has been a #1 problem before signing anything.

D. Remind our tenants to ask many questions about the apartment

E. Check all light fixtures and windows in raising or opening them up to make sure they are in workable condition

F. Make sure that the Central air and furnace is working; or if the tenants has to supply the window air-conditioning should work before signing. Because most of us as clients be so excited and we forget everything.

G. Check refrigerator temperature/oven, kiten cabinets are workable.

	<p>H. Please check all faucets of running water/toilets I. S.O.S-Please CHA; tenants should be warn to buy or boil their water because our water is jacked-up, Real-Talk, and our water is a health issue as well.</p> <p>CHA Response: As part of the HCV program, all participants are given information pertaining to protections provided under the Violence Against Women Act (VAWA). Dog excrement issues can be reported to the City of Chicago by calling 3-1-1 or completing this form: 311 - Nuisance Animals. CHA conducts inspections prior to HCV participants moving into a unit to ensure that the unit meets housing quality standards established by the U.S. Department of Housing and Urban Development. For more information, see: CFR - Title 24.</p>
13	<p>Nu to [REDACTED] Written Comment: I am a disabled citizen living at Daniel Hudson Burnham, 1930 W Loyola, [REDACTED], and I want to comment that I’m very dissatisfied with the services of the building I currently live in. Since July 31, 2018, the CHA has a non-smoking policy in the building, but residents ignore it and even open the window to smoke in the corridor on the third floor every night. My neighbor moved into unit [REDACTED] who has been living for two years and insists on smoking indoors, his second-hand smoke spreads into my unit, and it’s affecting my health. Another problem that the residents in [REDACTED], they open the windows in the laundry room and some residents always open the windows. Additionally, the resident in [REDACTED] will start six washing machines without putting clothes in the machine, and this causes the machine to be out of order all of the time. [REDACTED], told me that I didn’t have a right to interfere with floors. Also, she moved my garden plot. She’s disrespectful and discriminates against me. I have complained numerous times and the problems still exit. CHA Response: Thank you for your comment. CHA has reached out to the property manager in an attempt to gain clarity regarding these issues.</p>
14	<p>Demetrice Tyler [REDACTED] Written Comment: The buildings need 24-hour elevator person on call for emergencies. CHA Response: Thank you for your comment.</p>
15	<p>MacKenzie Speer [REDACTED] Comment: Chicago Lawyers’ Committee for Civil Rights submits the following comment to the Chicago Housing Authority (CHA) on its continued failure to bring its the FY2025 Housing Choice Voucher Administrative Plan (“Admin Plan”), the FY2025 Admissions and Continued Occupancy Policy (“ACOP”), and the FY2025 Residential Lease Agreement (“Lease”)1 (collectively referred to as “Plans”) into compliance with federal, state, and local protections for people with arrest and conviction histories. In response to past annual comment periods, we, along with partner organizations, have submitted detailed summaries of the relevant laws relating to adverse housing actions based on arrest and conviction records and highlighted CHA’s ongoing noncompliance with these laws. Last year, our comment reviewed CHA’s obligations under the Fair Housing Act,2 the Department of Housing and Urban Development’s relevant guidance on arrest and conviction record use, the Illinois Public Housing Access Bill, 3 and Cook County’s Just Housing Amendment.4 It highlighted where CHA’s Plans continue to violate these legal protections, including CHA’s continued consideration of arrest records in housing decisions, reliance on blanket bans in admissions decisions for certain conviction types, and failure to implement the Public Housing Access Bill’s 180-day lookback period and independent review process.</p>

In its finalized Fiscal Year 2024 Plans, CHA failed to make any changes to address these violations. In its proposed Fiscal Year 2025 Plans, CHA has addressed just one; at least in some instances, CHA will update its lookback period from 3 years to 180 days, as required by the Public Housing Access Bill. CHA's other, ongoing violations remain unresolved in the Plans. For example, CHA included no indication that it has or will implement the independent review process, which the Public Housing Access Bill also mandates for all Illinois public housing authorities.

Accordingly, we resubmit and incorporate our 2023 comments here. We emphasize that, to fully comply with the Public Housing Access Bill, Just Housing Amendment, Illinois Human Rights Act arrest record protection,⁵ and the Fair Housing Act more generally, CHA must:

1. Fully implement the individualized assessment process by removing blanket bans on certain convictions beyond the two statutorily required by federal law;
2. Stop considering arrest records in housing decisions; and
3. Implement the independent review process as required by the Public Housing Access Bill.

Again, as we have commented in the past, these Plans offer a critical opportunity for CHA to evaluate and update its compliance with federal, state, and local protections for people with criminal-legal involvement. The continued violations, and internally inconsistent and contradictory language throughout CHA's Plans, demonstrate a need for further review and revision. CHA should not only comply with these protections but take steps to adopt more just and equitable policies that open up affordable housing for people with criminal-legal system involvement and affirmatively further fair housing.

CHA Response:

Thank you for your comment. CHA is implementing the requirements of the State Public Housing Access law while remaining in compliance with overlapping federal, county, and local regulations. Following the approval of the Cook County Just Housing Amendment, arrest records are excluded from consideration for all CHA waitlist applicants and residents.

16 Francine Washington

Oral Comment: In the ACOP and the Administrative Plan you said one look-back on criminal convictions within 180 days prior to. What's within those 180 days? Cannot say prior to. Somehow creates -- say, to like six, seven, eight, nine, ten, twenty years.

JE: Six months. Any conviction greater than six months would not be considered except for the lifetime bans that are required by federal law. within the six-month time frame, we also follow the Just Housing Ordinance of Cook County, which requires that -- that extra review of anyone with a criminal conviction within that six-month look-back period. But beyond six months it would only be the lifetime bans, which are arson, sex offender, or child molestation.

FW: I have a criminal case against me. I look forward to 180 days or six months; I might not come to court for another eight months.

JE: That is correct. Yeah. This is per the state law, this requires the CHA to only look back for criminal convictions 180 days. This is -- for state law instead of three years. That is how that works at CHA. Have a lot of cases pending. A lot of cases CHA is pending now by six months. And it's going to be some problems.

SF: Just want to clarify two things. What Josh said, that applies to the Admin Plan as well. But we are talking about convictions, not arrests. So, this will be convictions will only be considered on 180 days look-back period.

FW: This is -- how it's going to work. Also you said the 200 -- being that you're -- you give a rent increase for six months, 120 days. That's impossible. If I live -- I live at 120 days, I can tell for six months in advance that I will get increased 'til six months. Simple fact, when I do recertification, three or four months out, I can check my recertification package. You can't stop

	<p>me turning back every year on an annual basis, every six months, you're giving recertification package. Not fair.</p> <p>JE: The ACOP is not changing anything with respect to residency on an annual or biannual or triennial schedule. We have not completed -- we are not confirming exactly how this will work procedurally. Whether or not -- where that notice period will be given. But we will be -- this is a new policy that is required per the city ordinance that if you have been a resident for a longer period, you would be given this minimum notice before your rent increases.</p> <p>This is something the CHA's reviewing and leadership is reviewing as far as how exactly we'll implement this. Whether it be more notice on the upfront, upfront before recert, or back end after your recertification, the new rent increase would go into effect. At the back end, or some other solution. But so procedurally that -- that's still to be determined exactly how this will be implemented. But from a policy standpoint this would be the policy of the CHA, that we follow the city ordinance if you've been a resident for longer, we give you more notice before your rent -- before your rent can increase.</p> <p>FW: Four months I have to recertify?</p> <p>JE: you would need to receive four months of notice before your rent could be increased. So if it's determined that your -- your rent will increase due to your income, or due to your recertification, your new rent increase would not be in effect until at least four months.</p> <p>Now, whether or not that's built in at the front end at the time you submitted your documents for the reexam, or back end after the exam is completed, or some mix of that, just as long as you have 120 days' notice that, okay, your property manager's confirmed, due to your income, now your rent will be going from X amount, increasing to this new amount. You have to receive -- you have been a resident for at least three years, you need to receive at least 120 days' notice for that. And so again, procedurally we have not ironed out exactly how this will be implemented and what -- and what degree -- when you are given notice of your reexam, does that constitute notice that your rent could increase upon the reviewing -- reviewing the income documents.</p> <p>FW: I always been told for reexamination it would be given 90 days in advance. They give us a month and a half to get all the necessary documents. Now, this three month, why I get a month and a half, the third month -- I say I recert every March. I do the -- on November I get back March, talking about rent increase. 97 -- rent, my -- going to be another six months for my rent not to increase?</p> <p>JE: Potentially there could be a delay before your rent increase would go into effect. After your reexam. If that's how we procedurally implement this on the back end. Your reexam would be in March. If your rent is going to increase, and you haven't been given 120 days' notice yet, your rent increase would go into effect late. But that -- I'm not -- I'm not stating that that's how we will be implementing it.</p> <p>FW: I'm going to go by exactly where you read. Up to -- recert annually, that means every six months you give me something. You can't do it every six months. Have not been nine months yet. Half a year.</p> <p>JE: We are re not like a typical private landlord. There's always unique things to the way we implement these policies. At this point I can't say exactly how it will be implemented, but it is something we do have to include in the ACOP.</p>
17	<p>Sandra Brown</p> <p>Oral Comment: In conjunction with the comment, will my comments and concerns be addressed regarding the changes that are being made. Are we just commenting on the changes? Have you all already implemented the changes? Or will we have a chance to be considered in regards to the changes that are being made.</p>

JE: No changes have been made. This is a public comment period for the ACOP and Administrative Plan. So, nothing is approved at this point. These are all proposed changes that are open for public comment during this public comment period with the two hearings. The formal review of the changes will occur at the Board of Commissioners meeting in July. Regarding your questions, yes. That is the purpose of this meeting is to get comments from the public. Comments, suggestions. And we will formally respond to all the comments we receive tonight and online and in email to the CHA. That is the purpose of the public comment period, is to get your comments and get your feedback.

SB: Regarding the changes, you have addition of life-threatening deficiencies, items and changes to inspections. You did -- you put exhaust inhalation system and restricted air flow. However, there is nowhere on there about mold. And if you have been around CHA for a while, like I have, you've experienced mold in so many different facets that it should be considered in there. But I do know that should be somewhere considered when it comes to reasonable determinations and life-threatening deficiencies, because mold is considered to be a silent killer. And you do have any underlying breathing problems or anything else that may be rising up in your body, it continuously breathing in mold like I am, then you know, you could possibly be sicker than you would --you should be or what you are.

SF: Thank you. So just want to clarify. Mold is considered a fail item in our current inspections and will not be changed going forward. As far as it being a life-threatening change, life-threatening fail item, we will take that into consideration.

SB: Regarding the Fair Housing notice, about the convictions. The Illinois Housing Authority Act. These things you said are being put into the ACOP. So right now, currently, as you all have some CHA housing building, they have the question on the application about criminal convictions regarding the amount of time that it has been in the past. And it is being held against you in some instances.

I went to get application for Lake Park Crescent. And there was -- that question about criminal convictions in addition to credit check. And I was told by the manager at the time that if either of those items are found, then I might not even apply. I haven't even put in my application to apply because I have a conviction from 1993. And no other convictions and/or residency.

JE: I can state for the record that that's incorrect. We will follow up with the property manager at that location. Or the Cook County -- for the Cook County law, property management and landlords cannot inquire about, consider, ask questions about anyone's criminal background during the prequalification, outreach, you know, process at all.

SB: It is on the application.

JE: That's problem too. We will address -- yes. That should not be on the application. Unfortunately, I'm guessing they're using an old form of our application. We updated all of our forms a couple years ago in compliance with Cook County's law to take out any questions about criminal background, questions at all. And the property managers have received training accordingly about this. We will follow up -- we will follow up with property manager -- well, the property managers in general, in particular this property, to not use any old forms, any versions of any old versions of CHA forms that ask about criminal background screening. And they should not be stating anything like you mention about don't bother applying if you have criminal background. Because that is completely against the Cook County law.

And the credit check. What is the significance of the credit check? In conjunction with the probation. Those were the two things that were mentioned.

JE: Credit checks are a separate item from criminal. Most -- generally with public housing most of our CHA properties do not run a credit check. I am not certain about Lake Park Crescent. But if they do, it is -- it is our policy we can run a credit check. The ACOP does allow credit checks to be run. It kind of varies property by property.

	<p>For the credit screening, CHA does not conduct credit screening for our public housing properties. There are some mixed-income properties that do run credit checks, but generally for public housing we do not run credit background -- credit background; it is only criminal background. And that is only after you completed all the other prequalification screening for everything else. Income, eligibility, age eligibility, work requirement.</p> <p>Every other part of our screening needs to occur first before the criminal background screening. And per the Cook County law, and now with the state law as well, any criminal conviction greater than -- currently it's three years. Currently three years. (With this new state law, it's six-month look-back period. Except for those lifetime bans. So, any conviction older than that cannot be considered at all.</p> <p>Solonge Robinson: Hi, everyone. Good evening. My name is Solonge Robinson; I'm part of the mixed-income team. And my colleague handles Lake Park Crescent, which I believe is the question -- the property the question was in was on the table. We'll be able to get a more formal response to your question by the end of this week.</p>
<p>18</p>	<p>Octavia Mitchell</p> <p>Oral Comment: I cannot get any answers on the phone, so I'm coming to this meeting. And my question is, I would like to know the time frame on the people that are already sitting on the CHA wait list. People have been on the wait list for ten years or more. How can they move forward from this waiting list? I'm working with community to try to prevent homelessness, but all I'm doing is constantly going to the CHA portal. Nobody is moving forward from the portal. Nobody is being pulled from the database.</p> <p>2. I see stuff being built. How do I get the newsletter so I can direct our citizens in our community to where to apply for affordable housing? I know there is a lot of mixed income.</p> <p>3. My third question is how is HUD monitoring the funds given to private properties? I am seeing -- I'm seeing 18 to 20-year-olds being housed there (Oakwood Shores) when the waiting list is saying 20-year waiting list. So how you only 20, you just -- two years ago was able to apply? How you only 20 and you have apartment at Oakwood Shores?</p> <p>CHA Response: I can say thank you for your comments. I can't speak to HUD funding, as far as where funding goes. This is only in respect to ACOP and Admin Plan changes. So thank you for your comments. We will respond to all the comments and questions that are being recorded tonight, but I can't answer your question -- I can answer your questions about the wait list in general. Where the applicant should go for wait times is apply online at theCHA.org. The website shows a list of all of our properties.</p>
<p>19</p>	<p>Julia Mitchell</p> <p>Oral Comment: I know you said the time frame is changing to -- for the rent increase. The time frame is going to change to...120 days? What is it currently for us to receive the rent increase notice?</p> <p>JE: So currently after reexamination, recertification, a rent increase would go into effect on the first of the month following your reexamination. Minimum 30 days following your reexamination. Let's say your examination was in mid-February, the first of the month more than 30 days later would be April 1st, for example. So that's just the standard minimum notice. So that would still be the case for the people who lived in CHA less than six months, will be given 30 days' notice. It's the residents who would -- in their unit more than six months, which is basically every resident who's been a resident for a year -- six months to three years will receive 60 days' notice, and residents who have been with CHA, occupied the unit for more than three years, will receive 120 days, four months' notice. Exactly how that will be implemented is to be determined.</p>

	<p>JM: does CHA have a current ordinance on when the air – when the air and the heat is supposed to come on? Especially the air. Because I thought after we had some tragedy with some seniors last year, I thought the ordinance was changed to June 1st or when the temperature raised to 80 degrees.</p> <p>JE: We'll confirm with the City [about the] ordinance. We just want to be sure exactly what the answer is. So we'll take your information an reply on public comment.</p> <p>JM: Okay. It got pretty warm in my building today, and they still stuck to that June 1st. I do not want to be called out, but I just wanted to ask.</p> <p>JE: Okay. We'll research that and respond back to that question.</p> <p>Lastly, my cousin and I requested a copy of the ACOP at CHA headquarters, 60 East Van Buren – we could not receive an ACOP from CHA headquarters. I wanted it be public record that CHA assumes that everybody is computer literate and that everybody has a computer. Some of us are not. And some of us do not have a computer. Some of us still use paper, and some of us still require paper. I'm in requirement of that I can't go to CHA corporate headquarters to get. Being told by the young lady who sat here and told Shandra, my cousin she didn't even know what an ACOP was. At 60 East Van Buren I asked for a grievance form. She came and brought me two pieces of paper and said, write it. When I go to CHA, because I can't get things from my management, I can't get anybody on the phone, there must be a place for residents. As it stands right now, CHA is quick to take stuff, but when it comes to getting some assistance, when it comes to giving, when it comes to answering questions or getting a response, that is hard to come by. If I come in CHA and I say I need a copy of ACOP, I do not expect anybody to tell me go online and register for this and pull this up and pull this up. Who says I am computer literate? Who said I have a computer?</p> <p>CHA Response: Thank you for your comment</p>
20	<p>Tajuana Davis</p> <p>Oral Comment: I've been a CHA resident for more than 20 years. I am staying down in the Woodlawn area. I have been in my apartment about 19 years now. The apartment is flooding. It's been flooding for five years. When I go down to talk to my property management, they want to send me, like, out of state. They want to send me to either -- Altgeld Gardens or Cabrini Green, that is way out of my district; because they tell me they don't have anything. And like the young lady was saying earlier about Oakwood Shores, I did actually come from down there when it was the project buildings, and they tore them down. And they built the Oakwood Shores. They sent me an application there, and they didn't accept me. Because my job varies; it is seasonal. So in the summertime I'm laid off, but I go back like in the winter. And at that time, I guess I did not have income enough for them. They denied my application, Oakwood Shores. And like she said, where is the funding going?</p> <p>JE: Okay. We will follow up on your request. You submitted a transfer? we will look into your transfer request, and we will follow up with you on a --and you said it's a -- it was the reasonable accommodation transfer, or --</p> <p>TD: Because my unit is leaking and -the sockets and the TV is not coming on.</p> <p>JE: So – it is more of a unit condition situation. Not a reasonable accommodation, but like unit issues and stuff. We have your information, and we will get back to you.</p>
21	<p>Delores Fitzpatrick</p> <p>Oral Comment: Is this something new that's happening with all the buildings that are now being built, no insulation in the buildings? I live in Oakwood Shores, and there is no insulation. I have had three floods, pipes bust. When you open the wall, I looked at the pipes that was in the walls. They were these little copper pipes that run through that. Every other year I'm floating. And it is usually in the wintertime. Because no matter what, you keep turning up the thermostat; but when you not at home, and it get cold out there -- they usually happen in</p>

	<p>January or February. So far, I only had two floods. I have been getting hit from the roofs. Because one time the people who are managing the building -- not CHA -they left the top off, and everybody in that six unit got flooded. And so we didn't want -- the residents, they flooded. I just want to know is it reasonable or is this something that's already there? No insulation.</p> <p>JE: I cannot speak to the -- to the construction standards. of the buildings. But we of course thank you for your comment. And we will discuss this -- we will take your feedback. We have a development team, we have people who look into these things, who look at how buildings are designed, and if there are any outstanding issues with your unit or your building or were there any outstanding issues we'll follow up with your property manager.</p> <p>DF: Ask about sewage too. Because that come in my house every year.</p> <p>JE: This is a situation we will follow up with your property manager right away. This is something we will take back tomorrow, get in touch with the property manager and the -- call your manager to make sure that you're -- you can be transferred. This sounds like a situation that would require maybe transfer to another unit if it's unsafe.</p> <p>DF: Like that young lady said, if you need a transfer, they got units, you know -- of course going away to Cabrini Green or going way out of your community, you know.</p> <p>JE: We will follow up with you on if it comes to a transfer -- I can't speak right now to where the units are available at any</p>
22	<p>Mary Parker</p> <p>Oral Comment: Mary Parker from Lake Park -- I cannot even think of the name of the building I live in. But anyway, I just been here coming up on a year. And I missed out on when does the rent -- I mean, how long you there before you have to do recertification? Is it a year, or two years?</p> <p>CHA Response: JE: per our policy, it varies by property. So you would be either on an annual recertification or a biannual certification, most likely. We have some properties, mostly senior properties, around a triennial recertification. So that would be a question actually -- best for your property manager as far as when you are due for your next reexam.</p> <p>MP: [REDACTED] is where I live.</p> <p>JE: That is a senior property. You ay be on a triannual certification, every three years. You should reach out to your property manager and ask when you would be due for your next recertification.</p> <p>MP: I'm coming up on a year this month. And I was just wondering about the windows. You know, I talked to people that has been there seven, eight, nine years that have been wanting screens that they're missing at their apartment and stuff. And I -- you know, I got on top of when I first moved in there. And if they been there seven years and still no screens, I don't have a chance of getting one in my bedroom. And they said they got the screens. I asked the manager, and she say I don't know -- I guess there's so many senior buildings that need the screens, that they might get around to us at some point.</p> <p>JE: That is something we will follow up, again, with the portfolio management internally, and see if that's -- that is our staff portfolio management, as well as the property manager for [REDACTED]. There may be four quarters in place. I would also, you know, suggest you could contact your property manager as well. You can still put in a request. Put in a work order request for a screen as a resident. You definitely always have that right, and you certainly can ask for screens be installed in your windows. And we will follow up with the property management to make sure that they are keeping up with these work order requests to install screens or anything else. Anything else that's not working, to any extent, whatever it may be.</p> <p>MP: Is there a policy having more than one month's rent up? Always pay a little more than my rent. If my rent is 1200, I might pay 1250. Over time that is add up. My own thing, I do that in case anything happens, like I lose my job and whatever. I need to have a month up to that you already have the rent. I just found out that you cannot have more than 109 dollars up. No?</p>

JE: There's no policy against paying more than your balance, more than your balance.

MP: What she was saying about paying rent ahead of time, they told us at **[REDACTED]**, you cannot do that anymore. Like some people were paying too much rent in one month; and they told them that cannot be done anymore, they pay -- that's not going to continue. They cannot do a month in advance. You know, you might pay for June and July. And -- what we were told, they can't -- they can't do that anymore.

JE: We'll take that back. So thank you for that comment also. We will take that back and we'll -- this is something we will have to, you know, look into with our leadership team and with the property management, make sure there's nothing we're missing. But there is no policy in ACOP, nothing specifically saying, generally speaking, you can't pay extra, more than your balance. So that's something we'll follow up on.