



**Chicago Housing Authority
Board of Commissioners Public Session
May 17, 2022 – Virtual Board Meeting**

	Name	Question/Comment	Response
1	Tamiko Holt	As easily as you are extending loans, I am still trying to understand why our contracts for Section 3 companies, our business stopped. You are still not talking about extending the contracts due to COVID. We lost eight months. I hear nobody talking about that. I am not talking about the option, I am talking about the original contract. When will we talk about that? Some of us went out of business. And our ability to grow was taken from us.	Thank you for your comment. CHA did experience some technical issues initially when rolling out the new procedures and software, and provided communication and trainings during this transitional period. CHA continues to offer technical assistance and business development programs for Section 3 businesses and workers.
2	Carla Jackson	My concern is you have all these rules, and someone isn't muting, so I can hear all that is going on. You have rules for us. I called three times. You have to follow the rules too. Where is the money for the homeless. The money for the homeless, we are not getting. People give up because it is a long process trying to be placed when you're homeless. The homeless situation that the government gave money to, I don't see that happening. The people who are supposed to help people, they are not doing their job, where is the money?	We believe you are referring to the approximately 1,200 Emergency Housing Vouchers (EHVs) as part of the American Rescue Plan Act of 2021. Of those 1,200 EHVs, all have been assigned to eligible families, and approximately 700 EHVs have entered into leases. Please note that the Chicago Continuum of Care is responsible for referring people in homeless programs to these vouchers.
3	Laura Donaldson	I am a current resident of ABLA Brooks housing. As of March 31, 2021, there are over 25,000 people with disabilities on CHA waitlists, that's ridiculous, we are waiting for housing. I don't know about the plan for the Fire, but we're actively waiting. People have filled out forms for housing. It takes forever to get called back. You guys need to do better on finding ways to interview people for housing. You need to do better with you part, public housing is for the public. We need help, not a handout.	<p>Thank you for your comment. We fully agree that more resources are needed to address the need for affordable housing in Chicago</p> <p>For anyone in need of immediate shelter, please contact 311 in order to be connected to homeless services.</p> <p>CHA's public housing and project-based voucher waitlists are always open and have wait times that range from as little as six months, to as much as 25 years, depending on the specific development and unit size needed. The application process and wait times can be viewed online at: https://applyonline.thecha.org/</p>

4	Shanika Webb	<p>I am calling to address a complaint to CHA. I am disappointed with the service I have been provided and a failure to meet the lease agreement. The portico over the front entry has fallen and has not been replaced and a large tree has fallen in the yard without warning. If my kids were playing in the yard at the time the tree fell it could have been a serious issue. Also having persistent problems with black mold which has been ongoing for about a year. Because of this issue me and my children have been constantly sick and I have medical documentation of this. During the visit I indicated my son has been having breathing issues and during the visit it was determined that he has reactive airway disease so I pushed for an emergency transfer which has recently been denied by the management team. I am asking for CHA to assist me with an adequate resolution for me and my children to have a safe environment.</p>	<p>Thank you for sharing your concerns. It is our understanding that since making this comment you have transferred units for health and safety reasons. Staff recently reached out to you and we're glad to hear that you and your family are enjoying your new unit.</p>
5	Mary Baggett	<p>I am calling about the waitlist and people who have been pulled off and put back on. When someone is pulled they are supposed to be housed within 120 days. I don't understand why East Lake is allowing these people to wait out there entire 120 days and then put them back on the waitlist, and then pull them again and they have to wait out their 120 days again, who is in charge of the waitlist and why are these people being pulled off and put back on?</p> <p>And the other issue I have is all the other people you are moving from other areas into ABLA. You are moving people into ABLA for Victims Assistance, however they are bringing the people with them who they have issues with and are the reasons they got Victims Assistance in the first place.</p> <p>CHA also needs to come out and address this rat problem, it's hectic. Electrical boxes have big rat holes in them and someone needs to come out and fix up these holes.</p>	<p>Thank you for your comments. Waitlist names are valid for screening up for 120 days and there is no guarantee an applicant will be housed within this timeframe. Units are offered based on availability, and this process helps ensure that units do not stay vacant and occupant ready for any longer than needed. If an applicant is not housed within 120 days, they will be returned to the waitlist for future housing opportunities.</p> <p>So far in 2022 there have been no Victims Assistance Program (VAP) relocations to ABLA. When residents do seek VAP assistance they are linked with a service coordinator who assists residents in formulating a safety plan. Residents are also encouraged to utilize protective orders to avoid any future violence. After a move occurs the service coordinator maintains contact with the household for the purpose of additional assistance or referrals to needed services.</p> <p>Platinum Pest Solutions has been visiting the site consistently since March, to address the rat issues. Treating the problem is an ongoing process, which requires weekly visits from Platinum, however we are aware of the concern and are actively working to resolve this problem.</p>

6	Tonyona Frazier	I am not happy with this form that was sent out and we find out last minute that everything has been changed and that's not right. I am not happy with the management company that we have, the residents have signed a petition and I don't understand how you keep an entity in place that is not doing right by its residents. One of the managers is gone but her boss is still here. They've done things and CHA turns a blind eye. I've left messages with Ms. Lofton, I haven't spoken with anyone from East Lake or CHA. I had Ms. Elliott tell me that CHA told her about me. Things are not being run right. CHA is not doing their part. When does the owner hold themselves accountable for the manager?	Thank you for your comments; we take your concerns seriously. In order to properly address any specific concerns, CHA staff has reached out to you in order to gather additional information, and those concerns will be addressed, where possible.
7	Irene Harris	I am here to seek emergency housing from CHA, I am here for the safety of myself and my children. I've contacted Victims Assistance and spoke with Anne Lehocky on numerous occasions back in January, February and March. In our last conversation she stated verbatim, it was reasonable for my neighbor to conduct in his manner as they live in the development as well. In addition I emailed the Chief Resident Services Officer Mary Howard along with several other Resident Service Coordinators and Supervisors, and I never got a response and I included my police reports and petition for an Order of Protection in that email. It shouldn't take me or my children getting harmed to receive safe housing. It's emotionally draining and stressful, and it is taking a toll on my children as well.	Thank you for your bringing this matter to our attention. In the interest of personal privacy, we will not discuss in this comment grid your specific circumstances. After further review we believe that your case was handled in accordance with CHA policies and procedures. If you believe that any circumstances have changed since you last worked with staff in March, we ask that you please contact the Victim Assistance hotline at 312-913-7396.
8	Ernest Norman	Written comment concerning the recent tragedy at 7450 N. Rogers Park Ave. Mr. Norman wrote that while the James Sneider Apartments is not a CHA building his recommendation is that CHA performs a thorough inventory of the HVAC systems, especially in senior buildings.	Thank you for your comment. The health and safety of all CHA residents is our foremost concern. During extreme heat advisories, CHA's emergency protocol is initiated by CHA's Emergency Services Operation Center, and communicated to property management and frontline CHA staff. During this protocol multiple resident well-being checks are conducted throughout the day, to ensure resident safety.
9	Janine Truhn	<p>We have had an elevator down for three months at Hedger (as of May 17) with no idea of when it will be repaired. I was told it was a billing issue, and now that they are waiting on parts. We have three small elevators for 575 people.</p> <p>We have been promised FOB entry for almost four years now and no Fobs have been issued or a door wired. This is causing safety concerns for residents.</p>	<p>The elevator in question was repaired and restored to service as of June 20. As of July 13, all elevators at Hedger are properly functioning.</p> <p>For the FOB entry system, a solicitation to procure a vendor for repair and replacement has been issued, and we are awaiting finalized quotes from interested vendors.</p>