

**Board of Commissioners – July 16, 2024
Public Comment Session**

1	Name/Organization	Debbie Tatum
	Comment	I live at Mercy Housing Complex. For 6 months I stayed in a mold and mildew unit, which caused me to have pulmonary issues. The hospital wrote a note stating that I was to be moved immediately, which I was. I thank CHA for that. I was moved shortly afterwards to a unit where I did not have clean water from Nov 2023 to March 2024. I was without A/C from May to June 21, 2024, after having submitted work orders. I want to thank CHA for stepping in. I want to thank Ms. Francine Washington because without her help this never would have come to fruition. I have a medical condition, and my doctor has sent a letter asking to be moved out of that unit.
	CHA Response	Thank you for your comment. Staff is making every effort to address past and new concerns. Management will continue to respond to any concerns and keep the CHA staff in the loop.
2	Name/Organization	Myra King, LAC President, Trumbull Park
	Comment	I am one of the LAC presidents, and president of Trumbull/Lowden. The LAC/CAC will speak collectively about issues we deal with on a day-to-day basis, and CHA staff is already aware of these issues. We want you to hear from us. It's problematic when you hear management and their staff in heated arguments and hear staff telling management what they will not do, team is non-existent. It's concerning for residents to hear that level of unprofessionalism. Management states open door, but they are not available. They do not honor the schedule. They are instructed to tell their admins that they are not available. Management has a habit of not responding to LAC/CAC, and when things get out of hand, they become reactive vs. proactive.
	CHA Response:	Thank you for your comment. CEO Scott and staff visited Trumbull in February and June and Lowden in July to meet with residents and hear their concerns. Professionalism and good customer service for residents are expected of property management firms, and CHA is committed to ensuring that our residents receive them daily. CHA staff will ensure this is addressed with property management leadership.
3	Name/Organization	Jennie Newsome
	Comment	First impressions are lasting on any senior or family properties. What happened to the sprinkler system? It was contracted bet \$750K - \$1M. Properties are not looking well, and the sprinkler system was a down the drain project. Who is responsible for overseeing the repair and replacement of sprinkler system project? This was part of the revitalization of CHA properties. You guys need to look at properties. If people do not take pride in how their neighborhood looks, this encourages erratic and angry behavior. We need to care what our landscape looks like.
	CHA Response	Thank you for your comment. Dr. Mildred Harris Apartments' irrigation system (water sprinklers) required repairs, and a contractor was recently approved to conduct this work. Sprinklers will be operational again soon.

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4	Name/Organization	James Crafton
	Comment	Former CHA resident & employee. I have been locked out of my unit since May 9. I have not received any help. Roz Montgomery said the unit is uninhabitable. I've been in the unit. We had the first inspection May 20 th and it failed; I called the police to get my keys. Roz said she was not giving my keys back due to the uninhabitable conditions. I have a court hearing Thursday. June 3 rd was the 2 nd inspection, it failed again intentionally. I was supposed to get my keys back May 12 th . After they determined that the insurance company was not going to reimburse them, they withheld my keys. They are using Sharon to give out the orders, it is not authentic. I sent several correspondences. I do not know what it's like to be homeless. I need help, I am locked out.
	CHA Response	Thank you for your comment. As of this writing, we are happy to report that you have found a new unit and the HCV team is working with you to complete your move.
5	Name/Organization	William Scott
	Comment	I have spent 15 years addressing this body. On behalf of Calvin Robertson, living at Sacramento, he waited for his wheelchair transportation for 90 minutes outside the Rosenwald in 90-degree temperature. Pace, Metra, RTA & CTA is bankrupt when it comes to delivery of services. How many wheelchair buses will be put out in the field?
	CHA Response	Thank you for your comment. We have forwarded this comment to the Pace management team regarding their transportation services.
6	Name/Organization	Tamiko Holt
	Comment	I'm here to speak about Loomis Ct. This has been going on for years when you were just managing the property when you were in receivership. You shuffle residents and moving them into areas that they do not have support systems, and medical institutions. You don't give them choices, and they live in deplorable conditions. You constantly tell them what cannot happen. The halls smell like urine, the elevator never works, I forced to walk up the stairs to see my daughter, and I'm a woman with arthritis. Nobody is doing anything, but you're always telling people what cannot happen. CHA is not doing anything, this is no exaggeration, you need to go look. You have units flooding when it rains, mold is rampant. I know women who have had to move out because their furniture is molded and rotted out. People are coming out but are not doing anything. But yet we are clapping while people are living in those conditions...you have to go out there and see it. This is no exaggeration. And what about HCV residents, who are watching those contractors. Their putting people out, but people have to make appointment to come in and talk about their situation? But public housing residents don't need to make appointments, that's not right.
	CHA Response	Thank you for your comments. CHA is committed to ensuring all our residents live in quality housing. There are considerable challenges with aged units at Loomis Courts, and residents have been offered other housing options when units are not in quality condition. CHA is evaluating options to improve the Loomis Courts site and will discuss the next steps with residents and the community in the near future.

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7	Name/Organization	Mary Baggett
	Comment	<p>Loomis CT, residents are being pushed out by management and if they do not move, they will lose their housing. I do not understand how they are a part of the Chicago Fire deal, but you are not including them in the talks. You were supposed to bring them into meetings. They are being forced to move to other properties where they do not want to be. And then they are being told that they cannot come back. You know they are part of the Chicago Fire deal and what you're doing is wrong.</p> <p>I also want to speak about the contractors that are doing work in the development. You need to pay them so that they can do the work. When contractors start working in the development, they need to hire residents from the community. Because if they don't hire residents, they are going to hold up the work, and we don't want that.</p> <p>Also, you need to stop these 3-bid order because it is becoming a problem for us. You're hiring these low bidders, they under bid and the work is not being professionally done. You all need to hire people that know what they are doing and pay them.</p>
	CHA Response	<p>Thank you for your comments. CHA is committed to ensuring all our residents live in quality housing. There are considerable challenges with aged units at Loomis Courts, and residents have been offered other housing options when units are not in quality condition. CHA is evaluating options to improve the Loomis Courts site and will discuss the next steps with residents and the community in the near future.</p> <p>Resident hiring and Section 3 compliance goals are important parts of our contracting process, and CHA will continue mandating them and ensuring that contractors meet our requirements.</p>
8	Name/Organization	Mary Baldwin
	Comment	<p>What I have to say would take too long, so I'm meeting with Eric Garret's assistant today. I have been crying for years and years about Jackson Square, and I need some help on the mixed-income side. I have talked to the mayor and he's going to send me someone too. Jackson Square is the topic Rockwell Garden has no playground, no food site, no funds for the holiday, no turkeys, or food giveaways where Eugene Jones signed off for us to get money. If we have a back-to-school program, which we use to get money for that, we have to have it in the middle of the street because we don't have a community center that Eugene Jones signed off on, still nothing. Rockwell is a desert, every 3 to 4 months we get a new manager because nobody wants to manage it. We are lost. We were made a role-model in 1989 when I became the president of mixed-income.</p>
	CHA Response	<p>CHA staff is coordinating a meeting with you to address the issue of having access to Resident Participation Funds for mixed-income communities that will help provide items to the residents during the holidays and back-to-school events. Jackson Square is targeted for affordable homeownership opportunities, and CHA will work with you on development considerations for the former Rockwell Gardens site.</p>
9	Name/Organization	Ms. Carol Wallace, LAC President Dearborn
	Comment	<p>Our security person has been removed. We have had a lot of break-ins, fights, stolen packages. We have had 3 murders, people walking in off the</p>

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		street, people sleeping in the stairwells, people defecating. We need security, seniors cannot sit outside because crime. And Ms. CEO, I asked that you to come to Dearborn Homes, and I was told you cannot come after 5:00. Why can't you come to Dearborn so you can see how we're living, children can't play outside because of safety issues. Please just give us security back in the building.
	CHA Response	Thank you for your comments. CEO Tracey Scott responded to you at the Board meeting and has since met with you at Dearborn Homes. CHA senior leadership (including our CEO) periodically walks through Dearborn Homes. CHA has round-the-clock security contractors at Dearborn Homes. CHA staff is also speaking with you on additional security options for the site. Staff will continue to update you on improvements and safety measures.
10	Name/Organization	Karen Shumaker, LAC president
	Comment	Who is watching the watchers? When it comes to the PPP, mold, the fair act of CHA. We have folks that use to live in Bridgeport, they no longer live there, but you have people come and do balloon releases, and then there are multiple shootings. (A bullet is displayed) Friday, another shootings occurred. Again, these people don't live in Bridgeport, and they are causing a lot of friction. While we are here at the Board meeting, people say what's going to be done, but when we leave, nothing gets done. When PP came along, we went to entrepreneurial class, and many people got displaced. We deserve to be treated fairly. We are humans like everyone else, and we deserve to be treated fairly.
	CHA Response	Thank you for your comments. We understand there has been violence in your neighborhood, and we have shared your comments with CHA's security team. Regarding the property concerns, staff will follow up with you if there are outstanding work orders that require attention.
11	Name/Organization	Carmen Benson, Wentworth Gardens resident
	Comment	I am deeply concerned about the issues at Wentworth, and the lack of engagement by CHA leaders. The CEO has not attended a single event at WG. Her presence is critical in understanding the community firsthand. There have been multiple reports submitted to the emergency services program and directed to CHA Property Management Office, loud music, shootings, fighting, drug trafficking. No actions have been taken, and there is increasing evidence of people keeping vicious dogs like pit bulls. Animals are not restrained, and their waste is not being picked up. These animals are unleashed and pose a danger to the community.
	CHA Response:	CHA staff met with you and property management staff in August to discuss the Wentworth residents' concerns and walk the site. Property management is committed to addressing unauthorized animals when found and issuing lease violations when residents' peaceful enjoyment of their home is disturbed. The pet policy is being enforced at the site. Please be advised that some animals on the site are registered and approved service animals. CHA provides security contractors at Wentworth Gardens and offers additional security during White Sox games. Additionally, CPD stations a police vehicle onsite daily.

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12	Name/Organization	Maurice Edwards, LAC President for Cabrini Green
	Comment	I have been in public housing for quite some time. Nothing should be on the forever list in public housing when you have accountability. Everything that causes a problem, not having safe, decent housing need accountability. No point in having a tenant meeting when CHA does not send leadership to participate. These issues have been going on forever. The security contract needs to be revisited. They send security personnel with no weapons, no vest, that is a joke. We need accountability. Credible security needs to walk the developments.
	CHA Response:	Thank you for your comment. Cabrini has four officers assigned per shift, and additional roving security also monitors the area. Additionally, CPD stations a police vehicle onsite daily.
13	Name/Organization	Catherine Serpa, LAC North Central and Northwest SS
	Comment	As of 2025 FamilyWorks will not be participating with residents in SS. We need to discuss a plan for this action. The lack of communication with LAC presidents from the CEO and her team regarding upcoming projects is critical, and funding affordable housing and PB units. It is critical that we have improved communication and collaborative efforts. Majority of the SS units across the portfolios are deplorable. Immediate attention needs to be addressed. Maintenance, there is more attention on vacant units vs. occupied units. Residents are not getting what they need when it comes to maintenance. Supplies are not being delivered. Security, there is a lack of security at SS. We talked to the head of security, and we don't get any type of communication from them, it's just ridiculous. Maintenance is horrible, the quota is to get vacant units done.
	CHA Response	CHA is not removing FamilyWorks, and the CHA internal team will be providing service to our small, medium, and large Scattered Sites properties. Family properties will have Family Work providers. Scattered Sites will be managed by CHA's Sonia Franklin and her team. CHA staff met with you in July to discuss your concerns and answer questions, including information regarding ongoing repair work and security. Northeast Scattered Sites have roving security patrols that observe and report issues and also request police engagement when necessary.
14	Name/Organization	Vernell Givens, LAC Sr Central & President of Fannie Emanuel
	Comment	<ol style="list-style-type: none"> 1. My problem is management. Residents and LAC are not involved in anything, management will not communicate. How can we help our residents if management will not talk to us? We need to take care better of residents. For many residents, this is their last stop. We need to take better care of residents. 2. We do not have air-conditioning. That building is 7 years old in Dec, and every year we go through this, something needs to be done. This is not fair to the seniors. We still are not getting air conditioning in the units, only on the first floor. Please help us take care of residents better than we currently are.
	CHA Response	Thank you for your comments. CHA staff will continue working with you to address your concerns about property management.



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		The common area air conditioning is in good working order. Repairs to the HVACs system are ongoing throughout September to improve the overall capacity.
15	Name/Organization	Robert Scott, Vice-chair LAC Senior North
	Comment	We are compelled to bring these issues regarding current management under CEO Scott. We are increasing frustrated with the micro-managing because every decision requires her approval, which hinders our ability to serve our community. We are constantly met with restrictions on what we can and what resources we can receive. Essential needs such as maintenance, supplies and security are consistently ignored. They even moved the toilet from Vivian Harsh social room. We are tired of being handled, and the deteriorating conditions including infestation, criminal activity, unsafe properties, neglected infrastructure, like collapsing roof, reflects a dire situation that demands immediate attention. Moreover, the disrespectful treatment from property managers mirrors the disregard shown to us by CHA leadership. We are made to feel insignificant and unwelcome. We urge a swift action from CHA Board or the mayor’s office to address these issues. Ms. Scott must be held accountable for her failures in leadership, or we will be left with no choice but to escalate the grievance policy. The residents deserve better, and we stand ready to take further action if necessary, including engaging media, and staging protests at City Hall.
	CHA Response:	CHA shares your commitment to ensuring all CHA residents live in quality homes. CHA staff met with you in July and provided updates on the project at Maria Diaz apartments.