

HOUSING AUTHORITY OF THE COUNTY OF DEKALB RESIDENT FOCUS GROUPS

On September 3-4, 2014, Nonprofit Leadership Solutions met with several groups of HACD residents to seek their input on the quality and future of Housing Authority properties and services.

Taylor Street (11 in attendance)

- a. Nobody does anything about designated smoking areas outside. Every good spot outside is taken by smokers.
- b. Can't get hot water in the morning in handicap units. They keep saying: "We're working on it," but nothing happens.
- c. Nobody is taking responsibility for problems with basic cable.
- d. Comcast is in a war with ██████. "We're working on it."
- e. Price we pay for Comcast is great, but lately there's been problems with the picture.
- f. Drinkers outside are noisy. It wasn't a problem when they stayed in their rooms.
- g. Staff needs to follow through on violations.
- h. Big problem to get people to meetings like these – we need to hear from these people.
- i. People knocking on doors in the middle of the night. Nobody follows rules. Little things add up. People are lacking common courtesy.
- j. Turn up the volume on the announcement speaker.
- k. Cameras didn't help – people are getting in who shouldn't get in.
- l. Murders – nobody wants to talk about them, but stories get out. We don't know if they are true or not. We can't even talk through our grief.
- m. They didn't follow through on enforcing non-smoking. When is a rule a rule?
- n. People are living here aren't supposed to.
- o. Cameras could be used in different ways, they're never checked. It's just lip service. I'm no the policeman, I can't stop them from coming in.
- p. Confidentiality is zip.
- q. They've done a lot to improve the building.
- r. The grounds are kept up good.
- s. They do good on snow shoveling.
- t. The building smells better since the no-smoking policy.
- u. We've gotten paint and new floors.
- v. The computer lab is well-used.
- w. I like the parties we have at Christmas and for the Super Bowl.
- x. The laundry room is clean.
- y. Allowing pets is good.
- z. The BBQ is good.
- aa. I like that the laundry area is open 24 hours.
- bb. Why did the lockout fees go up so high? Perhaps there ought to be first time grace.
- cc. ██████ do a great job. I don't think you could get better than them.
- dd. I was pleasantly surprised when I moved in how ██████ keeps up the building.
- ee. Good outings, ball games etc.
- ff. Accessibility to storage cabinets is difficult.
- gg. Clean the garbage chute and the carpet. Some people don't care about cleanliness.

Civic Apartments and some from Mason Court (18 in attendance)

- a. Safety issues with berm.
- b. Transportation is a problem, especially on weekends or holidays. I can't go grocery shopping or pick up prescriptions. Can we get support from retailers?
- c. Mason Court is the ugly step child. Family sites get the least.
- d. We didn't want black top redone. It was a waste of time.
- e. At Mason Court, communication is a problem since the change in management.
- f. Communication is 2 on a scale of 1 to 10.
- g. No board at Mason Court.
- h. Resident advisory board – people don't want to do it and see impact.
- i. I run an after-school program and I asked for help with internet. Give us the tools. (admitted not certified so can't get grants)
- j. Have meetings during the day doesn't work. Need to have it at 6 or 7 at night.
- k. What happened from last year's list? Things carry from year to year.
- l. Timeline between input and change is too long.
- m. Things are getting better. We make suggestions, but often nothing happens.
- n. HUD restrictions on how money can be used. Want to know what HUD provides vs. other grants.
- o. Lighting should be a priority for parking lot.
- p. Wildlife problems at Mason Court. Keep berm clean would help. (coyote, snapping turtle)
- q. Maintenance at Civic Apartments is good.
- r. Mis-matched colors on stove-refrigerator.
- s. I've told them about solar panels to help with electricity costs, but I don't expect anything to happen with them.
- t. Communication at Civic is not a problem.
- u. Why are we charging on lock-outs? Is there a better solution for daytime hours.
- v. Lawn and property maintenance (except hills) is well done.
- w. New fans is good.
- x. When are windows are coming out? When they put in new windows, make sure they allow for people to have their own window air conditioners. There's no ventilation in bedroom. Think long-term.
- y. How do you keep the dopers out?
- z. Clubhouse air conditioning and toilets – projects get done, but they don't come back and make sure things are done right.
- aa. Maintenance orders do get done quickly. [REDACTED] is awesome.
- bb. Less politicking in office environment.
- cc. Inconsistency of enforcement of rules – don't feel safe. We end up paying for inconsistencies.
- dd. [REDACTED] has said she doesn't worry about pot use or fighting.
- ee. Breaches of confidentiality – staff talking about residents.
- ff. They tell you things to appease you.
- gg. Didn't ask for resident's input on playground equipment.
- hh. When we have a HUD inspection, things magically happen.
- ii. Windows: Can we get a change in design? Firemen won't be able to get handicapped people out.
- jj. Would like to see things on previous lists get taken care of.
- kk. Old faucets in apartments.
- ll. New boiler, water heater good.
- mm. Would like a yearly report on what capital money has been spent on.
- nn. Civic gets along with [REDACTED] and new management. No complaints about management.

Lewis Court (3 in attendance)

- a. Why don't we see the property manager more? ■ needs to go door-to-door and say hi. She has a bad reputation. She needs to go around and ask "What can I do to help you make this place better?"
- b. Property manager should schedule once a month availability.
- c. Thermostat/temperature hard to keep at one level.
- d. Comcast rates are high.
- e. Bigger basketball court.
- f. Grass cutter does a good job.
- g. Black ants outside.
- h. Maintenance guys are quick (within 24 hours).
- i. Need somebody to show up and be open. Maybe need some "people training." Make the time and it shows you're important.
- j. I like the property. School is close and playground is great.
- k. Hard to keep carpets clean.
- l. Paint – 7 years is a long time.
- m. ■ is good.
- n. ■ is ok.
- o. Get more raised garden beds.
- p. Need to know process for requesting flowers.