



CHA

CHICAGO HOUSING
AUTHORITY™

2014 Owner-Tenant Workshop Series

Synopsis & Analysis Report



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Owner-Tenant Workshop Synopsis

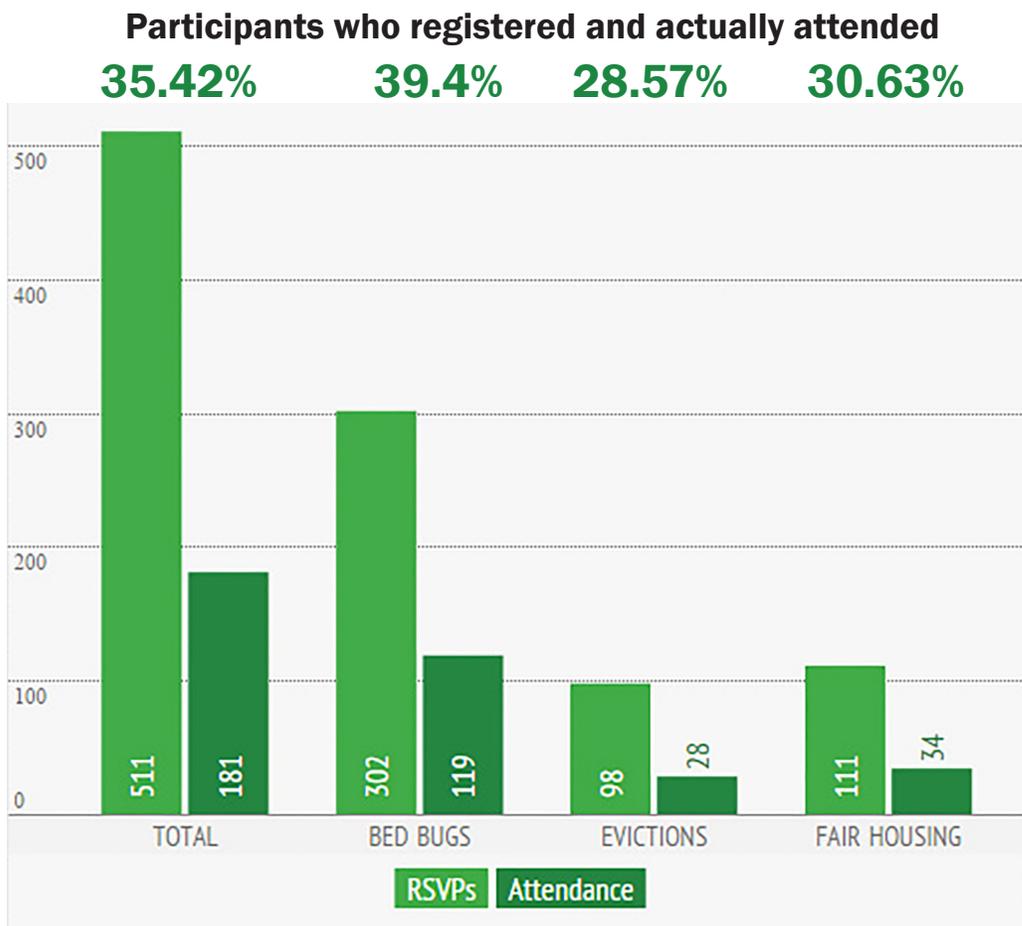
The Chicago Housing Authority's (CHA) Housing Choice Voucher (HCV) Program began hosting a series of educational workshops for program Participants and current Property Owners and Managers in 2013.

By collaborating with industry professionals and subject-matter experts from various community organizations, these workshops focus on promoting the understanding between Participants and Property Owners regarding their rights and responsibilities as it relates to a variety of important industry-related topics. These expert speakers tailor their presentations for the HCV Program audiences and HCV staff also presents information as it relates to the program rules and regulations.

During the second and third quarters of 2014, industry professionals joined the Owner-Tenant Workshop Series to present on Bed Bugs, Evictions, and Fair Housing.

Attendance Summary - Participants

Invitation letters were distributed to the entire HCV Participant population via postal mail - a total of 37,369 invitations sent. RSVP and attendance data is displayed below:



Registered Participants

| | |
|---------------------|--------------|
| TOTAL | 1.37% |
| 511 RSVPs | of Invited |
| BED BUGS | 0.81% |
| 302 RSVPs | of Invited |
| EVICCTIONS | 0.26% |
| 98 RSVPs | of Invited |
| FAIR HOUSING | 0.30% |
| 111 RSVPs | of Invited |

Attended

| | |
|---------------------|--------------|
| TOTAL | 0.48% |
| 181 Guests | of Invited |
| BED BUGS | 0.32% |
| 119 Guests | of Invited |
| EVICCTIONS | 0.07% |
| 28 Guests | of Invited |
| FAIR HOUSING | 0.09% |
| 34 Guests | of Invited |

Bed Bugs

Participants

Overview

In response to the recent return of bed bugs in the United States and especially metropolitan areas, the City of Chicago passed the Bed Bug Ordinance which went into effect January 1st, 2014.

In order to help alleviate the problem of bed bugs that are appearing in apartments, houses, and commercial spaces around the city, CHA HCVP collaborated with the Midwest Pesticide Action Center (MPAC) to provide four educational workshops for HCV Participants.



Various members from MPAC delivered the presentation, which included valuable information regarding bed bugs including the history, biology, facts, lifecycle, signs of infestation, treatment, and ultimately the Bed Bug Ordinance and how it affects both tenants and landlords. MPAC staff distributed fact sheets and quizzes to determine attendees' understanding of the epidemic and presentation.

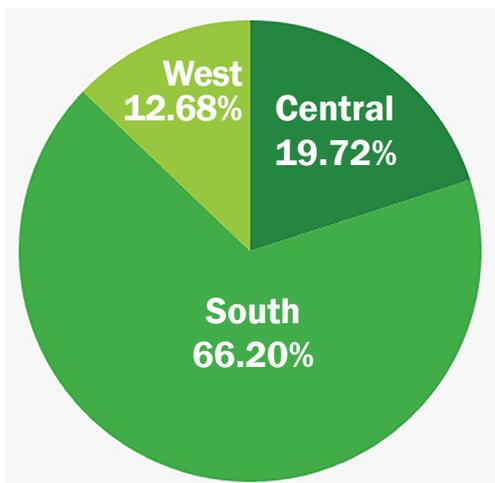
Location

Charles A. Hayes
Family Investment Center
4859 S. Wabash Ave
Chicago, IL 60615

Dates & Times

June 25th, 6pm-8pm
July 24th, 2pm-4pm
August 14th, 2pm-4pm
September 10th, 2pm-4pm

Attendance by Office:



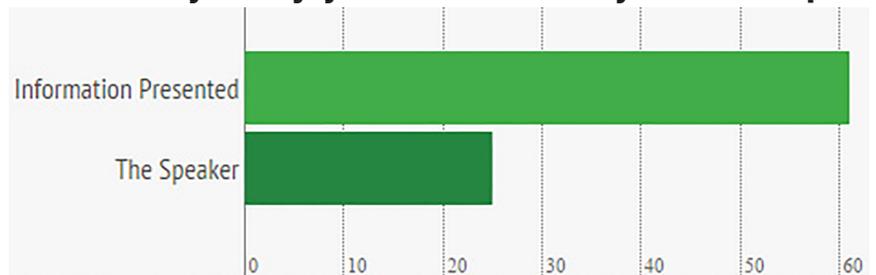
Would you recommend this training to friends and family?

98.36% YES

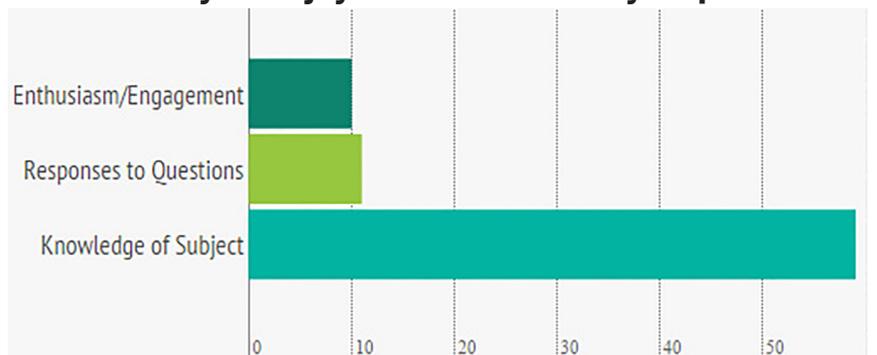
Would you attend another training like this?

96.67% YES

What did you enjoy most about today's workshop?



What did you enjoy most about today's speaker?



Overview

The evictions process can be expensive and complicated for all parties involved, and both tenants and landlords have rights and responsibilities relating to this issue.

In order to help educate tenants on their rights and responsibilities regarding the evictions process, CHA HCVP collaborated with the Lawyers' Committee for Better Housing (LCBH) to provide six educational workshops for HCV Participants.

Various members from LCBH delivered the presentation, which included valuable information regarding the evictions process including tenant rights and responsibilities, lockouts and retaliation, the eviction timeline, types of notices, grievance procedure, and foreclosure. LCBH staff distributed brochures and fact sheets for HCV Participants for future reference.

Location

Charles A. Hayes
Family Investment Center
4859 S. Wabash Ave
Chicago, IL 60615

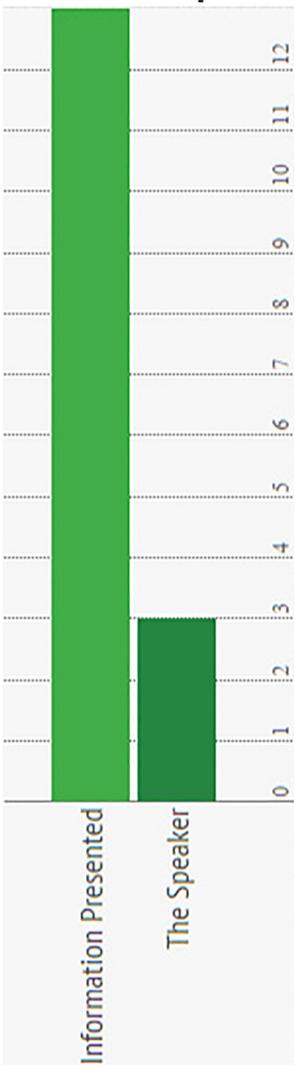
Dates & Times

August 13th
2pm-4pm & 6pm-8pm

August 20th
2pm-4pm & 6pm-8pm

August 21st
2pm-4pm & 6pm-8pm

What did you enjoy most about today's workshop?



What did you enjoy most about today's speaker?



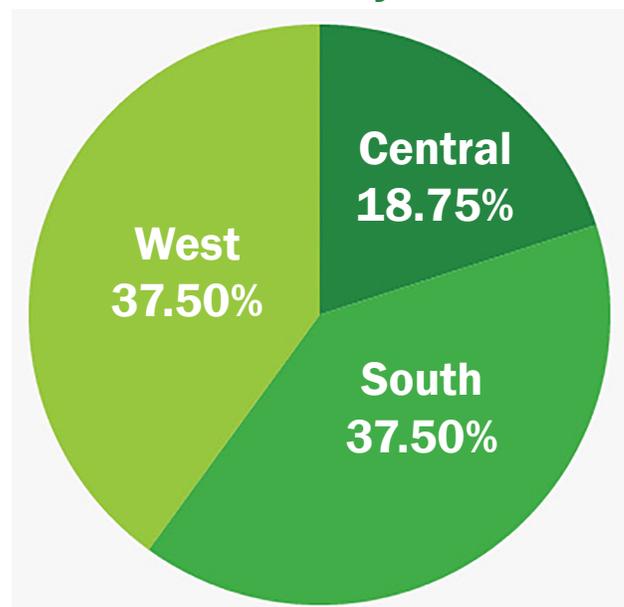
Would you recommend this training to friends and family?

100% YES

Would you attend another training like this?

100% YES

Attendance by Office:



Fair Housing Participants

Overview

Fair housing has become a sensitive topic in Chicago, and CHA HCVP often faces challenges with helping to resolve landlord-tenant conflicts while working towards its mission to provide affordable housing for low-income families.

In order to help educate tenants about Fair Housing Laws currently in place, as well as their rights while searching for and finding a place to live, CHA HCVP collaborated with the Lawyers' Committee for Better Housing (LCBH) to provide four educational workshops for HCV Participants.

Various members from LCBH delivered the presentation, which included valuable information regarding fair housing, including definition and importance, legal protections, examples of violations, and specifics for voucher holders. The presentation was concluded with an open discussion about situations in which a violation may have occurred. LCBH staff distributed brochures and fact sheets for HCV Participants for future reference.

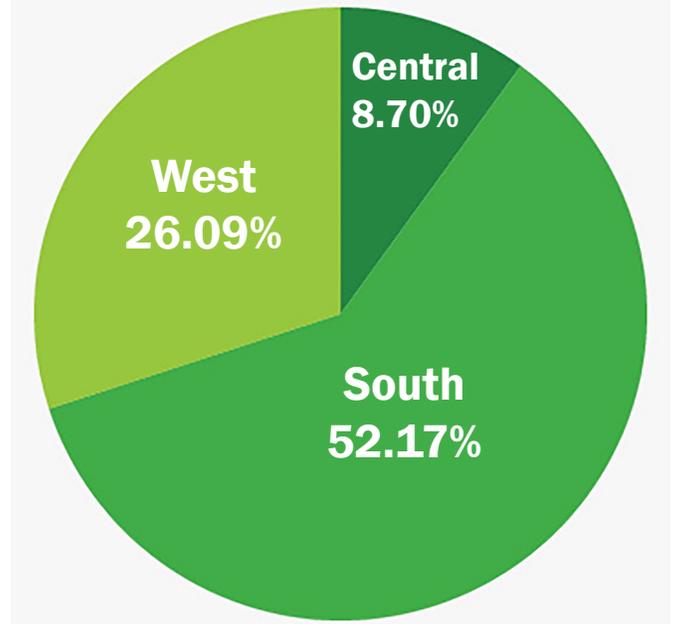
Location

Charles A. Hayes
Family Investment Center
4859 S. Wabash Ave
Chicago, IL 60615

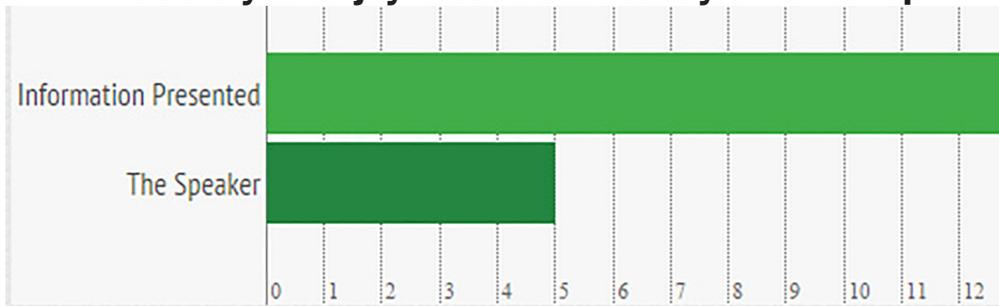
Dates & Times

August 27th
2pm-4pm & 6pm-8pm
August 28th
2pm-4pm & 6pm-8pm

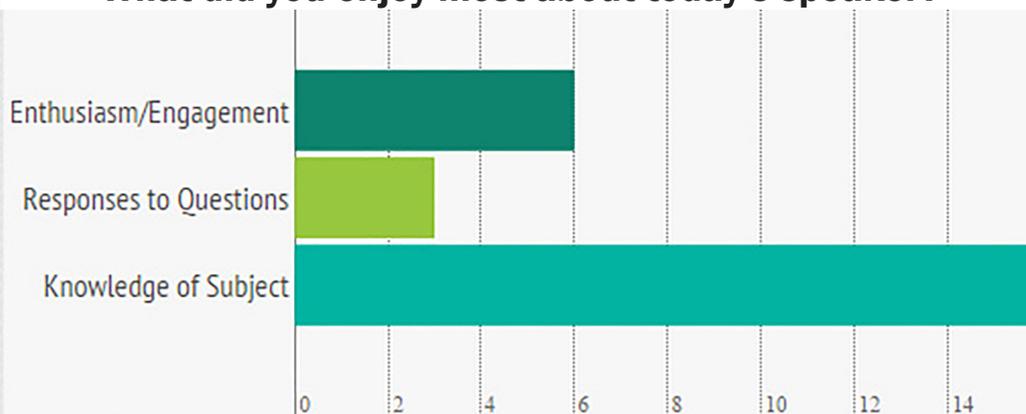
Attendance by Office:



What did you enjoy most about today's workshop?



What did you enjoy most about today's speaker?



Would you recommend this training to friends and family?

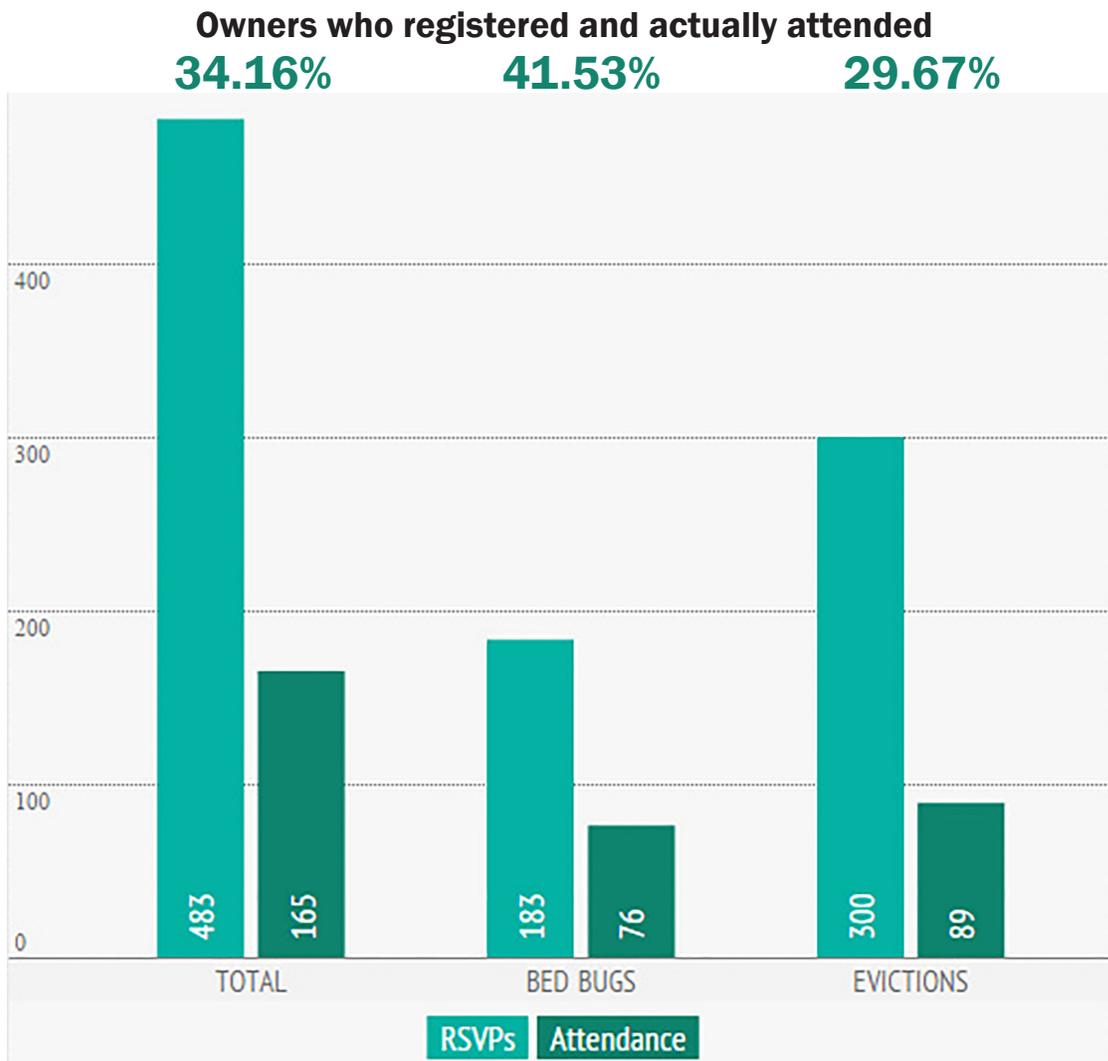
100% YES

Would you attend another training like this?

100% YES

Attendance Summary - Owners

Event pages for all workshops were created using the online tool Eventbrite. Using this platform, invitation emails were distributed to the entire HCV Owner population - a total of 9,676 invitations sent. RSVP and attendance data is displayed below:



Registered Owners

| | |
|------------------|--------------|
| TOTAL | 4.99% |
| 483 RSVPs | of Invited |
| BED BUGS | 1.89% |
| 183 RSVPs | of Invited |
| EVICTIONS | 3.10% |
| 300 RSVPs | of Invited |

Attended

| | |
|------------------|--------------|
| TOTAL | 1.71% |
| 165 Guests | of Invited |
| BED BUGS | 0.79% |
| 76 Guests | of Invited |
| EVICTIONS | 0.92% |
| 89 Guests | of Invited |

Bed Bugs Owners

Overview

In response to the recent return of bed bugs in the United States and especially metropolitan areas, the City of Chicago passed the Bed Bug Ordinance which went into effect January 1st, 2014.

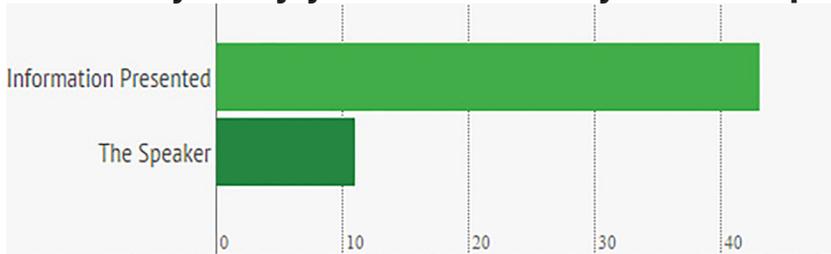
In order to help alleviate the problem of bed bugs that are appearing in apartments, houses, and commercial

spaces around the city, CHA HCVP collaborated with the Allied Cleaning Services, Inc to provide six educational workshops for HCV Owners.



Mike Brown delivered the presentation, which included valuable information regarding bed bugs including the history, biology, facts, lifecycle, signs of infestation, and treatment. Mr. Brown also distributed brochures for Owners to use for future reference or if they should required Allied's services for treating their units and properties.

What did you enjoy most about today's workshop?



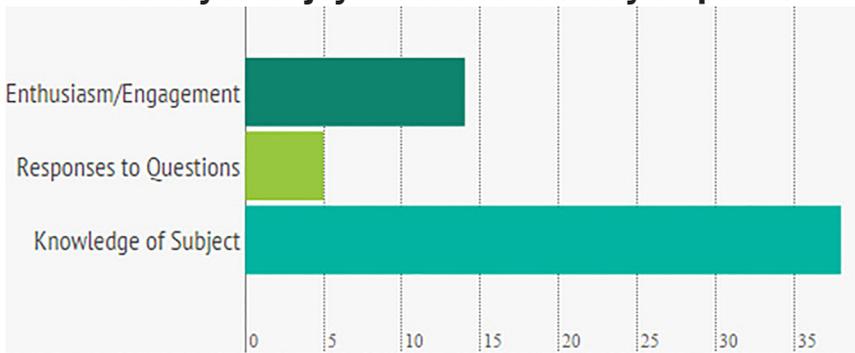
Location

CHA Central Office
60 E Van Buren St
Chicago, IL 60605

Dates & Times

June 10th
2pm-4pm & 6pm-8pm
July 29th
2pm-4pm & 6pm-8pm
September 16th
2pm-4pm & 6pm-8pm

What did you enjoy most about today's speaker?



Would you recommend this training to friends and family?

100% YES

Would you attend another training like this?

100% YES



HCV Owners have never attended a CHA workshop in the past



HCV Owners say they plan to invest more units in the program within the next three years

Overview

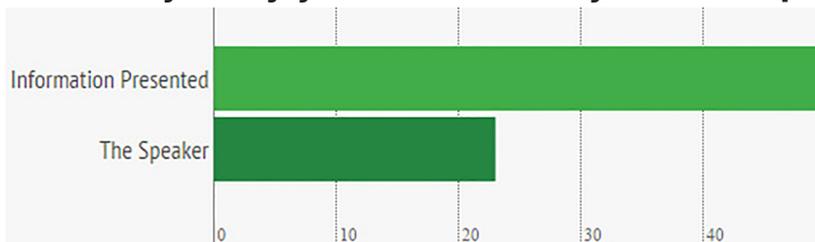
The evictions process can be expensive and complicated for all parties involved, and both tenants and landlords have rights and responsibilities relating to this issue.

In order to help educate owners on their rights and responsibilities regarding the evictions process, CHA HCVP collaborated with Attorney Lewis Powell from the John Marshall Law School to provide six educational workshops for HCV Owners.

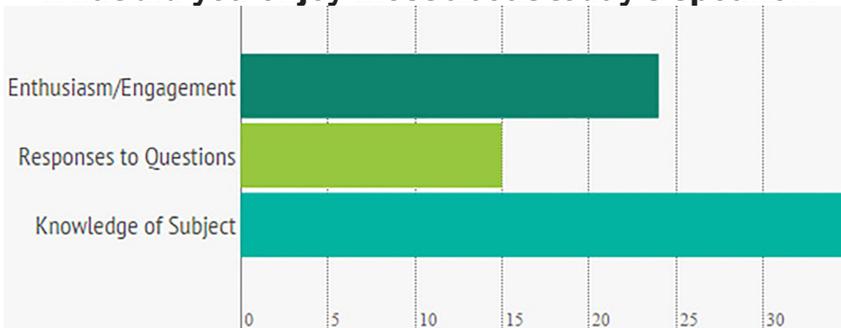


Mr. Powell delivered the presentation, which included valuable information regarding the evictions process including procedures, notices of termination and examples, and the evictions process. Mr. Powell distributed fact sheets for HCV Owners for future reference.

What did you enjoy most about today's workshop?



What did you enjoy most about today's speaker?



Location

CHA Central Office
60 E Van Buren St
Chicago, IL 60605

Dates & Times

May 27th
2pm-4pm & 6pm-8pm

July 15th
2pm-4pm & 6pm-8pm

September 2nd
2pm-4pm & 6pm-8pm

Would you recommend this training to friends and family?
98.3% YES

Would you attend another training like this?
98.3% YES

Topics Submitted by Participants

HCV Program-Related

- Rent Payments
- Rent Increase Explanation
- How to Buy Your Own House*
- Do's and Don'ts of HCV Program
- Finding Apartments Before Time Runs Out
- Mobility Program*
- Utility Responsibility for House
- HCV Program Basics
- New Rules or Programs
- Clear Information on ID Situation
- Landlord Responsibilities/Upkeep of Unit/ Building**

General Housing

- Senior-Specific Housing
- Housing for People with Disabilities
- Upgrading to a Better Apartment
- How to Break a Lease (Special Circumstances)
- Prep/Things to Catch Early or Change
- Tenants' Rights and Responsibilities**
- Inappropriate Landlord Behavior**

Topics Submitted by Owners

HCV Program-Related

- Heating Cost
- Inspections**
- Abatement
- Rental Unit and Inspection Ideas, Plan, Method, etc.
- Pricing/Rent Increases**
- Tax Reduction*
- Tenants' Expectations Based on What Information CHA Explains to Them
- HAP
- Moving Papers
- PRA
- Documentation
- Upkeep of Unit for CHA
- Leasing and Outreach with Professional Expertise and CHA Requirements

Lifestyle

- Security
- Organizing
- Gardening
- Culinary
- Lead/Mold
- More Extensive Bed Bug Training
- Roaches/Water Bugs/Dust Bites/Other Pests**
- Mice/Rodents
- Drug Usage/Dealing
- Unruly/Disrespectful Neighbors**
- Requirements for Pets (yard usage, security deposit, landlord cooperation)

Miscellaneous Services

- Resume Assistance
- Services for Senior Residents
- Handicap Access in Buildings
- Teen Employment
- General Employment Information*
- Activities for Teens
- Credit Counseling

Management

- Tenant Management
- Crime on Property
- Lease Management**
- Property Management**
- Utility Efficiency
- Violations
- Screening Process (credit, background check, work history, etc)

Maintenance

- Roaches/Termites/Pest Control
- Mice
- Biohazards
- Building Maintenance and Construction Repairs

Legal

- Landlords' Rights
- Tenants' Rights Ordinance
- Building Codes
- Landlord-Tenant Ordinance**

*Programs currently in place

**High request