

5-23-25 Resident Relations Resident Meeting

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<p>1 2 3 4 JACKSONVILLE HOUSING AUTHORITY BOARD OF COMMISSIONERS 5 RESIDENT RELATIONS COMMITTEE MEETING 6 7 8 TAKEN: Friday, May 23, 2025 9 TIME: 12:17 p.m. to 1:33 p.m. 10 PLACE: Southwind Villas Community Center 11 8711 Newton Road 12 Jacksonville, Florida 32216 13 14 Taken by Carol DeBee Martin, court reporter. 15 16 17 Carol DeBee Martin 18 Jacksonville Court Reporting, Inc. 19 1620 Bartram Road, Apt. 6111 20 Jacksonville, Florida 32207 21 (904) 465-0787 (cell) 22 debeemartin@aol.com 23 24 25</p>	<p>1 REPORTER'S NOTE: On the Appearance page, 2 some of your names may be misspelled. 3 I was looking at the Sign-In Sheet reading 4 everyone's handwriting. So, do excuse me if 5 I spelled your name wrong, Carol. 6 7 P R O C E E D I N G S 8 May 23, 2025 12:17 p.m. 9 COMMISSIONER ROGERS: Good afternoon, 10 everyone. The time now is 12:17, and I am going 11 to call our Resident Relations Resident Meeting 12 to order at this time. 13 At this time, I am Hank Rogers, the 14 Vice-chair for Resident Relations and a 15 Commissioner for the Jacksonville Housing 16 Authority. 17 Our Chairwoman is here, Ms. Harriet Brock. 18 So Commissioner Brock is present, and she will 19 bring her remarks at the end of the meeting. 20 I do want to bring greetings on behalf of 21 the Jacksonville Housing Authority. We are indeed 22 honored that you thought enough to join us and 23 share your concerns with us at this time. 24 We are also very pleased to have with us, 25 for the first time at our Resident Relations</p>
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<p>1 APPEARANCES: 2 CHAIRWOMAN HARRIET BROCK 3 COMMISSIONER HANK ROGERS 4 CHERON CORBETT, President/CEO 5 MAMIE DAVIS, CFO 6 DANIEL MITCHELL 7 CORDELIA PARKER 8 MARY E. DeVRIES, ESQUIRE (JALA) (Speaker) 9 SHAWNTARA LEE, FSS Supervisor (Speaker) 10 ERNEST STEPHENS, JR. 11 ALICE REESE 12 LISA WRIGHT 13 DRUCILLA SMITH 14 JACKIE JOHNSON 15 KAMIKA McKNIGHT 16 ANNIE STEVENS 17 JAMES HIGHTOWER 18 JOLITA STONEY 19 MARIAH JOHNSON 20 BRENICE PATTERSON 21 MARILYNN READY 22 SABRINA BELIZGIRE 23 DANIEL MOTZHALL 24 LEROY MESLUIY 25 ERIN ABBOTT EMILY FULTON KIMBERLY WEAVER BONNIE EASTHEN KENDRA GEDEON DELORIS WYMAN PATRICIA DESISSO CONNIE COLINS ANSLEY BATES DIANA LEON LAURIE LEWIS</p>	<p>1 Residents Meeting, our new CEO. And she did go 2 around and introduce herself to you-all, 3 but, for those of you who have not had an 4 opportunity to meet her, our new President and CEO 5 of the Jacksonville Housing Authority is 6 Ms. Cheron Corbett. She is with us. We are 7 indeed honored to have her here this afternoon to 8 hear your concerns, as well. 9 At this time, as we do with all of our 10 meetings, I am going to ask, as passed out to 11 you-all, for an approval of the minutes from 12 March. 13 So I'm going to ask at this time for the 14 approval of the March 21st, 2025 minutes for the 15 Resident Relations Residents Meeting. 16 Can I have a motion to approve? 17 UNIDENTIFIED MALE: I make a motion. 18 COMMISSIONER ROGERS: Okay. It has been 19 properly moved. 20 Can I have a second? 21 UNIDENTIFIED MALE: Second. 22 COMMISSIONER ROGERS: It has been properly 23 moved and seconded. 24 Is there any discussion? 25 (no response)</p>

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<p>1 COMMISSIONER ROGERS: Seeing or hearing none, 2 all in favor signify by saying, "Aye." 3 PEOPLE: Aye. 4 COMMISSIONER ROGERS: Those opposed likewise? 5 (no response) 6 COMMISSIONER ROGERS: By your action, 7 you have approved the March 21st, 2025 Resident 8 Relations Resident Meeting's minutes. 9 At this time, I am going to go off script 10 just for a moment to allow our new President and 11 CEO to bring you greetings at this time in her own 12 way. 13 Ms. Corbett. 14 MS. CORBETT: You know what? 15 I don't even think I need a mike. 16 It's all good. I'm pretty loud. 17 So, again, I'm Cheron Corbett Waller. 18 I just really want to thank you-all for allowing 19 me to be present here today. I just want to let 20 you know that our agency is really focused on a 21 key metric of EPIC. That's going to be 22 efficiency, productivity, innovation and 23 collaboration for the board. 24 You're going to see a level of accountability 25 that I believe is critical and important to make</p>	<p>1 COMMISSIONER ROGERS: Thank you. And, if you 2 would, give it up for Ms. Corbett Waller at this 3 time for being with us. 4 (People clapped.) 5 COMMISSIONER ROGERS: At this time, 6 we do also have a multitude of staff in our 7 presence, and so I do want to recognize all of 8 our staff. 9 We do have our CFO, who just walked in, 10 Ms. Mamie Davis. Thank you so much for being 11 here. 12 I do see Mr. Mitchell in the back. 13 Mr. Mitchell, in the green shirt, is here. 14 Mr. Leroy is here. If I start calling names, 15 I'm going to forget somebody. 16 I don't know all of our staff by name, 17 but I do know the ones who -- and then I know we 18 have two over here I don't see. 19 So, if you-all will recognize yourself so 20 that we can have you present. 21 MS. FULTON: Emily Fulton (inaudible). 22 COURT REPORTER: I didn't hear you. 23 I'm sorry. 24 MS. FULTON: Emily Fulton, ROSS Service 25 Coordinator.</p>
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<p>1 sure that we serve the residents and clients the 2 way we do our clients. 3 We would not be employed if we did not have 4 you as our client. Our goal is to give a 5 number one level of service possible. 6 So it's going to be a lot of changes that 7 you're going to probably see. We want to just 8 make sure that, when you have resident-related 9 issues, that this is most definitely taken quite 10 seriously as a number one priority for us. 11 And so right now today I'm working within the 12 first 90 days of really streamlining the internal 13 processes of the organization. I think right now 14 I've only been here for about 35 days, and so I do 15 look forward to attending many of these meetings 16 in the future. 17 If I'm not present, I will most definitely 18 have a designated individual that will be present, 19 too, as well, because I will be attending multiple 20 meetings in various locations, too, as well. 21 So, again, I just thank you for having me 22 here in Jacksonville, and I look forward to being 23 here for an extremely long time in this city with 24 my family, too, as well. 25 So thank you.</p>	<p>1 COURT REPORTER: Thank you. 2 MS. FULTON: You're welcome. 3 MS. WEAVER: Kimberly Weaver, 4 Public Housing Service Coordinator. 5 MS. ALLISSIS: Erin Allissis, Department 6 Manager of Southwind. 7 COMMISSIONER ROGERS: Any other staff that is 8 present that we need to recognize? 9 UNIDENTIFIED FEMALE: (inaudible) 10 COURT REPORTER: I'm sorry. I didn't hear 11 that. 12 COMMISSIONER ROGERS: Say your name, again. 13 MS. BELIZGIRE: Sabrina Belizgire, 14 Apartment Manager here at Southwind Villa. 15 COMMISSIONER ROGERS: Okay. Thank you so 16 much. 17 MS. LEE: Shawntara Lee, FSS Supervisor. 18 COURT REPORTER: Thank you. 19 MS. WYMAN: Deloris Wyman, Network Program 20 Manager. 21 COURT REPORTER: We need to get that thing 22 working (referred to sound system.) 23 CHAIRWOMAN BROCK: Okay. 24 COMMISSIONER ROGERS: All right. 25 At this time, we do have two presentations and two</p>

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<p>1 guest speakers. So I am going to do it in the 2 order on which it is on the agenda. 3 Ms. Mary DeVries is with the Attorney Housing 4 Unit Division. 5 Is it with the City of Jacksonville, or -- 6 MS. DeVRIES: It's Jacksonville Area Legal 7 Aid. 8 COMMISSIONER ROGERS: -- okay. All right. 9 So she is here to present. So, at this time, 10 I am going to yield the floor to her at this 11 time. 12 MS. DeVRIES: Thank you, Commissioner. 13 And I want to thank Ms. Brock for 14 inviting me to come here. She asked me to 15 think about two important issues, and, 16 for some of you, these are going to be refreshers, 17 reminders that these processes are available to 18 you. And, for others, it may be new information 19 that you haven't heard about in the past. 20 I am going to hand these out. We are not 21 going to follow these -- pass it down -- 22 but this is for reference for later. 23 Did I miss anybody? 24 (no response) 25 MS. DeVRIES: Well, Ms. Brock asked me to</p>	<p>1 not be necessary in some cases. 2 You may be able to contact your manager and 3 to get the problem solved very easily. So the 4 grievance procedure isn't right or necessary 5 for every concern that you have about the housing 6 authority. 7 Of course, this meeting is an opportunity to 8 speak with management or speak with the housing 9 authority about concerns you have. But, in some 10 cases, the grievance process is the best way to 11 go. 12 So, if speaking here or speaking with the 13 manager informally does not work, then the 14 grievance process may be a way to have an 15 opportunity to speak with management. 16 And, if you're not able to work the issue out 17 with management, you can have your concerns heard 18 before a formal hearing officer. 19 So, what types of things beyond lease 20 violations or lease terminations could find it 21 necessary to ask for a grievance? 22 So rent or income calculations. So, if you 23 have provided information to the housing authority 24 about a change in income and it hasn't been 25 processed or it has been processed and you're not</p>
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<p>1 give a refresher on the Public Housing Grievance 2 Procedure as well as a Tenant's Right to 3 Request Reasonable Accommodations. 4 Can everyone hear? 5 (no response) 6 MS. DeVRIES: So, as I was saying, 7 Ms. Brock invited me here to speak more about 8 the Public Housing Grievance Procedure, 9 as well as a Tenant's Right to Request Reasonable 10 Accommodations. 11 I'm sure most of you are familiar with the 12 Public Housing Grievance Procedure. Oftentimes, 13 it is utilized when there is a lease violation or 14 a lease termination, but there are also other 15 types of instances where tenants can exercise 16 their right to a grievance process. 17 This is a process that HUD sees as very 18 important for public housing residents. 19 It's a longstanding right, you know, 20 that a tenant should feel free to engage in when 21 they have concerns with the property that affect 22 them personally. 23 And so we do have more of a standard brochure 24 on our website that talks more about the grievance 25 procedure. Certainly, the grievance procedure may</p>	<p>1 sure it's correct or you have concerns about, 2 is it correct, that might be a situation where you 3 would ask for a grievance, if you don't agree with 4 the new rent calculation or you want a better 5 explanation of the rent calculation. 6 A maintenance charge -- if you are billed a 7 maintenance charge, you have the right to 8 request a grievance if you disagree with the 9 charge if you think it is related to ordinary wear 10 and tear and not something that you or your 11 household members did to break the lease. 12 A lack of repairs, a late fee or any other 13 adverse action by Jacksonville Housing that 14 affects you directly -- you have the right under 15 federal law to request a grievance. 16 And so the grievance process is really a 17 two-step process. There is an informal meeting, 18 and then there is a formal grievance hearing. 19 And, during the informal meeting, you're going to 20 meet with the manager and try to come up with a 21 solution. 22 That's the purpose of it. The purpose of it 23 is to give you a chance to express your concerns 24 and management to express their concerns and see 25 if a solution can be reached.</p>

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<p>1 And, if so, then the manager is to write 2 up a summary of what occurred at the meeting and 3 provide that to you so that you can review it. 4 If you don't agree with the outcome, 5 that's when you can exercise your right to a 6 formal grievance hearing. 7 Of course, if it involves a lease violation 8 or Notice of Lease Termination, it may be less 9 likely that you and management can come to a 10 resolution or an agreement, but not always. 11 Sometimes this is a good opportunity to 12 explain to management more about the circumstances 13 so that management can make sure that they have 14 all the information and hear your side of the 15 story before the management decides what action to 16 take forward. 17 As I said, though, if you participate in the 18 informal process and your concerns aren't 19 resolved or management doesn't agree to take the 20 action that you're proposing, then you have the 21 right for a formal grievance hearing. 22 At that hearing, if it's a lease termination, 23 generally, the housing authority is going to go 24 first and explain to the hearing officer why they 25 have taken the action that they want to take.</p>	<p>1 that. It's meant to solve individual problems. 2 So that's one of the things that she asked me 3 to speak about. I'll go ahead a pause for a 4 minute just to see if there are any questions. 5 MS. CORBETT: Yes. I have one. 6 MS. DeVRIES: Yes. 7 MS. CORBETT: So I think it's important, 8 you know, again, just to know that, you know, 9 internally we're working to streamline a lot of 10 processes as it relates to better relationships 11 with the residents, our clients. You are our 12 clients in which we serve. 13 And, when I think of a grievance process, 14 just to be clear, you know, sometimes what 15 I've seen in different portfolios and different 16 cities -- you may have times where you don't like 17 the color of the paint on your walls. 18 That does not signify a grievance process, 19 you know, and we want to make sure that these 20 grievance processes -- these are real serious 21 issues. 22 And what I mean by that is that -- 23 and with your organization -- we have to realize 24 that a lot of the individuals -- these are 25 grant-funded positions, too, as well, and time is</p>
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<p>1 If it's something that you're bringing to the 2 hearing officer, to review the housing authority's 3 actions, to either ask them to stop doing 4 something or actually if they failed to act, 5 then it will be your role to explain to the 6 hearing officer what right or what concern you 7 have that isn't being addressed that you think the 8 housing authority is obligated to take action on 9 and hadn't. Or they take action, and you don't 10 agree with that. 11 And, once that process -- once that hearing 12 is completed, then the hearing officer makes a 13 decision. It's in writing, and it's provided to 14 the tenant. 15 So I think Ms. Brock just wanted to make sure 16 that folks understood that the grievance process 17 is very expansive for concerns that you may have 18 that you can't otherwise get resolved. 19 It's not just for lease violations. 20 It's just for information. It does need to be 21 something that affects you directly. 22 So, if you have a concern that's about something 23 general on the property or you have a class -- 24 you know, a group of you have a grievance about 25 something, the grievance process is not meant for</p>	<p>1 of the essence to make sure that we get issues 2 that are matters that are of top importance. 3 For example, you know, as you mentioned, 4 if it's a lease violation, right, and you think 5 that something occurred and it's unjust in what 6 the housing authority is going to do, 7 the great thing about this leeway, in regards to 8 the staff and the team that's on board, is that 9 we're going to do multiple things. 10 One, we have the Property Management Team, 11 too, as well. If there are concerns that you have 12 with property management, you also have a 13 resident services coordinator, right? 14 And I always advocate to most definitely take 15 those approaches. If you don't feel like the 16 property management message is getting through, 17 reach out to the coordinator. 18 Nine times out of ten, it's the coordinator 19 that has an educational background in social work, 20 right, just to make sure they can probably 21 communicate with you, too, as well, and also with 22 the local property manager. 23 Those are things that I really implore you 24 to kind of take that approach, too, as well. 25 If from there you feel like this is a serious</p>

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<p>1 matter, right, and it's totally unresolved, 2 then I do encourage you.</p> <p>3 You can send a message over to her office. 4 You do have Commissioner Brock, too, as well. 5 But you do have Legal Aid, but, in most cases, 6 when I see individuals going to Legal Aid, 7 it is for -- we see it a lot on the HCV side.</p> <p>8 You know, a landlord has not fully ratified 9 or taken care of inspection type, you know, 10 issues within the unit, right?</p> <p>11 Leaving conditions of the unit within 12 deplorable conditions, right?</p> <p>13 And so that's when I see a lot more of that 14 on the private sector side, but I want you-all 15 to know that we're most definitely here for you. 16 And I'm not just saying that. I really mean that.</p> <p>17 You're going to see an change and an improved 18 change as it relates to our staff and our 19 communication with you, too. There are going to 20 be most definitely boots on the ground from a 21 property management standpoint to a resident 22 coordinator standpoint, too, as well, as just our 23 team in general.</p> <p>24 So I thank you for coming out most 25 definitely.</p>	<p>1 And that's definitely a good route to go.</p> <p>2 So the other topic that Ms. Brock asked me to 3 talk about is reasonable accommodations and 4 modifications.</p> <p>5 So reasonable accommodations and 6 modifications are both ways for persons with 7 disabilities to fully engage in their housing, 8 and so this is not going to apply to every 9 household.</p> <p>10 It does apply to households who have a 11 household member with a disability, and the member 12 in the household with the disability -- this is a 13 circumstance where they need a change to a policy 14 or a change to the structure of their unit or the 15 common areas in order for them to be able to fully 16 and equally enjoy their housing.</p> <p>17 And so this is an obligation that HUD puts on 18 housing providers to ensure that residents with 19 disabilities are also able to live in their 20 homes with the appropriate adjustments they need 21 to be able to enjoy their housing fully.</p> <p>22 So, when we're looking at reasonable 23 accommodations, I know the housing authority 24 does provide a form that you can use to request 25 an accommodation or modification.</p>
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<p>1 MS. DeVRIES: Thank you.</p> <p>2 MS. CORBETT: I think that this is an 3 important conversation kind of to know your 4 rights, but give us a chance to express those 5 rights and those concerns. That's all I ask, 6 too.</p> <p>7 So let us fix it.</p> <p>8 You know, let us to do what we can do, 9 right?</p> <p>10 If you're mad, go for it most definitely.</p> <p>11 MS. DeVRIES: I certainly agree. I think 12 there are plenty of opportunities for residents to 13 reach out to staff to work through issues 14 informally.</p> <p>15 And so the grievance process is really meant 16 for adverse actions the housing authority takes 17 where the tenant is not able to resolve the 18 issue.</p> <p>19 MS. CORBETT: Yes, yes, yes.</p> <p>20 MS. DeVRIES: And so for many things that the 21 residents may, you know, have concerns or general 22 concerns on, then I would -- I think those should 23 go directly to management.</p> <p>24 And try to work it out, or, as you suggested, 25 speak with the resident service coordinator.</p>	<p>1 It's not required that you use that form, 2 but it's preferable that you use the form that the 3 housing authority has so that they're going to 4 have their questions answered. They're going to 5 know more information about the residents' 6 concerns.</p> <p>7 So we encourage people to do fill out a form 8 that's provided by a housing provider, landlord or 9 the housing authority to make sure that things get 10 on track.</p> <p>11 But, in some cases, there could be a 12 circumstance where there's information requested 13 in the form that you're not comfortable 14 providing.</p> <p>15 I'm not saying that's the case here with the 16 housing authority, but certainly there may be 17 reasons why you may not want to complete the 18 form.</p> <p>19 And so HUD does not require that the request 20 be in writing, but it's preferable. You have a 21 paper trail. You have something that you can 22 refer back to if there are any issues and 23 concerns.</p> <p>24 Reasonable accommodations and reasonable 25 modifications can be requested at any time</p>

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<p>1 in the tenancy. It can be done in advance. 2 It can be done after you've experienced an 3 issue. 4 In some cases, if it involves a lease 5 violation, it may be able to be requested 6 afterwards, but HUD allows that reasonable 7 accommodations can be made at any time at any 8 point in time in the tenancy. 9 So, what are some examples of reasonable 10 accommodations or reasonable modifications? 11 When we're talking -- we may be talking about 12 an accessible parking space, a live-in aide, 13 assistance with completing paperwork, rent payment 14 reminders, adjustment in rent or an assistance 15 animal, more notice of inspections, transfer to 16 an appropriate unit, a ramp or grab bars in a 17 bathtub. 18 So there are so many examples of different 19 accommodations and modifications that a person 20 with a disability may need, because every person 21 is different. And their needs are different, 22 and so, depending on the disability, you could 23 imagine that there may be endless things that, 24 you know, would -- that may give a resident 25 cause to request that from a landlord.</p>	<p>1 but a lot of people don't. 2 People come and park. Then, therefore, 3 we, as seniors ... I'm 75 five years old. 4 I shouldn't have to walk -- park all the way 5 down and carry my groceries all the way up. 6 Would designated visitor parking be under 7 this reasonable accommodation for residents? 8 MS. CORBETT: So I would like to take -- 9 COMMISSIONER ROGERS: So -- 10 MS. CORBETT: -- go ahead. 11 COMMISSIONER ROGERS: -- I'm sorry. 12 So let's do this. We're going to have her 13 finish her presentation real quick -- 14 MS. CORBETT: I'm sorry. 15 COMMISSIONER ROGERS: -- and then we're going 16 to have our President and CEO address that issue 17 when we get into our residents' concerns so that 18 we can have that addressed. So we're going to do 19 that. 20 Okay? 21 MS. STEVENS: Yes. 22 MS. DeVRIES: I think all I'll say is that, 23 if a resident has a disability and it makes it 24 impossible for them to live and enjoy their unit 25 because they don't have accessible parking,</p>
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<p>1 And so the list can go on and on, 2 but certainly there does need to be a connection 3 between the person's disability and the change 4 that they're requesting. 5 So, if we're looking at a circumstance where, 6 if you don't get this accommodation, you can't 7 fully enjoy your home. You can't live in it. 8 So there does need to be a connection between the 9 request that you're making and how it will improve 10 your ability to stay in your housing. 11 MS. CORBETT: You have a question right here 12 (indicated). 13 MS. DeVRIES: Yes. 14 MS. STEVENS: Hi. My name is Annie Stevens. 15 I'm from Riviera South on the westside. 16 And you said there is a form that we can 17 complete? 18 Because I live in Building D on the south 19 end, and we have -- and it's seniors -- 20 all seniors -- and we have no handicap parking. 21 And it's about six of us on that side. 22 People come from -North and park down there. 23 I don't know what the problem is, but they'll park 24 in the -- we respect the parking spaces. 25 Because they are right in front of our entrances,</p>	<p>1 that may be something that would trigger, 2 you know, a reasonable accommodation request. 3 There is likely going to need to be doctor 4 support for that, to verify that the person has a 5 disability and that they have a need for that. 6 But there can also be legitimate concerns by 7 a landlord of some things is why that may not be 8 feasible depending on how many spaces there are 9 and depending on the needs of the other 10 residents. 11 And then there may be other state or local 12 laws that the landlord has to comply with, 13 but, in some circumstances, we get a lot of 14 parking space requests to our office. 15 In fact, the number one complaint filed 16 at HUD and also the number one complaint that we 17 see are landlords who are discriminating against 18 tenants who have disabilities. So it's certainly 19 an issue that can raise a right to a reasonable 20 accommodation. 21 So the only other thing I'll add is that, 22 in a situation where you request an accommodation 23 and it's denied by the housing authority, 24 that may be an appropriate circumstance for a 25 grievance request to have that reviewed.</p>

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<p>1 And then you always have the right to file 2 a complaint with HUD or the local City of 3 Jacksonville Human Rights Commission, 4 the Jacksonville Human Rights Commission. 5 There certainly are other avenues, but, 6 again, as was emphasized earlier, starting with 7 talking with management and dialoguing with the 8 housing authority may be able to resolve your 9 concerns. 10 We would always encourage residents to speak 11 with the landlord about your issues and see if you 12 can resolve the issue before taking that next 13 step. 14 MS. CORBETT: And I would say sometimes, 15 you know, that can make you frustrated. 16 If you're the one for a reasonable accommodation 17 -- that medical statements, too, as well, 18 from the doctor, but then I want to also cater 19 expectations. 20 Sometimes it can be a denial. I mean I've 21 had a denial one time actually in Chicago 22 at Chicago Housing Authority trying to identify 23 arthritis, right? 24 They had disclosed that for their reasonable 25 accommodation. They felt that they needed a</p>	<p>1 too. 2 So thank you. 3 MS. DeVRIES: Yes. Those are all good 4 points. 5 I did include in the flyer -- 6 UNIDENTIFIED SPEAKER: (inaudible) 7 MS. DeVRIES: -- no, no. 8 So there can be reasons why the housing 9 authority might deny an accommodation, 10 if it's too expensive, and the administrative 11 burden certainly are things that could be 12 involved. 13 Did you have a question, sir? 14 UNIDENTIFIED MALE: I don't know whether it's 15 going to meet -- 16 COURT REPORTER: I need your name. 17 UNIDENTIFIED MALE: -- the criteria of a 18 reasonable accommodation. 19 COURT REPORTER: I don't know his name. 20 COMMISSIONER ROGERS: If you'll state your 21 name for the record. 22 MR. STEVENS: My name is Ernest Stevens, Jr. 23 I am presently Vice President of Southwind. 24 COURT REPORTER: Vice President of, what? 25 MR. STEVENS: Southwind Villa.</p>
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<p>1 hot tub in their unit. Believe it or not, 2 I'm serious. 3 Well, you know what, it's within reason, 4 too, a reasonable accommodation. So we cannot 5 afford to put a hot tub in a unit; although, 6 that would help to relax the muscles and so forth, 7 too, as well. 8 So just know that not everything -- 9 and it's not to that degree. I'm sure no one 10 is submitting something like that, but not 11 everything will always get acceptance. 12 Right? 13 So we have to be able to balance, you know, 14 what can we, also, as a public housing authority 15 that's federally funded, afford to put or make 16 those updates, too, as well. But, you know, 17 grab bars and so forth, too, as well, but, 18 if it's a reasonable accommodation, just know 19 it's not always physical. 20 Right? 21 You know, this disability may not be 22 something physically that a person may be able to 23 see, right? 24 And so that's something to also be cognizant, 25 too, as well, of what we take into consideration,</p>	<p>1 COURT REPORTER: Thank you. 2 MR. STEVENS: Like I say, I don't know 3 whether this reached the point of reasonable 4 accountability, but we need -- at Southwind 5 Villa, we need cameras here. 6 My car has just been vandalized this week. 7 MS. DeVRIES: I don't think that would rise 8 to an accommodation, but that's certainly the 9 purpose of the meeting is to raise your 10 concerns. And they'll -- 11 COMMISSIONER ROGERS: So, again -- 12 MS. DeVRIES: -- do that during the next 13 session -- next part. 14 COMMISSIONER ROGERS: -- we're going to do 15 that during resident concerns. So, if you will 16 raise that issue during, "Resident Concerns," 17 then we'll address that. 18 MS. DeVRIES: And my office number is on 19 the brochure, and I'll leave some cards back by 20 the flyers. If folks have individual questions, 21 feel free to reach out to me. 22 I don't want to hold up the meeting. 23 I'll let y'all move on to the rest of the topics 24 for the day. 25 But I thank Ms. Brock for inviting me and</p>

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<p>1 for you taking the time to listen to the</p> <p>2 information today.</p> <p>3 Thank you.</p> <p>4 CHAIRWOMAN BROCK: Thank you.</p> <p>5 COMMISSIONER ROGERS: Thank you so much for</p> <p>6 that.</p> <p>7 (People clapped.)</p> <p>8 COMMISSIONER ROGERS: Thank you so much for</p> <p>9 that wonderful information that you have provided.</p> <p>10 If you would hold your residents' concerns,</p> <p>11 we're going to get to that. We have one more</p> <p>12 speaker.</p> <p>13 Ms. Lee is here from the FSS Program.</p> <p>14 She is the supervisor with the Jacksonville</p> <p>15 Housing Authority. So she's going to provide --</p> <p>16 and I believe she has already provided to you --</p> <p>17 her presentation, and so she's going to share this</p> <p>18 information with you-all.</p> <p>19 And then we're going to move on to our</p> <p>20 announcements, and then we'll get to the part that</p> <p>21 you came for. And that's the resident concerns.</p> <p>22 CHAIRWOMAN BROCK: Thank you, Ms. Mary.</p> <p>23 MS. DeVRIES: Thank you.</p> <p>24 MS. LEE: Good afternoon, everyone.</p> <p>25 PEOPLE: Good afternoon.</p>	<p>1 goal, moving everyone toward homeownership and</p> <p>2 moving everyone towards self-sufficiency.</p> <p>3 Our concentration of the FSS Program is</p> <p>4 employment, job training, job placement and</p> <p>5 financial wellness. We host events with various</p> <p>6 resources.</p> <p>7 We have financial wellness courses that is</p> <p>8 going on for all of our FSS participants.</p> <p>9 So, if you are interested in joining the</p> <p>10 FSS Program, if you are on public housing or in</p> <p>11 Section 8, there are forms in the back for you to</p> <p>12 fill out.</p> <p>13 If you are interested, you will be asked to</p> <p>14 fill out the form, and then I will invite you to</p> <p>15 an FSS orientation.</p> <p>16 Once a resident attends the FSS orientation,</p> <p>17 you will be assigned to a professional certified</p> <p>18 FSS coordinator.</p> <p>19 This coordinator will work with you as long</p> <p>20 as you're in the FSS Program. The best part of</p> <p>21 our FSS is the incentives that are offered to</p> <p>22 our FSS participants, and one of the best</p> <p>23 incentives that all participants enjoy the most</p> <p>24 is escrow.</p> <p>25 Escrow is earned income. It's an incentive</p>
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<p>1 MS. LEE: Like Mr. Rogers said, I am Ms. Lee.</p> <p>2 I am the FSS Supervisor for the Family</p> <p>3 Self-Sufficiency Program. It is the best kept</p> <p>4 secret.</p> <p>5 PEOPLE: Yes.</p> <p>6 MS. LEE: So, because you are here today,</p> <p>7 I'm going to share that information with you.</p> <p>8 FSS has six staff. I'm one of the staff.</p> <p>9 I have Ms. Emily Fulton. She is the senior</p> <p>10 service coordinator. Then I have a new staff,</p> <p>11 Ms. Latressa (phonetic) Sampson. We have</p> <p>12 Ms. Tamia Young and Ms. Caduila (phonetic) Price.</p> <p>13 That is the entire team of FSS.</p> <p>14 FSS has been helping families since 1994 when</p> <p>15 it was first established. Jacksonville Housing is</p> <p>16 the first Family Self-Sufficiently FSS Program.</p> <p>17 We work with both public housing and</p> <p>18 Section 8 participants helping them work toward</p> <p>19 becoming self-sufficient and hopefully no longer</p> <p>20 depending on government subsidies, such as cash</p> <p>21 assistance.</p> <p>22 Our goal is to make sure that we give</p> <p>23 information and recourses to the participants to</p> <p>24 make sure that they get what they need so they can</p> <p>25 sustain a better quality of life. That's our</p>	<p>1 given by HUD to make sure that all participants</p> <p>2 are able to move towards becoming self-sufficient.</p> <p>3 The next best thing about the FSS Program is</p> <p>4 the Homeownership Program, where you can actually</p> <p>5 -- all Section 8 participants can take their</p> <p>6 Section 8 voucher and convert it over to a</p> <p>7 homeownership voucher.</p> <p>8 That's the whole goal of the FSS Program,</p> <p>9 and, at the end of the FSS Program, if you are</p> <p>10 successful in completing your goals, you get to</p> <p>11 graduate from the FSS Program -- cap and gown,</p> <p>12 plaque -- and we honor you for your hard work</p> <p>13 and dedication that you put into the FSS Program.</p> <p>14 So, again, I am Ms. Lee. I'm the FSS</p> <p>15 supervisor, and, if you are interested,</p> <p>16 there are forms in the back. Please make sure you</p> <p>17 write legibly so I can read your handwriting</p> <p>18 so I will be able to put you on the FSS</p> <p>19 orientation wait list.</p> <p>20 Okay?</p> <p>21 That concludes the FSS presentation.</p> <p>22 Thank you.</p> <p>23 (People clapped.)</p> <p>24 CHAIRWOMAN BROCK: Okay.</p> <p>25 MS. LEE: I'm sorry.</p>

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<p>1 Do anyone have any questions concerning 2 the FSS? 3 (no response) 4 MS. LEE: If you do, my number is also on 5 the form. You can call me, email me, and I will 6 be glad to go more in-depth about the FSS 7 Program. 8 Thank you for having me. 9 (People clapped.) 10 COMMISSIONER ROGERS: Thank you so much. 11 At this time, let me say this and do a quick 12 housekeeping item. 13 If you have not filled out a letter of 14 concern, I'm going to ask that you do that, 15 if you have one, just so that we can have it on 16 file and so that we can also follow up. 17 So we do take a look at these. We take these 18 very, very seriously. We'll just keep it on file. 19 I'll read them. I don't read them out loud. 20 I just read every last one of them that was 21 presented. 22 And so we do work with leadership as it 23 relates to your concerns, and we take your 24 concerns very, very seriously. 25 Those of you who have seen me and,</p>	<p>1 Ms. Parker. 2 MS. PARKER: Good afternoon. 3 PEOPLE: Good afternoon. 4 MS. PARKER: Can you hear me okay? 5 PEOPLE: Yes, ma'am. 6 MS. PARKER: Okay. I just want to share a 7 few upcoming events for our Resident Services 8 Department. As you heard Ms. Lee say, she is the 9 Supervisor of the FSS Program, and, as a matter of 10 fact, these particular events are being generated 11 from out of our FSS progress. 12 But our whole department is going to be 13 participating all-hands-on-deck for these events. 14 They are open to the public. 15 One is our Annual Homeownership Fair. 16 That will be June the 7th. It's going to 17 be at Emmett Reed Community Center. 18 That's 1093 West 6th Street. That's on the 19 northside of town. 20 We would love to have any of you and your 21 family members or anyone that you know can come 22 out to our Homeownership Fair and receive 23 information on how to become a homeowner and 24 things and steps that you need to take for that. 25 Again, that's June 7th beginning at</p>
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<p>1 since I've been on this board, know that, 2 if you write it down, nine times out of ten, 3 you're going to see me pop up at the property 4 to see it firsthand to make sure that we are not 5 only addressing your issue but that you feel a 6 level of comfort. 7 We have some amazing staff to quickly 8 address those issues for you. So please make sure 9 you write them down so that we can go back and 10 make sure that your issue has been taken care of. 11 As I have looked at this folder that was 12 given to me, I have seen a recurring issue, 13 and we will address that recurring issue. 14 I'm not sure if those residents are here, 15 but I do see a recurring issue that we can 16 I think address as leadership and our 17 Administration Team. But please make sure you 18 write those down for us. 19 With that being said, I am now going to 20 turn it over to Ms. Cordelia Parker, 21 our Director of Resident Services, to provide 22 any announcements or any information at this 23 time. 24 After that, we will then turn it over to you 25 to give us your residents' concerns.</p>	<p>1 ten o'clock a.m. It's from 10:00 to 2:00 at 2 Emmett Reed Community Center. 3 Another event that we will be having is the 4 Entrepreneurship Workshop. If you're interested 5 in how to learn how to own your own business, 6 then you would want to attend this event. 7 It's open to the public, as well. 8 It's going to be at The Oaks of Durkeeville, 9 at 1605 Myrtle Avenue. There should be 10 some flyers on the table for both of these 11 events. 12 That is going to be, again, on June the 13 28th from 10:00 a.m. to two o'clock p.m. 14 at The Oaks of Durkeeville, at 1605 Myrtle Avenue, 15 and we look forward to sharing and having you come 16 out. Again, you can tell your family and 17 friends they're welcome to come, as well. 18 This site will begin signing up during the 19 month of June -- probably mid-June -- 20 for your Back to School Event. We will be having 21 another separate Back to School Event that will 22 be held August the 16th at the Emmett Reed 23 Community Center, and I want you to save that 24 date. Because we will be having exciting 25 processes for that beginning next month.</p>

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<p>1 I just wanted to make sure that you-all are aware 2 of that, as well. 3 MS. STEVENS: What date was that? 4 MS. PARKER: August the 16th, the Back to 5 School Event? 6 If you're from Riviera, you will also -- 7 they'll have sign-ups at all of our -- 8 all of our public housing sites will be signing up 9 for that particular event, as well. 10 MS. STEVENS: Well, I usually volunteer. 11 That's why I asked. 12 MS. PARKER: Okay. Thank you. Yes. 13 August the 16th at the Emmett Reed Community 14 Center. It will start at 10:00. 15 And we're also going to be launching a 16 scholarship program June the 15th. We will have 17 applications out and information for you to sign 18 up for college. 19 If you're a student that completes the essay, 20 all the directions will be given, and it's a 21 competitive process. So we will be selecting 22 students to receive \$500 scholarships to college 23 or universities. It can go toward books or other 24 things there, but we will be rolling that out 25 starting June the 15th. And there is more</p>	<p>1 and some of them are so old that you can't use 2 multiple at the same time. 3 And so, with that being said, we are going to 4 have staff address how we get new ones to you. 5 Okay? 6 How many had that concern when you walked 7 in? 8 (Hands were raised.) 9 COMMISSIONER ROGERS: See? 10 I read them. I told you I read them. 11 I read them, and so we're going to address those. 12 And so, is it all Southwind? 13 Is it all here? 14 (Hands were raised.) 15 COMMISSIONER ROGERS: Where are you? 16 UNIDENTIFIED FEMALE: Here. 17 COMMISSIONER ROGERS: Here. 18 UNIDENTIFIED FEMALE: Here. 19 COMMISSIONER ROGERS: See? 20 I told you I read them. I gotcha. So we're 21 going to get the life cycle on all of them. 22 Make sure you put down your unit so that we can go 23 on ahead and get staff to address those. Let us 24 know if it's the refrigerator and the stove or 25 just the stove.</p>
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<p>1 information to come on that. That is also going 2 to be rolled out to all of our public housing and 3 our Section 8 participants, as well. 4 Thank you. 5 COMMISSIONER ROGERS: Thank you so much, 6 Ms. Parker, for that and all of that information. 7 At this time, we will move into our 8 residents' concerns. Let me do a couple things. 9 One, let me do a couple of things as we move into 10 the residents' concerns. 11 If you would, if you'll stand, 12 so our reporter can note your name when you give 13 your concerns. So please state your name and the 14 location that you're referring to. 15 Let me get this one out of the way right 16 now. I'm going to do the first one, 17 because I done read enough of them. So I'm going 18 to do the first one. 19 Mr. Mitchell is here, and I done heard it 20 quite a bit. So let's get the first one out of 21 the way, because I don't want everybody saying the 22 same thing. So we'll get the first one out of the 23 way, and I read them. 24 And so that's old refrigerators and stoves 25 that need to be replaced in your units,</p>	<p>1 But please make sure -- don't leave out of 2 here without putting it on the concern list so 3 that we can have staff take a look at that. 4 I told you I read all of them. So I already got 5 it covered. So, if you came about that, 6 we're already going to address that. 7 But I am going to turn it over to our 8 President and CEO for any comments or turn it over 9 to staff to address that at this time. 10 MS. CORBETT: So this is what we'll do. 11 For the property manager for the site, 12 no later than Tuesday, which is, what, 13 the 26th -- because I know we have the holiday 14 the 27th -- if you can just get a notice for every 15 resident in the building posted. 16 We want to make sure -- sometimes, if we have 17 our Maintenance Team to go in and inspect every 18 refrigerator and also stove, right, they'll be 19 able to look at the life cycle to see what we need 20 to do in regards to overhauls and then do an 21 inventory check on that. 22 Did you have some that were coming in 23 already, or -- 24 MR. MITCHELL: Quick question. 25 Are you saying look at all of them by</p>

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<p>1 Tuesday?</p> <p>2 MS. CORBETT: -- no, no, no, no.</p> <p>3 Have a notice that goes out on Tuesday of next</p> <p>4 week to notify the residents here, the residents,</p> <p>5 our clients that we serve, that maintenance will</p> <p>6 be going in, for whatever set date you have,</p> <p>7 to look at everyone's refrigerator and also stove.</p> <p>8 Right?</p> <p>9 Because, on our end, we need to be able to do</p> <p>10 an inventory check just to kind of see what this</p> <p>11 life cycle is looking like, if any of these</p> <p>12 refrigerators or stoves are even under warranty,</p> <p>13 and, if they're not, have a replacement plan for</p> <p>14 that.</p> <p>15 And that can go for capital probably --</p> <p>16 we can probably pull this off a little bit in</p> <p>17 advance.</p> <p>18 Right?</p> <p>19 And so we're going to do that check.</p> <p>20 So, is that clear?</p> <p>21 MS. BELIZGIRE: Yes, ma'am.</p> <p>22 MS. CORBETT: Okay. Got it.</p> <p>23 So, you-all, don't be surprised when she gets</p> <p>24 a word out, too, as well. When you see that</p> <p>25 notice and our Maintenance Team need to come in,</p>	<p>1 Even the property managers are putting out</p> <p>2 letters telling the parents what time the kids</p> <p>3 should be indoors and should not be out,</p> <p>4 but the parents are not listening.</p> <p>5 And there are fights breaking out at</p> <p>6 9:00, 10:00, eleven o'clock at night,</p> <p>7 and I'm hearing it in the back of my house.</p> <p>8 I have a big yard.</p> <p>9 They're out there just fighting, horsing</p> <p>10 around while I'm trying to get my girls sleeping,</p> <p>11 and they can't sleep. And I'm not in a good bed</p> <p>12 of health.</p> <p>13 COMMISSIONER ROGERS: So let me clarify,</p> <p>14 because I heard two things. So I want to make</p> <p>15 sure I heard you.</p> <p>16 I heard fighting, and I heard horseplaying.</p> <p>17 MS. McKNIGHT: Yes.</p> <p>18 COMMISSIONER ROGERS: I look at those as two</p> <p>19 different --</p> <p>20 MS. McKNIGHT: They are horseplaying,</p> <p>21 and they're also fighting.</p> <p>22 COMMISSIONER ROGERS: -- okay.</p> <p>23 And, is it in a certain area?</p> <p>24 MS. McKNIGHT: It's -- it's just in my --</p> <p>25 I'm right down at Apartment 34. So I have --</p>
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<p>1 allow them into the unit so we can start looking</p> <p>2 at those refrigerators and also those stoves,</p> <p>3 too, as well, so we can determine if they need to</p> <p>4 be replaced. And, if we need to do bulk ordering,</p> <p>5 that's what we'll do basically to kind of resolve</p> <p>6 that issue. No problem.</p> <p>7 COMMISSIONER ROGERS: Thank you so much.</p> <p>8 See?</p> <p>9 I told you I read them. I read them once she</p> <p>10 gave them to me. So we got that addressed.</p> <p>11 All right. Now I'll turn it over to you-all.</p> <p>12 Any other concerns?</p> <p>13 (A hand was raised.)</p> <p>14 COMMISSIONER ROGERS: All right. Again,</p> <p>15 if you'll stand and state your name and your</p> <p>16 location for our reporter.</p> <p>17 MS. McKNIGHT: Hi. My name is Kamika</p> <p>18 McKnight at Southwind Villa. My concern is the --</p> <p>19 during the summer and spring -- the kids.</p> <p>20 I have a 15 and a 12-year-old. I understand.</p> <p>21 And the Boys & Girls Club is good to have,</p> <p>22 but we have some rowdy kids that are messing</p> <p>23 up the property, banging on doors. I mean</p> <p>24 disrespectful, fighting, staying out at 8:00,</p> <p>25 9:00, 10:00.</p>	<p>1 I'm in this -- I have a really big field right</p> <p>2 there behind there.</p> <p>3 So they're behind the apartment right there</p> <p>4 doing that, or they're right there in front.</p> <p>5 MS. CORBETT: Is it isolated in this field</p> <p>6 area?</p> <p>7 MS. McKNIGHT: Yes. Like behind the</p> <p>8 apartment or just right there in the front right</p> <p>9 there. I mean it's real big where the kids</p> <p>10 can just go out there and just do whatever they</p> <p>11 want to do.</p> <p>12 COMMISSIONER ROGERS: Now let me turn that</p> <p>13 over to any comments from --</p> <p>14 MS. CORBETT: Hank Rogers.</p> <p>15 (People laughed.)</p> <p>16 MS. CORBETT: This is for property</p> <p>17 management.</p> <p>18 Have you-all been aware?</p> <p>19 Have you received any of those complaints?</p> <p>20 Has anything been coming from JSO,</p> <p>21 anything like that, calls about this issue or this</p> <p>22 loitering or --</p> <p>23 MS. BELIZGIRE: The fighting -- I have not</p> <p>24 heard anything, as far as it's -- you know,</p> <p>25 it's news to me. I'm just being honest with you.</p>

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<p>1 MS. CORBETT: Okay.</p> <p>2 MS. BELIZGIRE: Any complaint, whether it's</p> <p>3 verbal or written, is definitely addressed,</p> <p>4 and, as Ms. Brock stated, flyers have gone out</p> <p>5 on my behalf.</p> <p>6 And any calls for service that I receive</p> <p>7 -- it does state the apartment number, and then</p> <p>8 I reached out to our sheriff's officer to try to</p> <p>9 get more information, if like -- because they</p> <p>10 don't always do --</p> <p>11 MS. CORBETT: Because the sheriff will</p> <p>12 track it?</p> <p>13 MS. BELIZGIRE: -- that's an issue that</p> <p>14 I have with JSO.</p> <p>15 They come out, and it's just,</p> <p>16 "Oh, we were out here."</p> <p>17 No one cannot get a little more information.</p> <p>18 So I do work closely with our sheriff's watch</p> <p>19 officer, and I've sent flyers, you know,</p> <p>20 based on monitoring children.</p> <p>21 But, until I know exactly who it is --</p> <p>22 MS. CORBETT: Right, right. And sometimes</p> <p>23 they're coming from other locations.</p> <p>24 One of the things I want to let y'all know</p> <p>25 that we're doing behind the scenes -- we recently</p>	<p>1 But we can do things on our end just to kind</p> <p>2 of have like a friendly ride through and so forth,</p> <p>3 too, as well, to look into that matter.</p> <p>4 Can you tell me if it's on certain days?</p> <p>5 Is it a Friday, Saturday night, Sunday night,</p> <p>6 in the middle of the week night?</p> <p>7 MS. McKNIGHT: Usually -- okay. During the</p> <p>8 summer, it's like any day right there.</p> <p>9 MS. CORBETT: But right now, what's going on?</p> <p>10 MS. McKNIGHT: Right now it's like Fridays</p> <p>11 and Saturdays. As soon as y'all leave,</p> <p>12 bam. It's around about like 7:00, 8:00, 9:00</p> <p>13 -- 7:00, 8:00, nine o'clock. I mean they are just</p> <p>14 out.</p> <p>15 MS. CORBETT: Is music playing, too?</p> <p>16 MS. McKNIGHT: It's not music and food.</p> <p>17 It's just kids out there just doing whatever.</p> <p>18 It's a big -- it's right behind Apartment 8,</p> <p>19 Building 8. There is a big huge field, and --</p> <p>20 MS. CORBETT: So we'll do multiple things,</p> <p>21 right?</p> <p>22 One, a solicitation that's out, right?</p> <p>23 We've already put a place in plan.</p> <p>24 Two, we'll do something special,</p> <p>25 and we will most definitely contact JSO and also</p>
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<p>1 just dropped the RFP, a solicitation, for new</p> <p>2 safety and security.</p> <p>3 Right?</p> <p>4 So, what would that mean for you?</p> <p>5 We're trying to quickly ramp that up.</p> <p>6 We just had a meeting. These potential</p> <p>7 respondents came out on Tuesday to actually tour</p> <p>8 the different properties, too.</p> <p>9 So what we're trying to do and get in place</p> <p>10 is to make sure we have professional security</p> <p>11 firms. They can also be roving, too.</p> <p>12 So, what does that mean?</p> <p>13 It's that we can have them roving around</p> <p>14 certain times, especially, you know, when our</p> <p>15 summer months are coming into play, to focusing</p> <p>16 in on this field area or where there are</p> <p>17 complaints, too, as well.</p> <p>18 Mr. Mitchell, is there something you wanted</p> <p>19 to add to that?</p> <p>20 Because this solicitation might be another</p> <p>21 month out before we get it in, but, in the</p> <p>22 meantime, we can't reach out to JSO.</p> <p>23 We don't normally like to have the</p> <p>24 sheriff's office, you know, on our sites, too,</p> <p>25 as well, right?</p>	<p>1 some staff to kind of pop in around 7:00, 8:00,</p> <p>2 9:00, 10:00, 11:00, right, to kind of look at</p> <p>3 this.</p> <p>4 I can't promise you midnight. We got to go</p> <p>5 home to sleep.</p> <p>6 (People laughed.)</p> <p>7 MS. CORBETT: But I might be riding around --</p> <p>8 don't be surprised -- to kind of look into this</p> <p>9 and kind of get some solutions in place.</p> <p>10 Right?</p> <p>11 One of the things I found -- and I've seen</p> <p>12 in other housing authorities, too, as well --</p> <p>13 is the children and teenagers -- they're bored.</p> <p>14 They don't have anything to do.</p> <p>15 Sometimes parents are working long hours.</p> <p>16 Maybe they're doing their homework if they haven't</p> <p>17 done any homework, but we also need to look at the</p> <p>18 bigger picture, too, is working on programs.</p> <p>19 Right?</p> <p>20 And, also, working towards finding jobs</p> <p>21 for our youth, especially during the summer.</p> <p>22 Right?</p> <p>23 Because, if you got to go to a job in the</p> <p>24 morning, you can't hang out late, and so we'll</p> <p>25 look into the matter, too, and be able to report</p>

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<p>1 back, as well.</p> <p>2 And I thank you for sharing that.</p> <p>3 So no problem.</p> <p>4 COMMISSIONER ROGERS: We have a question</p> <p>5 over here or concern.</p> <p>6 UNIDENTIFIED MALE: Concern.</p> <p>7 COMMISSIONER ROGERS: If you will,</p> <p>8 stand and provide your name and location.</p> <p>9 MR. STEVENS: Excuse me.</p> <p>10 Ernest Stevens, Jr., and my concern is we</p> <p>11 need security bad in the form of cameras.</p> <p>12 My car was vandalized just a few nights ago,</p> <p>13 and it's going to cost me \$500 to get it</p> <p>14 repaired. And the \$500 is my deduction from the</p> <p>15 insurance. And I got to pay that \$500,</p> <p>16 and it was ravaged in the form of being stolen.</p> <p>17 They couldn't get it started. So they just</p> <p>18 vandalized it. It tore up the steering column,</p> <p>19 bust out the back window and broke the front</p> <p>20 driver's seat.</p> <p>21 COMMISSIONER ROGERS: Can you tell us your</p> <p>22 location that your car was parked in?</p> <p>23 MR. STEVENS: In front of Building 40.</p> <p>24 MS. CORBETT: Do you have a police report</p> <p>25 and everything?</p>	<p>1 Right?</p> <p>2 A Camera Federation Program, meaning we get</p> <p>3 the cameras installed, right, and we can federate</p> <p>4 it back to JSO.</p> <p>5 Right?</p> <p>6 And what that means is they get live feed</p> <p>7 data just like that when something is happening,</p> <p>8 but most importantly, if you walk out and you see</p> <p>9 something or our team sees something or whatever</p> <p>10 or we have to go and pull camera feed, we want to</p> <p>11 make sure that people are still safe.</p> <p>12 Because criminals know if they've committed</p> <p>13 an activity.</p> <p>14 Right?</p> <p>15 And they know somebody has got to come out</p> <p>16 and get the camera feed. So what Federation will</p> <p>17 do --</p> <p>18 MR. STEVENS: Well, they have a look-out,</p> <p>19 too.</p> <p>20 MS. CORBETT: -- exactly. I'm familiar with</p> <p>21 that in Chicago.</p> <p>22 (People laughed.)</p> <p>23 MS. CORBETT: So I will say this --</p> <p>24 right, right, right -- we want to make sure</p> <p>25 from that camera that live feed goes directly to</p>
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<p>1 Have you got all of that?</p> <p>2 MR. STEVENS: I have the police report</p> <p>3 and all of that.</p> <p>4 MS. CORBETT: Okay.</p> <p>5 MR. STEVENS: I didn't bring it with me,</p> <p>6 because I didn't think I would need it here.</p> <p>7 MS. CORBETT: Okay. Building 40.</p> <p>8 So we'll take a look at that.</p> <p>9 MR. STEVENS: And there were a description</p> <p>10 of people that did it -- of the young people that</p> <p>11 did it.</p> <p>12 MS. CORBETT: It sounds like -- were they</p> <p>13 allegedly on the property or probably came from</p> <p>14 somewhere else without saying names?</p> <p>15 MR. STEVENS: Well, I don't know whether they</p> <p>16 was from here or not.</p> <p>17 MS. CORBETT: That's all you need is the</p> <p>18 cameras is what you're basically saying at the end</p> <p>19 of the day.</p> <p>20 MR. STEVENS: Right. Correct. Thank you.</p> <p>21 MS. CORBETT: So it's interesting you said</p> <p>22 that. So, again, it's probably been like 34 days</p> <p>23 or 35 days on the job. We already started</p> <p>24 exploring with the team two things, two possible</p> <p>25 options.</p>	<p>1 the police department there.</p> <p>2 So that is not a solution right now today;</p> <p>3 however, I want you to know that we're actively</p> <p>4 working on that right now.</p> <p>5 And then I just spoke with our new</p> <p>6 Director of IT. It's interesting because we're</p> <p>7 actually also scoring vendors to see who can</p> <p>8 help us with this Camera Federation.</p> <p>9 Because we recognize that that's a concern,</p> <p>10 and it becomes a bigger concern in your like</p> <p>11 summer months and so forth, too, as well.</p> <p>12 MR. STEVENS: Yes.</p> <p>13 MS. CORBETT: So I do want to apologize for</p> <p>14 that, but, at best today, I think we need to</p> <p>15 go forward and take a look at it.</p> <p>16 I just want to kind of see what is Building</p> <p>17 40, that area, that zone for security.</p> <p>18 MR. MITCHELL: I can.</p> <p>19 But, also, I would like to state,</p> <p>20 you know, he spoke about \$500. Now I don't know</p> <p>21 what kind of vehicle he had --</p> <p>22 MS. CORBETT: Oh, Danny, you already know.</p> <p>23 MR. MITCHELL: -- but, if you have a Hyundai</p> <p>24 or a Kia, you already know that TikTok has ...</p> <p>25 So, if you have one of them, I would suggest you</p>

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<p>1 get a Club as much as possible to lock onto your 2 steering wheel, because they're still stealing 3 them on a daily basis.</p> <p>4 MR. STEVENS: I took my car -- they had a 5 recall on the Hyundais and Kias. I took my car 6 to the Hyundai dealer. They put a lock on the 7 thing where it cannot be started unless you have 8 the key.</p> <p>9 MS. CORBETT: You know, everything is 10 clever nowadays right now in regards to the Kias 11 they get into, but that doesn't solve your problem 12 today.</p> <p>13 MR. STEVENS: Because, when they get in it, 14 then they can't crank it --</p> <p>15 MS. CORBETT: They tear it up.</p> <p>16 MR. STEVENS: -- but they do vandalize it.</p> <p>17 MS. CORBETT: Yes. They tear it up.</p> <p>18 MR. STEVENS: Right.</p> <p>19 MS. CORBETT: All right. So I'm going to 20 swoop by Building 40, if that's okay. I'll swoop 21 by Building 40, and we will still -- as it even 22 goes to the JSO to see if we can kind of get ... 23 because, you know, I'm not sure of the time it 24 may have happened.</p> <p>25 Was it at night?</p>	<p>1 and stuff to Sabrina.</p> <p>2 But these kids aren't stopping, and, 3 if you say anything to them, they will literally 4 cuss you out.</p> <p>5 MS. CORBETT: Are they here? 6 Are they kids here?</p> <p>7 MS. READY: Yes, they're here.</p> <p>8 And the other -- the other little statement 9 that I want to say is we're -- a lot of us are 10 handicapped on that front end --</p> <p>11 MR. STEVENS: Yes.</p> <p>12 MS. READY: -- and I park in -- 13 I park in the very last parking spot right in 14 front of my front door. It is not handicapped, 15 but I can leave and come back, and I end up having 16 to park somewhere. Because there's people parked 17 in the handicap that are not handicapped.</p> <p>18 MR. STEVENS: Yes.</p> <p>19 MS. READY: This is a big issue, and we have 20 -- we have I know one, two, three, four -- 21 there is at least five of us that has no parking 22 because of the handicap parking.</p> <p>23 COMMISSIONER ROGERS: All right. So thank 24 you for that. We have noted that concern.</p> <p>25 MS. READY: Absolutely.</p>
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<p>1 MR. STEVENS: It was at 2:00 something at 2 night, and the wrecker is supposed to come 3 and pick my car up now today to actually take it 4 back to the Hyundai dealer so that they can 5 refurbish it.</p> <p>6 MS. CORBETT: So I'll look into it for 40, 7 the Building No. 40 and the area. We'll ramp up, 8 again, the Camera Federation.</p> <p>9 MR. STEVENS: I'll tell you where it's at. 10 It's the second parking lot as you come in the 11 gate on your left. Now, going out the gate, 12 it would be on the right.</p> <p>13 COMMISSIONER ROGERS: Perfect. Thank you so 14 much.</p> <p>15 Again, she, along with Mr. Mitchell, 16 will take a look at that area today, Mr. Stevens. 17 And so thank you so much for bringing that up, 18 and we do apologize for that happening to you.</p> <p>19 MS. READY: My name is MariLynn Ready. 20 I live at the front -- front area there.</p> <p>21 The main concerns that I have is, of course, 22 the children, again. When they're at the 23 bus stops, they're sitting on our patios up there. 24 They're climbing and hanging off the side of the 25 stairs and stuff, and I -- we have gave pictures</p>	<p>1 COMMISSIONER ROGERS: And then we'll take a 2 look at it.</p> <p>3 MS. READY: Okay.</p> <p>4 COMMISSIONER ROGERS: Duly noted, duly noted. 5 Okay?</p> <p>6 Mr. Stevens, let me get someone else before 7 we come back to you.</p> <p>8 Anyone else with a concern?</p> <p>9 MR. HIGHTOWER: My name is James Hightower. 10 I'm a resident here in Southwind Villa.</p> <p>11 I have an upstairs neighbor. He wears hard soled 12 shoes 24/7, and I mean literally 24/7.</p> <p>13 I've had to get up, 3:00, four o'clock in 14 the morning and go up there and bam on this man's 15 door and ask him to stop dragging whatever it is 16 he's dragging on the floor.</p> <p>17 Okay?</p> <p>18 I tried to be respectful to go up there and 19 try to talk to him man to man. It's like I'm 20 talking to the floor, and I know that floor ain't 21 going to hear me.</p> <p>22 Okay?</p> <p>23 Ms. Dorian Wilkes was the property manager 24 here before we got Ms. Sabrina. She was aware of 25 this. Twice I had to come down here and say</p>

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<p>1 something to her.</p> <p>2 His response was, if we stayed down there</p> <p>3 long enough, we'll get used to it.</p> <p>4 Seven years I served this country.</p> <p>5 For someone to tell me that I'm going to get used</p> <p>6 to them dragging stuff up there in their house --</p> <p>7 meaning no disrespect -- but he got me completely</p> <p>8 and totally messed up.</p> <p>9 Now I don't make no threats. Make sure that</p> <p>10 is understood. I am not making no threats,</p> <p>11 but something needs to be did about the disrespect</p> <p>12 of those that live upstairs not being considerate</p> <p>13 of the people that live below them.</p> <p>14 Something needs to be done about that before</p> <p>15 someone out here gets hurt.</p> <p>16 MR. ROGERS: Thank you so much for that</p> <p>17 concern, and do note that on your complaint or</p> <p>18 your letter of concern so that we can get that</p> <p>19 properly addressed.</p> <p>20 Again, the property manager is here.</p> <p>21 So it has been noted, and so we'll take a look</p> <p>22 at that and have staff take a look at it.</p> <p>23 So thank you so much. We'll make sure it's</p> <p>24 duly noted.</p> <p>25 MS. STEVENS: Like I said, my name is</p>	<p>1 stuff on her walker to walk from down the street</p> <p>2 to a parking space. We need visitors' parking and</p> <p>3 some handicapped parking specifically in front of</p> <p>4 where the building is where the seniors live.</p> <p>5 It's very unfair to us. We pay rent,</p> <p>6 and we should be allowed to park closest to our</p> <p>7 apartments.</p> <p>8 COMMISSIONER ROGERS: There has been --</p> <p>9 MS. STEVENS: In reference to our play area,</p> <p>10 we've had problems with people with dogs.</p> <p>11 They let them come out there and dig holes in the</p> <p>12 play area.</p> <p>13 Some of us seniors try to walk to exercise</p> <p>14 out there, and, if someone falls, they are going</p> <p>15 to get in -- in one of those holes. They are</p> <p>16 going to be seriously injured.</p> <p>17 And I'm completing the letter of concern now</p> <p>18 on these issues, but I have just gone over and</p> <p>19 beyond. And it's just not fair to the handicapped</p> <p>20 and people with, you know, other disabilities</p> <p>21 that may not be considered handicapped but do have</p> <p>22 problems with their bodies.</p> <p>23 You know?</p> <p>24 COMMISSIONER ROGERS: Thank you so much,</p> <p>25 Ms. Stevens. We did note that Riviera North</p>
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<p>1 Annie Stevens, and I live in Riviera South</p> <p>2 on Blanding Boulevard. And, in reference to the</p> <p>3 handicapped parking, I totally agree,</p> <p>4 and I understand.</p> <p>5 And I think it's very, very unfair.</p> <p>6 I have gone the manager, you know, and I just</p> <p>7 really think it's unfair. Because people are</p> <p>8 coming and parking where the seniors live that</p> <p>9 don't even live there.</p> <p>10 Sometimes they are there for days staying</p> <p>11 overnight with family or whoever it is --</p> <p>12 girlfriend or whatever -- and it's not fair.</p> <p>13 We need more handicapped parking --</p> <p>14 MR. STEVENS: Yes.</p> <p>15 MS. STEVENS: -- because something has to be</p> <p>16 done. It really does. We don't want to say</p> <p>17 anything to them, because it's total disrespect.</p> <p>18 I don't care how nice you go to them.</p> <p>19 MR. STEVENS: Yes.</p> <p>20 MS. STEVENS: And I have a serious back</p> <p>21 problem. You know, and for me to have to take</p> <p>22 my groceries out and walk all the way down ...</p> <p>23 and then my neighbor downstairs is on a walker</p> <p>24 up under me and can't use her hands.</p> <p>25 So she has to have whoever drives her put her</p>	<p>1 --</p> <p>2 MS. STEVENS: -South.</p> <p>3 COMMISSIONER ROGERS: -South, -South,</p> <p>4 Building D.</p> <p>5 MS. STEVENS: Yes. Because, whenever they're</p> <p>6 trying to hide their cars down in -North,</p> <p>7 for whatever reason or another, they come down</p> <p>8 there and park in those parking spaces if one of</p> <p>9 us are gone.</p> <p>10 We respect each other. Even if they are</p> <p>11 not at home, we don't park in a parking space</p> <p>12 where our neighbor parks. We'll park elsewhere,</p> <p>13 but --</p> <p>14 COMMISSIONER ROGERS: Properly noted,</p> <p>15 and Riviera South is a property I have not been</p> <p>16 to yet. But I do look forward to going over there</p> <p>17 and taking a look at that as well and seeing how</p> <p>18 we can support.</p> <p>19 So thank you so much for raising that.</p> <p>20 MS. STEVENS: And we've also had our cat</p> <p>21 (sic) stolen, too, over there.</p> <p>22 COURT REPORTER: You had your, what stolen?</p> <p>23 MS. CORBETT: I'm walking with Ms. Sabrina</p> <p>24 after this.</p> <p>25 COMMISSIONER ROGERS: This is on Blanding.</p>

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<p>1 This is on Blanding Boulevard.</p> <p>2 MS. STEVENS: It's on Blanding on the</p> <p>3 westside.</p> <p>4 COMMISSIONER ROGERS: It's on Blanding.</p> <p>5 COURT REPORTER: Did she say she had her cat</p> <p>6 stolen?</p> <p>7 COMMISSIONER ROGERS: She did not say she had</p> <p>8 her cat stolen.</p> <p>9 MS. STEVENS: We've had tags --</p> <p>10 PEOPLE: Tags.</p> <p>11 COMMISSIONER ROGERS: Tags.</p> <p>12 COURT REPORTER: Thank you. That would have</p> <p>13 made me mad.</p> <p>14 (People laughed.)</p> <p>15 COMMISSIONER ROGERS: It's been a long day</p> <p>16 for us.</p> <p>17 MS. CORBETT: It's been a long day.</p> <p>18 COMMISSIONER ROGERS: It's been a long day.</p> <p>19 We've been in meetings all morning.</p> <p>20 Okay. Madam President, you have a concern?</p> <p>21 MS. SMITH: Oh, yes, sir.</p> <p>22 COMMISSIONER ROGERS: Do you want to stand</p> <p>23 and give your name and --</p> <p>24 MS. SMITH: My concern is that --</p> <p>25 UNIDENTIFIED FEMALE: Give her your name.</p>	<p>1 MS. CORBETT: All right. Let me do my</p> <p>2 process real fast.</p> <p>3 COMMISSIONER ROGERS: So --</p> <p>4 MS. CORBETT: We need to have --</p> <p>5 going forward at these meetings -- and I'm not</p> <p>6 sure historically whatever -- have we had JSO</p> <p>7 representatives?</p> <p>8 Like I'm used to a CAPS, right?</p> <p>9 Chicago Area Police Service. We always have</p> <p>10 one representative at least at our Resident</p> <p>11 Relations Meetings.</p> <p>12 Do we have that?</p> <p>13 MS. SMITH: Yes -- they used to have cops</p> <p>14 at the bus stop.</p> <p>15 MS. CORBETT: Because, when I hear of having</p> <p>16 JSO involved, that's a partnership, right?</p> <p>17 And so going forward, for the next meeting,</p> <p>18 whoever is arranging and establishing the</p> <p>19 meetings, we need to make sure a JSO</p> <p>20 representative is present, particularly on those</p> <p>21 with a community relations side, right,</p> <p>22 you know, not people or this or whatever,</p> <p>23 but here in place to come up with true</p> <p>24 solutions.</p> <p>25 Right?</p>
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<p>1 COMMISSIONER ROGERS: You've got to give your</p> <p>2 name.</p> <p>3 MS. SMITH: -- oh, my name is Drucilla Smith.</p> <p>4 I'm the President of Southwind Villa from 1998</p> <p>5 until now. I moved in here in 1997, and I'm still</p> <p>6 doing community service from that time from '98</p> <p>7 until now.</p> <p>8 My concern is we don't have enough protection</p> <p>9 with the officers that drive along in here as</p> <p>10 policemen that do not mingle with the residents in</p> <p>11 here as what the other policemen before used to</p> <p>12 do.</p> <p>13 You could depend on them, but you cannot</p> <p>14 depend on the policemen now.</p> <p>15 MR. STEVENS: No, you can't.</p> <p>16 MS. SMITH: Because, in the past, too,</p> <p>17 they lean back like Mr. Lord (phonetic).</p> <p>18 (People laughed.)</p> <p>19 MS. SMITH: They don't stop by and even</p> <p>20 mingle with the little children.</p> <p>21 COMMISSIONER ROGERS: So those are</p> <p>22 JSO officers?</p> <p>23 MS. SMITH: JSO themselves. You'll see them</p> <p>24 fly in here, like a bottle to hell. It's when</p> <p>25 something is going wrong, and somebody call them.</p>	<p>1 So, as we talk about the children here,</p> <p>2 you know, things of that nature, we know that</p> <p>3 JSO has also been instrumental in employment</p> <p>4 opportunities, mentorship opportunities for many</p> <p>5 of the clients and residents I'm sure that reside</p> <p>6 in these developments.</p> <p>7 We don't want to scare anyone from safety,</p> <p>8 right, as it relates to JSO, but they've got to be</p> <p>9 present.</p> <p>10 And so this is for Commissioner Brock?</p> <p>11 COMMISSIONER ROGERS: Yes.</p> <p>12 MR. MITCHELL: Yes. I just told her.</p> <p>13 MS. CORBETT: Got it. Okay. Yes.</p> <p>14 So that's going to help to address those.</p> <p>15 So we can start getting into the weeds and stuff,</p> <p>16 too. You got it.</p> <p>17 COMMISSIONER ROGERS: That is going to help</p> <p>18 address those.</p> <p>19 MS. SMITH: I ain't finished yet.</p> <p>20 (People laughed.)</p> <p>21 MS. CORBETT: He's raising his hand.</p> <p>22 I'm sorry.</p> <p>23 COMMISSIONER ROGERS: Go ahead.</p> <p>24 MS. SMITH: My opinion is the worst of the</p> <p>25 children that's going to school come in here is</p>

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<p>1 the middle school five o'clock bus.</p> <p>2 Oh, there is -- there are some words out</p> <p>3 their mouth bigger than anybody -- any man or</p> <p>4 any woman -- and we used to have -- before,</p> <p>5 we used to have policemen visiting up there when</p> <p>6 the school bus come in, whenever the school bus</p> <p>7 come. They get everything to run cool.</p> <p>8 But, no. We don't have the protection that</p> <p>9 we needed. Our manager -- she's trying to do her</p> <p>10 best in here.</p> <p>11 UNIDENTIFIED FEMALE: Amen.</p> <p>12 MS. SMITH: She is trying to do her best,</p> <p>13 and I am going to back her any way any how</p> <p>14 I can.</p> <p>15 Something went down with Mr. -- Mr. Ernest's</p> <p>16 car. I got information, and the only thing I</p> <p>17 forget to do was to ask the mother of one --</p> <p>18 the child that was involved in the breaking up --</p> <p>19 to give me a picture. Because she had a big</p> <p>20 family picture like photo thing.</p> <p>21 And she said, "This is my son. That's my</p> <p>22 son."</p> <p>23 I say, "Any of your children going to middle</p> <p>24 school?"</p> <p>25 She said, "No."</p>	<p>1 We know you're new coming in, too, as well,</p> <p>2 but I think it's important to be able to provide,</p> <p>3 you know, synergy to partnerships for you, too.</p> <p>4 So, when concerns like this come up, you have</p> <p>5 a list. You have a fallback in regards to what</p> <p>6 you need to do to quickly mobilize.</p> <p>7 And so that's what I was saying earlier,</p> <p>8 and our commitment is to really streamline</p> <p>9 our internal processes, and my being present here</p> <p>10 today is really a part of that. Because I had to</p> <p>11 really hear from you-all what's going on.</p> <p>12 So we can say, "We need to quickly mobilize</p> <p>13 on X, Y, Z."</p> <p>14 MS. SMITH: Yes, yes. We do. We do.</p> <p>15 Because the last time, when Ms. Wilkes was here,</p> <p>16 she said she did some updating on the thing</p> <p>17 -- the cameras and lights and things --</p> <p>18 because people were complaining.</p> <p>19 But I used to know, when anything like that</p> <p>20 is going to be done -- because, "Just write a</p> <p>21 letter, and bring it to me."</p> <p>22 Tell me, "Read it, and sign it,"</p> <p>23 so they could get everything financed</p> <p>24 whatever it is that they're going to do.</p> <p>25 That ain't going on now. I don't know if</p>
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<p>1 She said she have one going to high school</p> <p>2 and one that is out of school. But the one that</p> <p>3 is going to high school -- I see him with my eyes</p> <p>4 -- and she show me his picture in my house</p> <p>5 yesterday.</p> <p>6 But I didn't have a fancy new phone to take</p> <p>7 the picture so that my manager could get it,</p> <p>8 and I am going to try any way, anything --</p> <p>9 how I can try to get information about</p> <p>10 Mr. Ernest's car vandalism.</p> <p>11 MS. CORBETT: And we want to make sure that</p> <p>12 you remain safe and Mr. Ernest remains safe.</p> <p>13 MS. SMITH: Yes, yes. I am. Oh, yes.</p> <p>14 I --</p> <p>15 MS. CORBETT: And so one of the things</p> <p>16 I want to just encourage, right -- because we</p> <p>17 know, again -- I'm talking about, if somebody</p> <p>18 allegedly does criminal activity, right,</p> <p>19 I want to be able to safeguard you-all,</p> <p>20 too, as well.</p> <p>21 And I think that it's important that we</p> <p>22 quickly mobilize to get the cameras and quickly</p> <p>23 mobilize to work in conjunction with JSO.</p> <p>24 MR. STEVENS: Yes.</p> <p>25 MS. CORBETT: Ms. Sabrina, we thank you.</p>	<p>1 the head people have something to do with that</p> <p>2 stopping this and stopping that other than doing</p> <p>3 a lot of stopping here, stopping here, stop here.</p> <p>4 But I make Southwind Villa my home,</p> <p>5 and I'm going to keep it my home as long as God</p> <p>6 permit me. And anything I see going on here that</p> <p>7 shouldn't be going on, I'm going to tell on</p> <p>8 them.</p> <p>9 COMMISSIONER ROGERS: Well, we appreciate</p> <p>10 your service, and do note, Madam President,</p> <p>11 that, at the end of the day as a board and</p> <p>12 administration, we're going to work together to</p> <p>13 address those issues.</p> <p>14 We hear them. We hear them loud and clear,</p> <p>15 and so you have a commitment from our President</p> <p>16 and our CEO that she's going to do all that she</p> <p>17 can to work with the property managers to get</p> <p>18 those issues addressed.</p> <p>19 MS. SMITH: Thank you.</p> <p>20 COMMISSIONER ROGERS: We hear it loud and</p> <p>21 clear, and so she understands the urgency of</p> <p>22 getting those cameras here.</p> <p>23 So I have confidence and faith. We brought</p> <p>24 the issue to her, prior to coming to this meeting,</p> <p>25 and she made that announcement about it.</p>

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<p>1 And so she moves very quickly on things.</p> <p>2 MS. SMITH: Okay. "Quick," I said,</p> <p>3 and then, "Hurry."</p> <p>4 COMMISSIONER ROGERS: Quicker than we can put</p> <p>5 pen to paper. So we've got to appreciate that.</p> <p>6 So thank you so much for that, and we'll be</p> <p>7 working on it.</p> <p>8 MS. SMITH: All right.</p> <p>9 COMMISSIONER ROGERS: All right.</p> <p>10 Mr. Stevens, we're going to get to you.</p> <p>11 I want to make sure anybody else ...</p> <p>12 I do have a question for staff. It was</p> <p>13 written. I'm just curious.</p> <p>14 Do we have a designated smoking area on the</p> <p>15 property?</p> <p>16 MS. BELIZGIRE: No, sir, we don't.</p> <p>17 It's 25 feet from any building.</p> <p>18 COMMISSIONER ROGERS: Okay. A request was</p> <p>19 made to have a designated smoking area.</p> <p>20 MS. SMITH: Excuse me.</p> <p>21 I think that was -- my manager addressed</p> <p>22 that, my sending out letters about I think it was</p> <p>23 -- she say it's supposed to be 25 feet away from</p> <p>24 the home.</p> <p>25 But still, when my children come to me,</p>	<p>1 MS. SMITH: Okay.</p> <p>2 COMMISSIONER ROGERS: Because both of them</p> <p>3 are here. Both of them are here.</p> <p>4 MS. SMITH: (inaudible crosstalk)</p> <p>5 COMMISSIONER ROGERS: So she has some</p> <p>6 concerns, and I'm pretty sure they'll get</p> <p>7 together and get to work with Mr. Mitchell.</p> <p>8 So we got it.</p> <p>9 MS. SMITH: Okay. I'll work with her.</p> <p>10 I'm not concerned.</p> <p>11 COMMISSIONER ROGERS: So we got it.</p> <p>12 All right. Any other concerns?</p> <p>13 UNIDENTIFIED FEMALE: Oh, yes.</p> <p>14 COMMISSIONER ROGERS: Yes, ma'am.</p> <p>15 If you will, stand, give your name and location.</p> <p>16 MS. STONEY: Yes. Jolita Stoney.</p> <p>17 I'm out here at Southwind. My issues, concerns,</p> <p>18 as far as children just as well, but I'm in 131</p> <p>19 where the other playground is -- the big one</p> <p>20 behind my apartment.</p> <p>21 But it's not just children being</p> <p>22 disrespectful and rude and everything under the</p> <p>23 sun. It's -- I don't know who it is, but there's</p> <p>24 the weed smoking.</p> <p>25 UNIDENTIFIED FEMALE: Yes, yes. I agree to</p>
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<p>1 they just ask me who I had in here smoking.</p> <p>2 COMMISSIONER ROGERS: Got it. Okay.</p> <p>3 MS. CORBETT: And so, right. So that's a</p> <p>4 state law, that 25 feet from the building.</p> <p>5 But what we can do, right -- because it's</p> <p>6 going to get hot out, too -- is just make sure we</p> <p>7 have the proper canisters in place so people can</p> <p>8 put the butts in. And we encourage the cigarette</p> <p>9 butts to be placed in there. So we need those,</p> <p>10 too.</p> <p>11 MS. SMITH: It's too much things going on</p> <p>12 that my manager need help with. They trying to</p> <p>13 take over Southwind Villa, especially where I</p> <p>14 live without fear.</p> <p>15 COMMISSIONER ROGERS: So, Madam President,</p> <p>16 again, one of the things -- and I have some</p> <p>17 confidence -- and I think you and I have a good</p> <p>18 relationship now, and you know that we'll work</p> <p>19 together on it.</p> <p>20 MS. SMITH: Yeah, yeah.</p> <p>21 COMMISSIONER ROGERS: But let the President</p> <p>22 and CEO work on that --</p> <p>23 MS. SMITH: All right, all right.</p> <p>24 COMMISSIONER ROGERS: -- and let them have</p> <p>25 some communication as to what's happening.</p>	<p>1 that.</p> <p>2 MS. STONEY: They find solace I guess</p> <p>3 behind the -- where the playground is, and they're</p> <p>4 up under there sometimes. I don't know who it</p> <p>5 is, but you can smell it. It's, you know,</p> <p>6 very potent, but that goes on a lot, too,</p> <p>7 out there.</p> <p>8 MS. CORBETT: I'm sorry. I was just trying</p> <p>9 to inquire about the Florida law, what was</p> <p>10 approved and not approved. There is recreational</p> <p>11 and medical marijuana. So we'll look into this</p> <p>12 one, too, as well. This wouldn't be so tough if</p> <p>13 recreational was approved.</p> <p>14 So we'll look into that. I think that what</p> <p>15 we need to do is really focus in on those hidden</p> <p>16 areas -- those areas that could pose a threat as</p> <p>17 it relates from a safety security type thing.</p> <p>18 And so I have a list that's here,</p> <p>19 and I'm going to just kind of dissect this list.</p> <p>20 I'll get with Sabrina. I'll get with Danny,</p> <p>21 too, as well, Mr. Mitchell, and the remaining</p> <p>22 team, Ms. Parker, to come up with some quick</p> <p>23 solutions, if possible, as we can.</p> <p>24 I think one of the things is the RFP</p> <p>25 process. As I talked about the cameras and the</p>


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<p>1 safety and security, that's not a 30-day. 2 That can be anywhere max of 90 days, but we'll try 3 to move it faster. Because we have the people who 4 respond back to the solicitations to mobilize. 5 But one of the things we will be doing going 6 forward in the future, too, is just making sure 7 that our Property Management Team, along with our 8 coordinators, like I said, have even better 9 communication from a property standpoint, right? 10 So, if something is happening at this 11 property -- we always hold a monthly meeting to 12 kind of get that information out to you-all so 13 that you're fully aware. 14 So I do appreciate this formal setting to be 15 able to voice your concerns and things of that 16 nature, but we're going to be working and be even 17 more proactive and to deliver information to you. 18 So you'll be the first to know, and you don't 19 necessarily need to hear it in the media. 20 You know, that was my joke. I be trying to 21 make jokes, and it wasn't funny. It's all good. 22 It's all good. It's all good. 23 COMMISSIONER ROGERS: All right. Any other 24 concerns? 25 Mr. Stevens, we're back on you now.</p>	<p>1 Okay? 2 She came to the meeting today, because she's 3 on our program for our HCV vouchers. 4 MR. MITCHELL: Oh, okay. 5 COMMISSIONER BROCK: But I went to their 6 community meeting, because one of our HCV 7 voucher holders told me and told me what was going 8 on out there and just asked me if I would come so 9 that the residents out there would know that the 10 Jacksonville Housing was concerned about the 11 things that was happening out there. And so I did 12 go. 13 The property manager did have the police who 14 came to do a presentation to help them to try to 15 fight this here situation with them vandalizing 16 and breaking into cars out there. 17 But I wanted her to come so she could hear 18 our meeting and understand our Resident Relations 19 Resident Meetings that we have. But she is HCV. 20 She's not in public housing. She is a HCV voucher 21 holder. 22 MR. MITCHELL: It is at Fairway Oaks? 23 COMMISSIONER BROCK: No, no, no. She's at -- 24 she's at -- 25 UNIDENTIFIED FEMALE: Brookwood Forest.</p>
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<p>1 Are you good? 2 MR. STEVENS: Yes. 3 COMMISSIONER ROGERS: Okay. Any other 4 concerns? 5 (no response) 6 COMMISSIONER ROGERS: All right. Seeing and 7 hearing none, we're going to move into our raffle 8 now, and so everyone should have a raffle ticket. 9 And so, if there is nothing else, we'll go -- 10 UNIDENTIFIED FEMALE: Basically, everything 11 everybody was talking about -- that's the same 12 thing that's going on. Thank you. My car even 13 was vandalized. They threw my cane out the car. 14 Everything like you said. Just took everything 15 out. They couldn't get it -- 16 UNIDENTIFIED MALE: So they just vandalized 17 it. 18 UNIDENTIFIED FEMALE: -- yes. 19 COMMISSIONER ROGERS: Well, we indeed are 20 very sorry that you experienced that. 21 But thank you for coming, and we have noted it. 22 MR. MITCHELL: Ma'am, what area of 23 Fairway Oaks are you at? 24 COMMISSIONER BROCK: Mr. Mitchell, 25 let me explain.</p>	<p>1 COMMISSIONER BROCK: On Merrill Road (sic). 2 MR. MITCHELL: Monument? 3 COMMISSIONER BROCK: Yeah, Monument. Sorry. 4 Monument, yes. 5 And I wanted her to come so that she would 6 know that we are concerned about our HCV voucher 7 holders, as well, you know, and then I wanted her 8 to hear the other information for our 9 FSS Self-Sufficiency Program, as well. Yeah. 10 And so I just wanted to make that clear. 11 Also, I need to announce that Ms. Sabrina 12 will attest to this, the property manager, 13 Ms. Wyman and myself have reached out to the 14 police department to be here today, and he came on 15 Tuesday. 16 Am I right, Ms. Sabrina? 17 MS. BELIZGIRE: I think it was Wednesday. 18 COMMISSIONER BROCK: He came on Wednesday, 19 the wrong day. Yes. But he came. Yeah. 20 He came, but he came the wrong day. So we had 21 already targeted it to have them here for this 22 meeting. 23 And so I, again, want to thank all of the 24 residents that shared their concerns, and I want 25 to thank Commissioner Rogers.</p>

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<p>1 Because like he say, "Put it in writing." 2 He is going to read it. We are going to go 3 over it. We are going to make sure that we 4 expedite it to see how we can best help our 5 residents. 6 Thank you, Commissioner Rogers. 7 COMMISSIONER ROGERS: All right. If there is 8 no further concerns or issues -- I see one in the 9 back. 10 Okay. Yes, ma'am. 11 UNIDENTIFIED FEMALE: For the record, 12 my name is Kendra -- 13 COURT REPORTER: I can't hear you. 14 MS. GEDEON: My name is Kendra Gedeon, 15 and I am here from Twin Towers. We just came to 16 represent, you know, the Twin Towers. So thank 17 you. 18 COMMISSIONER BROCK: Thank you. 19 MS. GEDEON: Thank you. Thank you so much. 20 But, you know, I've been there for 21 two-and-a-half years. I'm actually going to be 22 moving, but I thank you for helping me as far as 23 getting a copy of my lease. Because I had not had 24 it for all this time that I have been asking. 25 And the concerns I have right now,</p>	<p>1 (People laughed.) 2 MS. GEDEON: Thank y'all, and that's all 3 I have to say. 4 MS. CORBETT: But, just to be clear, 5 is that air conditioning unit fixed? 6 MS. GEDEON: It's not. I just kind of got to 7 the point where -- 8 MS. CORBETT: No, no, no. 9 It's not working, right? 10 MS. GEDEON: -- no, it's not. 11 MS. CORBETT: When you get a second, 12 can you give me the unit? 13 Because I want to -- 14 MS. GEDEON: Yes -- 15 MS. CORBETT: -- even if somebody else was to 16 go in the unit -- 17 MS. GEDEON: -- yeah, yeah. I mean I have 18 just kind of gotten tired, because you get -- 19 you get worn out, you know, especially dealing 20 with your own health issues. You can't fight. 21 MS. CORBETT: Let's get the information so we 22 can have it so I can look at your specific unit. 23 COMMISSIONER ROGERS: I told you, before you 24 put it on paper, she is already moving on it. 25 MS. CORBETT: Yes. I am going to --</p>
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<p>1 as I share, my bedroom doesn't have a working AC. 2 So I was told, you know, the issue there by the 3 property manager is that the AC in the living room 4 I guess is sufficient to cool the unit. 5 Unfortunately, I'm disabled. You know, 6 but I have been working since I was 16 years old, 7 and it's real sad to see people that are disabled 8 elderly people. 9 You know, I just lost my dad two months ago. 10 So, to see that, it just hurts. I lost my mom 11 two years ago. So I was a caretaker for them, 12 and, to see that, it just -- it gets you fired up. 13 And that's why I'm going to law school in the 14 fall, because I would like to be able to make a 15 difference. But I think that all of the people 16 that have been here to support us and listen to us 17 ... 18 I know, Commissioner Rogers, you were there 19 when we were going through a plumbing issue over 20 there, and I just appreciate, you know, 21 the people who just have been here trying to help 22 us get through these issues. 23 And welcome to your president. I know you 24 are from Chicago. I am from Jersey. 25 MS. CORBETT: Okay.</p>	<p>1 COMMISSIONER ROGERS: All right. Any other 2 concerns? 3 You better speak to the CEO while we got her, 4 and she's texting and emailing everybody who she 5 needs to email. 6 (People laughed.) 7 MS. CORBETT: I'm trying. 8 UNIDENTIFIED FEMALE: You got to believe 9 her. She know what she doing, because she come 10 from Chicago. 11 (People laughed.) 12 UNIDENTIFIED FEMALE: So you got to believe 13 her -- 14 MS. CORBETT: That's what they hired me for, 15 to get the job done, right? 16 COMMISSIONER ROGERS: Mr. Stevens. 17 MR. STEVENS: Okay. There is about -- 18 about five or six people that's disabled in the 19 area of Building 40 up there, and there's only 20 maybe four parking spaces, four handicapped 21 parking spaces. So we need more parking spaces, 22 including myself. 23 COMMISSIONER ROGERS: So that has been 24 duly noted. So I noted it twice, and so we're 25 going to take a look at that.</p>

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<p style="text-align: right;">Page 81</p> <p>1 Ms. Corbett will be walking this property 2 after this meeting along with Mr. Mitchell. 3 So they'll be taking a look at that and reporting 4 back. 5 So thank you so much for raising it, again. 6 It is duly noted. 7 MR. STEVENS: Thank you, sir. 8 COMMISSIONER ROGERS: All right. Any other 9 concerns? 10 (no response) 11 COMMISSIONER ROGERS: Seeing or hearing none, 12 are we moving into our raffle? 13 You know how quick I do the raffle. 14 So we get in and out of that. 15 COMMISSIONER BROCK: Well, while Commissioner 16 Rogers is doing the raffle -- 17 COMMISSIONER ROGERS: Go ahead. 18 COMMISSIONER BROCK: -- so, when we do the 19 raffles, we're going to ask you, if you would -- 20 because we're -- when we get finished with this, 21 we are going to ask you to go to the table to get 22 your food. 23 (Whereupon, the raffle and lunch followed, 24 but it was not requested to be a part of this 25 transcript.)</p>	<p style="text-align: right;">Page 83</p> <p>1 CERTIFICATE 2 STATE OF FLORIDA) 3 COUNTY OF DUVAL) 4 I, Carol DeBee Martin, Certified Court 5 Reporter and Notary Public, certify that I was 6 authorized to and did stenographically report 7 to the best of my ability the foregoing proceedings 8 and that the transcript is a true and complete record 9 of my stenographic notes. 10 Dated this 7th day of June, 2025. 11 12  13 14 Carol DeBee Martin 15 Notary Public State of Florida 16 My Commission: HH 588635 17 Expires: 12-29-2028 18 19 20 21 22 23 24 25</p>
<p style="text-align: right;">Page 82</p> <p>1 (Whereupon, the proceedings in the 2 above-titled cause concluded at 1:33 p.m.) 3 --- 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25</p>	