



Rep. Cynthia Soto

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09700HB4333ham003

LRB097 15327 JLS 68144 a

1 AMENDMENT TO HOUSE BILL 4333

2 AMENDMENT NO. _____. Amend House Bill 4333 by replacing
3 everything after the enacting clause with the following:

4 "Section 5. The Housing Authorities Act is amended by
5 adding Section 8.24 as follows:

6 (310 ILCS 10/8.24 new)

7 Sec. 8.24. Housing Ombudsman.

8 (a) A Housing Authority located within a municipality
9 having a population of 1,000,000 or more shall establish a
10 Housing Ombudsman to mediate disputes between housing
11 authority residents and housing developments under the
12 jurisdiction of the Housing Authority. The Housing Ombudsman
13 shall have specific oversight over all housing complaints from
14 housing authority residents, including housing complaints from
15 residents residing in family developments, senior
16 developments, and scattered site developments and residents

1 enrolled in a voucher program under Section 8 of the United
2 States Housing Act of 1937.

3 (b) The Housing Ombudsman shall be hired by and report to
4 the Housing Authority's Board of Commissioners, not the Chief
5 Executive Officer. The Board of Commissioners may hire
6 additional staff necessary to carry out the duties of the
7 Housing Ombudsman. The Housing Ombudsman, or his or her staff,
8 shall be fluent in Spanish in order to communicate with
9 Spanish-speaking residents. The Housing Ombudsman must also
10 have a process in place to communicate with and address the
11 housing complaints of residents who speak languages other than
12 English or Spanish.

13 (c) The Housing Ombudsman shall publish a quarterly report
14 and present it to the Housing Authority's Board of
15 Commissioners at a public meeting. The report shall include and
16 detail the following:

17 (1) The number of housing complaints made during the
18 reporting period.

19 (2) The types of housing complaints.

20 (3) The locations of the housing complaints.

21 (4) Any increase or decrease in the number of housing
22 complaints made in comparison to those made during the
23 previous reporting period.

24 (5) The manner in which the reported housing complaints
25 were addressed.

26 (6) The Housing Ombudsman's recommendations for

1 improvements in operations to address housing complaints.

2 (d) The Housing Authority's Asset Management Services
3 Department and all property managers, including contractual
4 property managers, shall comply with the recommendations set
5 forth in the Housing Ombudsman's report.

6 (e) The Housing Authority shall operate a hotline for the
7 purpose of receiving phone calls from residents with housing
8 complaints.

9 Section 99. Effective date. This Act takes effect upon
10 becoming law.".