

APPENDIX D. SUMMARY OF COMMENTS FROM PUBLIC HOUSING RESIDENTS

For input on the development of the Assessment of Fair Housing, MDHA met with the Council of Presidents, as well as with resident associations of MDHA's public housing properties. Below is a summary of comments received.

Cheatham Place, March 15, 2017

- Restaurants & new buildings are unaffordable.
- We don't get cop access like the Germantown community.
- Bus schedules/ wait times too long – sometimes an hour wait on weekends.
- “What happened with No Child Left Behind?” just pushing kids through and not actually learning enough.
- No Child Left Behind was problem and is the cause of bad schools.
- Why can't there be investment in Cheatham neighborhood like in Bellevue?
- If given opportunity to move elsewhere, most residents would take it.
- Flyers are the best form of communication.
- Residents need to experience opportunities like restaurants that are not available in immediate area.
- Residents need more affordable housing to help put aside more money for restaurants that might be affordable.
- Crosswalks and bus stops not convenient for Cheatham.
- Not a lot of easy access to grocery stores.
- Stop taking away food stamps and social security.
- Still can't always afford bus fare all the time on fixed income.
- Can MTA offer free/discounted bus passes for elderly on cold days?
- MDHA gives \$1 and takes \$.75.
- Safety is a concern in general and at local Kroger.
- Who's affordable housing for? Affordable isn't truly affordable.
- We need a shopping area closer by with restaurants like O'Charleys.
- Uncertainty and never know what's happening.
- Rent is too high.
- Price of food at Kroger is higher now (esp. after remodel) and caters to higher-income clientele.
- Need programs to help keep kids occupied.
- Residents feel left out of Germantown community and pushed out.
- Only two grocery stores in area – Kroger & Save-A-Lot.
- Not a lot of affordable vegetables.
- Curriculum in surrounding schools and those in Brentwood are totally different.
- Poor teachers and/or poor training.
- There are not reasonably priced sit-down and fast food restaurants and other food options.
- Need GED classes and access to more job training.

- When Neighborhood schools went away, the neighborhood suffered; lack comradery now.
- Need tutors/ tutoring programs in schools.
- More opportunities for owning homes on low income.
- Maybe community not aware of possible education opportunities.
- Police officers need to show they care about residents while patrolling.
- There's one Task Force for all MDHA. Can there be Task Force members at each property that care for residents and builds relationship with community?
- Need Playgrounds and parks nearby.
- Some jobs are available but not always close by in the community.
- Busing students in and out creates lack of education opportunities.
- Residents don't feel accepted or a part of community due to race, etc.
- Someone's purse was stolen while walking to Kroger and heard gunshots on the walk home.
- Can't have visitors without kids throwing rocks and damaging cars.
- Lots of "idle kids".
- Nashville's gonna be like New York.
- How to get back the sense of community?
- Not sure if it's possible to get back the sense of community.
- Do people care? You can tell when people really care.
- Crime has gone down a bit.

Hadley Park Towers, March 16, 2017

- Install door catches.
- Gated community for security.
- Social worker is efficient but not here a lot. Can we have him visit 3 times per week?
- Social worker helps take residents to food banks.
- Better landscaping (trees and flowers) around building and better places to sit and congregate.
- Need more learning conversations instead of old means of information.
- Many agencies have 120 days automatically for client vouchers, but there's almost always no response, and extension on a voucher is denied.
- I would like to see a walking trail near the building or even a dog park.
- Offer a class for interpersonal skills to help build community and personal growth for residents.
- With disability, I cannot access transportation as easily as other residents.
- Maybe a shuttle from Hadley Park center? Access ride is not free.
- Facility go-cart for transit to close-by areas like Hadley Center (maybe electric and chargeable).
- Ramp closer to the building – more accessible for disabled residents.
- Bus stop could be more accessible. Can it pull into the property or can they allow access at back of door (which locks at 4PM).
- PA system for the community room so those with hearing loss can be accommodated on all floors.

- Residents don't have access to PA speakers.
- A swing, recreational games (ex. shuffleboard – horseshoes is there but not practical), outside to help elderly and disabled have more access to outdoors and area feel like home.
- Need help for those with hearing loss. It's a bigger and expanding problem for the elderly.
- Difficult to access laundry for disabled. Can we have W/D in unit instead of dishwasher?
- Need more, bigger, better quality washers and dryers – no W/D on every floor, only on the first 3 floors.
- Upgrade bathrooms to make showers accessible. Install walk-in showers.
- Building repairs are needed. There are cracks in the sidewalk and cracks in the bathroom floors.
- Need more qualified supervision and mentoring to keep them on meds.
- Volunteers to do hair for residents. Need a space for getting hair done. People can't get to salons and pay for services.
- There are a lot of mental health issues among residents that sometimes come off their meds and having behavior problems.
- Social services only available one day per week.
- To prevent vandalism, especially in hot weather, more cameras are needed.
- Different paint colors – variety and options for new paint.
- Need shopping options: Salvation Army, ice cream shop, a thrift store, Dollar Tree.
- Add geese and/or ducks and add a pond to park.
- We used to have mobile vegetable service through a private family. They retired now there's no service. How can we get access to fresh vegetables?
- Many residents are disabled and can't easily get fresh vegetables.
- Can we get internet "Connect" Service here like at other MDHA properties?
- Need better access to healthy eating.
- Need GED/education and job training programs too. People are eligible to get an education and learn to read.
- No access to grocery store and other stores in near area.
- Kroger is not affordable. Maybe open a Save-A-Lot, ALDI or Walmart.
- Need a basketball goal for exercise.
- Need mobile market.
- Residents would like to see an ATM machine on the property.
- I would like to see more police to patrol area. We get a lot of non-resident foot traffic ("stragglers") due to proximity of park in and out of building. It makes residents uncomfortable.
- We want to see a grocery store close by.
- I need more space and room (3 Bedrooms) for my family and good security.
- There is a dangerous hole where the swimming pool use to be.
- Change the park environment.
- Why can't Hadley Park be as nice as Centennial Park?
- Floors not getting clean.
- Cable system is on analog – not sufficient. How do we get upgrades for better and affordable service?

- I don't find anything wrong. I feel blessed.
- Many residents feel rent is somewhat reasonable.
- We need industrial W/D units.
- We need another shed for non-smokers.

Sudekum Apartments, March 20, 2017

- Kids can't get out to play. Parents don't know where kids are and there is nothing for the kids to do.
- Don't know what time someone will shoot.
- Kids need education. They learn about guns and knives because they lack more teaching.
- Need a community center. Kids need to go a long way to Napier center. They need something here.
- Shooting on New Year's Day @ 4PM in the afternoon.
- If you call the police it takes 3 to 4 hours for them to arrive. Their response time is too slow.
- Closest precinct is Hermitage. By the time they get here it's too late.
- PD says crime rate dropped so moved off the property.
- When police were on property there was less crime.
- Crime is from people who don't live here.
- Crossing guards could wait around until 8.30AM because some kids go to school at 8AM.
- Napier, Hickman, Donelson MS, are the zoned schools.
- Community schools like when Cameron was not Cameron Prep are better for students. Busing students to other non-community schools is bad for the community and kids.
- Some kids have to ride the city bus to school and could take all day to make it home.
- If a kid gets sick at an optioned school, parents need to take MTA to get them home.
- You're in trouble if you don't have transportation to get your students.
- Some optioned schools teachers/principals will meet parents at property.
- Use to have a baseball field that was turned into a parking lot.
- Used to be a pastor who coached sports teams.
- No sports, no transportation for sports, few extracurricular activities, few after school activities.
- There's Hobby Shop, Rocket Town, and Napier Community Center, but it closes at 4PM.
- Students can go to the library but they get kicked out if they're too loud.
- The community is segregated.
- Residents feel segregated as a whole and segregated from the community.
- It was segregated in the past, but much worse now.
- No one comes to meetings for Envisioning process. People won't know what's happening.
- Only so much people can tell you. People don't care. When the bulldozers come people will say no one said anything to me.
- People aren't taking the opportunity to learn what happens with gentrification and Envision Process. They'll say they didn't know. People don't want to know what's going to happen, so they choose to not be a part of the process.
- Only have MTA for transportation.

- MTA buses times/frequency ok (every 30 minutes). Transportation is not a problem.
- Job Plus will hand you a bus pass; makes job access easier.
- We would live somewhere else if we could. But if we stay here we need places for the kids to play so they don't get in trouble.
- Need healthy food. It's a food desert here. We only have maybe one grocery store.
- There's Dollar Store but If you work you have a very small window of time because store closes at 7PM. You can buy pizza, hot pockets, milk, and eggs but not fresh foods.
- Food is expensive and sometimes it's expired.
- You can catch a ride to get better food.
- Jobs Plus will bus residents to Walmart pick up and drop off. That just started last month.
- Nowhere for kids to play in water or even get wet. The faucets outdoors are turned off.
- Can't grill outside and you can't have kiddie pools.
- Napier center has swimming pools with limited swim times available.
- All kids got is basketball courts. Safety is a concern on playground equipment.
- Safety is a concern especially for kids because of gun shots
- What about cameras? They're never working. They're just wasting money.
- Task Force is just a one-man show.
- Shooting a few weeks ago had a report, resident asked to see video. It took numerous residents raising cain to get access to videos.
- Residents can face retaliation and be called a snitch.
- People obstruct breezeway and there are drugs. If you call the police they will show up, but then don't come back.
- Maintenance foreman is very arrogant. He just sits there laughing when you make complaints.
- Allow residents more time to reclaim belongings after leaving/put out of apartment.
- Residents came back to pick up W/D unit and it was gone already.
- We stay high all night from smoke from people outside seeping through our backdoor.
- Lots of Cayce people and trespassers and non-residents on property, it's ridiculous.
- They don't pay mind to MDHA trespassers list because it's not enforced by MDHA.
- Metro PD writes citation but that's it. People just come back.
- Non-residents who trespass aren't officially trespassing if they are walking around the grounds. They need to be on porch or in home to be considering trespassing.
- Pampers and other trash in stairways.
- If MDHA followed through with what's on the lease it would probably be better.
- If you get caught with drugs in your house you have 3 days to appeal but people just stay and the same thing happens over and over.
- If kicked out of Sudekum, people go to Cayce and back and forth.
- Some benefits make residents not rely on their own abilities but are there opportunities.
- GED classes? Volunteers for tutoring? Sunday school?
- Some benefits make residents not rely on their own abilities – there are opportunities for GED programs, church activities (a church in Brentwood picks up people who want to church Sundays).
- Need parental involvement or nothing will change.

- Challenge residents.
- There is a problem with wasting food in summer programs
- Many kids don't know what a real meal is. Parents can't cook healthy meals.
- Kids will go straight to your fridge.
- Kids will cuss you out. There are lots of very young parents.
- Need parental involvement because kids are raising themselves.
- Kids aren't in school. They need to be in school.
- Napier doesn't have a truancy officer. Some people should know the truancy laws.
- Need to enforce truancy laws to hold parents accountable.
- There are a lot of children with mental issues and traumatized children.
- Autistic child needs special help.
- Working with deaf ears over here.
- Children don't have enough male role models, no mentors.
- Church in area should come do something for residents.
- Residents need pre-natal care. There are children with mental issues.
- There are parenting classes but people don't go.
- There are player haters over here. They ain't ever had nothing and don't want you to have anything and they mad you got something.
- People block people in, and block cars in.
- TennCare people scared to come in and talk to residents because of intimidations.
- Can't get a cab up in here now.
- Only food delivery is Dominos and Roma.
- Z mart across the street takes EBT and is open 24 hours, but they don't respect you.
- Your life is in jeopardy because when it gets dark, the police are not out strolling these projects.
- There is no little or no parent supervision late at night.
- Can't say nothing to parents' about their kids behavior.
- Kids don't know how to play fair and they steal toys/ bikes off the porch.
- Until safety gets better it's just gonna get worse and worse.
- Y'all just need to disguise yourself and come over here and sit on the porch and watch.
- People shot the lights off the poll, so lights don't help.
- I'm leaving Sudekum. I'm stepping out on faith.
- My grandbabies are terrified to death.
- Parents don't care about these kids and the kids will cuss you out.
- You can't expect no more out of the kids because parents do the same.
- Office staff is ugly and difficult to work with as well.

Vine Hill Apartments & Studios, March 20, 2017

- All high-rises are set in food deserts.
- No transportation to get to grocery stores and it's too expensive to take transport to store.
- Put a grocery store on the property.

- Need buses service. There are no buses near property and we need more stops.
- Access Med Ride available through MTA but there is a fee (\$3.30 one way) and that fee adds up.
- After a bus driver was assaulted there has been less stops an access close to Vine Hill compared to 12th south bus routes.
- Need to be approved for a disability for Access Med Ride.
- Insufficient busing too far to walk to store with current bus stops.
- Transportation is the issue in this area period. People can't walk up and down hill.
- John walker (social worker) can help with Access Ride application.
- Younger residents (50 or younger) can't take advantage of Access Medical Rides.
- Many residents that are younger don't qualify for all benefits (SSI, etc.).
- It is a 20 minute walk to catch bus from Vine Hill.
- Horrible bus service.
- MTA cutback bus service because not enough riders. Residents had to fight for 2 years to get bus service.
- Residents with access to cars feel more a part of the community than those without cars.
- Onsite commissary/ small grocery store that includes fresh foods & snacks (like Trevecca Towers).
- Mobile market from Vanderbilt did provide fresh foods but stopped.
- Maybe MDHA could provide transportation service to grocery store and bring a farmer's market on site.
- There is only one convenience store close to the site and it's too expensive and doesn't have fresh produce.
- Single apartments hard to find especially for disable residents.
- Less opportunity around Vine Hill and surrounding housing unaffordable.
- I like where I am right now, hell yeah!
- I love it here. Other than transportation and food access we like living here.
- Computer classes or computer lab needed.
- We need GED classes.
- Apartment vents haven't been cleaned out. They are full of soot and mold.
- I'm pissed off. The issue is a problem with management, not maintenance
- Not enough education related to mental illness for staff/management.
- Had computers years ago but residents would set passwords and only one resident can log in to computer.
- I'd like to see a basketball court behind the homes.
- Put a park behind property. There are 5 acres of open space that's MDHA property.
- We don't need a park because it brings violence and drug activity.
- At night there are safety issues. The kids are cursing in the street and won't move.
- There are guns and cursing at night.
- This is not Vine Hill Hope6. This is the projects, that's how I feel.
- Need an on-site police officer or security guard. Someone to live on site.
- Its take 30 minutes or more for police to arrive if there's an incident closest precinct is Berry Hill.

- Cameras are not a deterrent to crime.
- Security guards are needed at entrance.
- Gang activity in area with bullets and shootings.
- Glass everywhere around homes.
- Need police station on site.
- Idea to use Greer Stadium for sports fields for Hume Fogg. Hume Fogg has to use metro parks and can't charge for concessions.
- Vine Hill studios don't come to community meetings but they live here too and they need to know what's going on with policies.
- Things need to be in writing and policies need to be consistent for all sites.
- I can look at policies/contracts and see what's one, two, and three. I can't see what's one, two, three here.
- What are you gonna do to modify this?
- Would like a follow-up meeting to talk about the results of the meeting.
- Stoves and refrigerators are not working. Appliances turnoff all alone and the eyes on stoves need replacing.
- Need more support programs for young parents and their children. Need programs from birth to adulthood.
- Programs for kids at time of admittance and follow through graduation.
- Use a reward system and be realistic about gang influence.
- There are children and adults dealing with mental health issues.
- Get families involved with residents because it's not an assisted living community.
- It's a process to get assisted living.
- Families of residents don't always respond and residents need help doing light housekeeping.
- Bring back Home Maker program because it helped some.
- Volunteer hours by residents on site.
- Many upset about how asset management implements recertification. Some are at \$50 rent per month and office thinks their social security is still pending but they've been denied and should now be paying more.
- Children coming from the building for school. Why are they there in the mornings?
- Kids are living here that grandparents have custody of because they are protected under familial status. Even though housing is for disabled and elderly.
- More basketball court recreational area for residents when grandchildren come to visit.
- Develop single family homes for elderly.
- Would like Executive staff to meet with residents. They don't respond directly to messages.
- Management does not do job and take care of property.
- Bring jobs into community. Contract work for residents to have jobs like through Goodwill.
- Some residents are self-sufficient and are supposed to be working in terms of the lease.
- I'm an advocate for me. That's why I have this black and white paper and this pencil and I know how to use it.
- Questions about new policy to pay maintenance if smoke alarm goes off?
- Alarms are going off 5-6 times in a day in some apartments.

- Kids can shadow job opportunities, especially during spring break.
- Rails are too low upstairs.
- We need an entrepreneurship center.
- We need beauty shop on site.

Gernert Studio Apartments, March 21, 2017

- We need a thrift store.
- Parking is a problem for handicapped spaces.
- No parking left for residents. Some people park in handicapped spaces that shouldn't.
- Need more handicapped parking spaces. There are only four handicapped spaces.
- There are people here who can't take care of themselves.
- Get patrol car to come thru to monitor handicapped parking spaces.
- Bed bugs are a problem.
- People smoking pot on bench out front, says "mind your business" security guard says he can't do anything.
- Problems with mold for a year. The resident has been in bed sick.
- We like where we live and the area.
- Young people sit on benches, plug and charge phones, and smoke pot.
- High bushes are dangerous because can't see around corner.
- Short changed at market a dime or nickel at a time. If they short you, watch your pennies over there.
- What's it take to get something done? For someone to get shot?
- Who's the Council person? We need to petition Council person as a group.
- People get information and express concerns but don't see results. Someone else coming to do a report or study and nothing comes of it.
- We need screen doors or metal doors.
- Key fob doesn't work. It has never worked. They cut the power off and non-residents tore out the gate lock mechanism. Want the old fashioned locks instead.
- Housing managers turning a blind eye to the crime.
- If you put up gates, then what? Can't keep burglar out if they want to get in.
- Security cameras not enough.
- 9 or 10 year old little kids running around with pistols.
- I retired from Shelby Co. Sheriff department, and I say these kids are bad.
- Work on the confusion coming out of the central office at MDHA and then work together with HUD.
- Need more frequent checks of units.
- Security guard not helpful when he's there. The problems come after midnight when guard leaves.
- One resident's electrical outlet in unit doesn't work.
- Need parking decal for cars.
- We can't have grandkids visit. It feels like I'm in a foreign country.
- I want the gates to be a little higher so young people can't jump over them as easily.

- Use cameras to note pictures of who is making crimes and then tell parents and put out parents if they don't comply.
- Can't have grandkids visit even on spring break.
- Better lighting and cameras, at least better lighting.
- I saw someone get shot. Five guys ran through I was scared and felt unsafe.
- We live in the center of the problem. The problem surrounds us.
- Need crosswalks for busy intersections. You only have 3 seconds to cross sometimes.
- Someone is kicking and knocking on door at night and early morning.
- Need cameras.
- Residents hear gun shots especially at night.
- Need patrol around property at night.
- Gun shots fired off in community and next to building especially at night.
- Finish fence around site and gate needed with locks for peace of mind.
- Scared to come in apartment because scared of being hit by a bullet at night.
- Young people walk to open spaces on porches and are cursing, but isn't this private property? Can something be done about young people walking.
- We need computerized locks on gates.
- Aluminum fence isn't stable or sturdy. Children are riding on it like a horse.
- Asked about gates/fences about 6 years ago. MDHA tore them down when they remodeled.
- They said gates looked bad from street and not enough in the budget to replace.
- We need fences with gates on the front of the property.
- Homeless people are sleeping on steps and it's unsafe.
- Crime problems are not at Gernert but in surrounding Edgehill properties. Something needs to be done about residents in those areas.
- Kids don't feel safe on the porch.
- Need big lights for outside.
- Ladies of the night/day trying to get inside building. They're trying to get in a side door.
- People who live in high rises let in street ladies.
- Residents have to show IDs but others just come on in.
- Older men like to let in street ladies.
- One resident scared off lady who was loitering around.
- People are coming in the emergency exits.
- Put up no trespassing sign and need security guard to check for proof of residence.
- How often do they check cameras to make sure they're working properly?
- In the hood there's silence. Someone needs to work with the parents of these teenagers or have them go somewhere else.
- Grocery store sells bad meat, expired meat and ice cream.
- Market is overpriced and overcharge food stamp cards. Residents have to make sure to get receipt and make sure to check their card.
- They're taking advantage of us because we're minority and on a fixed income.
- We would like a van to take residents to the grocery store.
- JUMP bus comes once per month to take residents to the grocery store.

- Social worker has bus applications. People just need to sign up.

Historic Preston Taylor, March 22, 2017

- As a market renter I can't participate in various programs that social workers help other renters with. I didn't even know there was a social worker to help connect to services because I wasn't told. I feel like I missed out on opportunities.
- Some residents shared that they are participating in programs such as the ROSS program, escrow account, home ownership opportunities, financial budgeting counseling (CCSI) and Financial Peace University. Other residents didn't know these programs existed.
- As a young female when I came in here, I wasn't prepared but now I have two degrees. My social worker also connected me with grievance counseling. I wish others had those opportunities.
- If I don't ask, then I don't know. Information about grants and other opportunities should be circulated to all residents.
- Not all residents get a walk through when they move in.
- Not satisfied with Park Avenue but I like my child's school now, Nashville PREP. He's not happy but I like the structure and curriculum, although there are no extracurricular activities.
- Felt like my child had a stigma because of behavior issues in kindergarten.
- My kids are zoned for Pearl-Cohn. They are comfortable there and I graduated from there.
- Davidson County is a school choice County. There are at least 11 different schools that our children attend.
- Some schools have better access to sports and band options while others do not. Some are only available by lottery.
- Some have better access to after school activities at the Boys and Girls Club.
- Several mothers mentioned that their children have learning disabilities and some of the schools are better than others for their children.
- Nashville PREP and Rocketship are charter schools that provide transportation.
- Pre-K Head Start should prep children more for kindergarten and 1st grade. Parents should reach them at home and school is review but lots of kids are behind in Pre-K.
- Montessori not helpful they just pass students. My child needed an IEP.
- IEP follows student and schools use different reading levels. There's a discrepancy in criteria.
- This IEP is a long process (e.g., back and forth to doctor's office, extensive testing to determine specific learning disability: hearing, sight, attention deficient disorder, etc.). Then parent and teacher put together a learning plan (e.g., extra tutoring, longer time for test taking). This learning plan stays with the child regardless of which school they attend.
- The process is worth it, but there is a stigma associated with learning disabilities.
- Children are being put in the "troubled group" and parents need help knowing how to advocate for their children because the teachers, especially young white teachers, are not doing enough.
- Need more-experienced teachers. There is a lack of communication between teachers and parents.
- A lot teachers get frustrated with high energy kids and allow for too much downtime.

- DollarTree is the only real employer nearby and offers \$7/hour.
- The DollarTree is stocked with frozen fruits, frozen bags of leg quarters in the back freezer. Lacks fresh produce and quality meat.
- SaveALot is closer than Kroger. CeeBees grocery is not good.
- You need to take the bus to SaveALot and also Kroger.
- We like the Boys and Girls Club.
- We would like a community center like the one at Hadley Park. Preston Taylor Ministries is good too. We really enjoy the “Coffee with Cops” program.
- Preston Taylor Ministries hires residents to teach the children how to swim and play games.
- We’re in an inner-city area with a majority black residents with parents working. Volunteers from around the area to help in the community center would help.
- Need a 2-year degree for many jobs but also need experience.
- Difference between having all the degrees and letters behind your name is having heart and experience. Especially in assisted care for the elderly.
- Teenage boys break into cars and lie down in the street playing dead and surprise cars as they drive by.
- Theft is a problem.
- They are stealing bikes and anything left out on the porch.
- If you report a gun shot, it takes the police at least 30 minutes to show up.
- Need a gated community with passcodes for individual residences.
- Signs indicate that there are cameras but there are not enough; fences to prevent people from walking through.
- Need more cameras. Some cameras are here but the locations are not effective.
- There are many children who come home alone while their parents are still at work and they are bored.
- Teenage resident shares, we’re always going to want to be rebellious. If you tell us not to do something, we want to do it. Offer incentives and consequences to us.
- Getting involved with football helped and they asked for more access to sports programs.
- Need a community gym for positive competition.
- We want access to our Councilmember (District 21), and we want him to attend community meetings.
- Kids follow in their parents and older siblings footsteps.
- Peer pressure an issue. Kids don’t want to be lame.
- I aim for one person and hold them accountable for their actions so it has a domino effect.
- No structure at home is a big problem.
- It’s like the movie Precious, they don’t want to work or they’ll lose their benefits.
- You can’t change that mindset. It has to be an internal change.
- It is rough up on the hill.
- Kids need the Bible and to go to church. They need that extra attention.
- Need better security or to start a neighborhood watch.
- Police are sleeping on the job.
- Cops disclosed address/person that made the call and that’s a discouraging to those that report crimes.

- Apps for phones for coordinating concerns to call police are available – “Next Door App”.
- There is a lack of response time with the police. A person shoots 12 rounds at police and teenager and his friends; police did nothing, just drove away.

Parkway Terrace, March 24, 2017

- Someone shot up my car. It has happened to 3 or 4 cars.
- There is no place for children to play. They play in the streets.
- East Community Center is a few streets away but kids have to cross Main St.
- Could MDHA put in a playground?
- Basketball Court caught on fire, possible arson. I had to tell the police to come with the sirens off.
- Kids are stealing from construction sites. They stole dynamite and spray painted cars, chairs on porches, and bikes at night.
- Need cameras and better lighting.
- Other complex has security but not for down the hill at Parkway.
- 56/26 bus routes not convenient. It takes a few hours to get to your destination on the bus.
- We need a playpark so parents can see their kids playing.
- Worried about kids (especially daughters) walking to next street for school bus.
- Schools are good in the area.
- Child care is an issue.
- I can't go back to school because I need to take care of kids.
- More lighting especially in porch areas.
- Some computer classes, typing classes and help with email is needed.
- Need a computer room in the community room.
- I feel safer with people out walking around.
- There is lots of trash not in the actual trash bins.
- There are lots of rats the size of possums on the property.
- There is mold on the walls and floors in units.
- Both me and my kids have asthma. The mold in my apartment makes it worse.
- Need maintenance service around floor by bathrooms. The staff comes but only does quick fixes like painting.
- Maybe vent fans would help with the mold? Maintenance installed a bathroom fan.
- I have a leak in the kitchen. I call often and wonder if a remodel is required.
- They need to replace the carpet, ceiling fan, and those white floors.
- Need to spray for bugs. They only come once per year to spray. They need to spray more often.
- We had problems with the previous manager.
- I'm interested in the 1st time homeowners program.
- I was told I had 30 days to use my Section 8 voucher at a property in Murfreesboro HA. I filed a complaint with HUD.
- I can't go up and down apartment steps. I've been waiting 3 or 4 months for a response.
- Need a yoga class or exercise class in the community room.

- Why can't residents have birthday parties in community room?
- We need organized activities for adults.
- Need better communication to residents and more visibility of management.

Edgefield Manor and Cayce Place, March 27, 2017

- Used to have a mobile market about a year ago maybe from Vanderbilt.
- Need to work on a plan for water bills, and electricity deposits. MDHA needs to bring in people to explain.
- Need job opportunities and job training at Cayce especially for young people.
- Residents could learn building/construction related skills and help build new MDHA developments.
- Martha O'Bryan has a school bus that holds about 60 people that comes every Friday and it takes residents to Walmart and that's the only option.
- Not enough reliable transportation options to the grocery store. One bus isn't enough for all 300+ residents.
- Where are the case workers and social workers? Especially to help as residents transition at Cayce.
- There is an issue with resident literacy and understanding leases. Especially with the new lease terms with RAD.
- There are too many steps. Disabled people with disabilities need cottages.
- I like the security on my floor but not enough parking, especially for handicapped.
- This is madness, the bathroom fan and vents need to be cleaned because they're very dusty.
- The elevator is not working. Often one or two are broken.
- People that are not disabled are parking in handicapped parking spaces.
- To go thru parking lot, front door, and hallway is difficult for those on walkers.
- I'm worried about paying utilities in future.
- We need more protection and security at the Dollar Store. Disabled residents are getting robbed and going over there at night.
- MDHA doesn't have stuff together. There are rumors and confusion around RAD conversion.
- I'm concerned about the number of residents for one-to-one resettlement in the new Cayce building. What about the other residents?
- In other cities, public housing authorities are pushing residents out with RAD.
- Who is representing the residents?
- Will a stipend help if we move in to the new Cayce building and will we be able to stay?
- MDHA needs to educate the people who aren't used to paying utility bills on changes in rent.
- I'm worried about RAD and not being able to afford to live in the new buildings, especially at Cayce.
- I have been here 53 years and I worry about buildings being torn down and residents displaced.
- I love it here.

- I like the cottages and having access to the high-rises but need parking lot closer to door.
- I often smell marijuana smoke in the building.
- I wouldn't mind paying for someone to clean my fan blades.
- You can't find parking for RA meetings.
- The windows in the building are not renovated. There are leaks in the seals and lots of air can get in the windows.
- MDHA says it's not in the budget to fix the windows, but if they want us to pay utilities in the future they need to fix the windows.
- Martha O'Bryan has after school care until 7PM.
- Martha O'Bryan also notarizes faxes documents.
- We use to have a security guard who walked the grounds, but no longer.
- Young people are getting into Edgefield tower without permission.
- People who don't have key cards are coming in after residents enter the building.
- Who is manning the security cameras and their placement?
- We use to have red parking stickers. Can we have those and visitor tags again for residents?
- Residents need to check with water/electricity companies and make sure they're in good standing.
- It's too dusty and ducts need to be cleaned, it's a health issue.
- I love my apartment but I applied 3 times over 4 years for a cottage. I have been approved for disability. When I applied again it had already been rented.
- One cottage had been empty for three months and then filled up. I will be recovering from surgery for 6-8 months and will be on a machine. I will have accessibility issues in the tower.
- I have caught six mice in the last few days in Cayce apartments. I have already put in a work order.
- There are holes in the yards and the landscaping is dead by the apartments.
- The grocery stores are not easily accessible. The only close store is Bill Martin and transportation is too expensive so you have to walk.
- People are loitering at night.
- Recently at the bus stop some young people had a gun across the street.
- Cameras aren't preventative.
- Maybe a security guard on the loudspeaker so they can warn residents as an incident is occurring.

Levy Place, March 27, 2017

- Provide breakfast and enrichment classes in morning for the kids.
- MDHA needs to reach out to schools to support students and families.
- We need a playground or basketball court.
- Distribute flyers for outreach to residents.
- I have three kids, a wife that works 18 hours/day and brings home \$700 a month.
- Advertisements around the neighborhoods, like from Goodwill, are entry level jobs only.
- Piggly Wiggly is not beneficial to the neighborhood.

- The area needs a park.
- MDHA needs a transport van or bus for residents.
- We need more bus stops.
- We had to redo our leases with a new company and then they jacked up the rent.
- Elderly and families need transportation to grocery stores. Residents could help drive each other.
- I can't use my bathroom because I'm still waiting for my toilet to be repaired.
- Our roof was supposed to be repaired but instead they have leaks. MDHA needs to do better research on contractors for quality of work.
- The workmanship is shoddy in over 20 units. Perhaps because of the building materials used.
- What results will come of the project and what's the timeframe for RAD conversion?
- People drive down street too fast, especially on Foster Street. We need speed bumps.
- Why do market rent people have to move out? Over 80 people have to move out because their income is too large.
- Residents used to have access to computers on site but they just went away and I'm not sure why.
- Residents used to have nursing and CNA classes but no explanation and no notice when they stopped.
- Market residences asked to leave to make room for more income-based residents under new developer. Possibly to use the property as a tax write-off.
- I'm concerned that the changes with the property will allow new residents in that aren't properly vetted.
- There is mold in homes that hasn't been cleaned in two years.
- Most kids can walk to Caldwell but most teachers aren't active in the community, and it's especially concerning because the zoned schools are all priority schools.
- The financial center does tax prep but can it have a computer center as well?
- Many services are in the financial center building but they don't market services to the residents.
- Schools don't reach out to communities.
- Children don't have access to computers in schools.
- MDHA could use Lifehouse as a model for before and after-school care and summer trips (international and national) to provide experiences for children that haven't ever been outside East Nashville.
- Most units are single parent households. MDHA programs could support residents.
- Healthy foods is a concern. There is only a Piggly Wiggly and a Z Mart.
- Kids don't know the difference between zucchini and cucumbers and have never seen a pineapple before.
- Fruits and vegetables should be more accessible than the ice cream truck in the community.
- Provide after school programs from 5pm to 8pm and transportation home for kids.
- Kids only have social media, trouble, and a good dream at the center close by. The kids need more opportunities.
- They need more opportunities to learn and travel outside of their neighborhood.

- We need neighborhood watch or a patrol from the police along with cameras to address concerns with safety.
- We need more police presence, even if it's just a ride through.
- We hear gunshots every night. There was a shooting recently at McFerrin Park.
- The community needs more police presence.
- When we go to the Gallatin Kroger, people look at us like we're out of place.
- If water dripping is not a priority then is my toilet a priority?
- Young people need a vent night with no parents so they can voice their concerns as well.
- Need to have a private meeting with parents about concerns, without MDHA there.
- Parents need a support group.
- Kids need an education like MDHA staff has.
- It's important to engage the residents, but they don't come to meetings.
- Why build up people's dreams to shatter them?
- No Child Left Behind was a suicide for education.
- There are discipline issues in schools. If you try to discipline kids, they react because they don't want to look weak in front of their peers.
- If teacher is sarcastic with parents, they are being even more sarcastic to children in school.
- Teachers need sensitivity classes so they can listen better.
- Common core and children not being able to take textbooks home at night is a problem.
- People have preconceived notions of who lives on public housing.
- We know what we need and we are gonna continue to make it happen.
- Floors weren't sealed and now they're stained and rusted.
- Lots of things sounds good, Metro government has to soup things up and make it look good.
- Why did they replace HVAC units and take out 226 refrigerators and stoves that was working. Just a waste of money.
- Don't lose sight that things can get better.
- Our kids need to hear they're bright and smart.
- Kids are being bullied and harassed.
- Too many young teachers are teaching high schools kids.
- Schools push older teachers to retire.
- Parent's responsibility also to help children learn to read. It's teamwork.
- Homework brings the parent and kid together.
- Need more men in the classroom.
- Many parents see school like daycare/babysitting.
- Students don't have a foundation.
- This is a jail cell around us with people distracted by phone and technology.
- There is a food truck on weekends.
- I can save money at ALDI.
- Student felt unsafe and was bullied at Gra-mar elementary.

Napier Place, March 27, 2017

- I would prefer to go back to Murfreesboro but there's not enough public housing there.
- Parents aren't able to get out to schools for meetings close to Opry Mills (Two Rivers, McGavock, Donelson). They need to take city bus.
- You need people who have gone through similar experiences and got out of bad situations to come back and be advocates for the residents that are here.
- Rocketship Charter is in the community as well.
- Can we have a DARE program here?
- We could have a cooperative for groceries and community juicing for residents.
- 30% rent is ok but it gets really hard when you also have to pay 50% child support.
- Volunteers are needed for sports swimming. The pool is open for children but has limited swim times.
- Martha O'Bryan takes residents to Walmart but not enough residents use the service.
- There is no fresh food at grocery stores. We're in a food desert.
- There is spoiled meat in the market across the street.
- I have a YMCA membership but transportation is an issue. MTA bus could go by once, but there's no smooth connection.
- Yes, we would benefit from neighborhood schools.
- I worked for my check; we want to be a part of the change. We have a voice.
- People's visitors take parking spots that residents need.
- Mental health conversations are needed especially for people living in housing.
- Perception of mental health sufferers is a problem.
- Fence on Lewis is obstructing walking. Residents have to walk around.
- Need exterminators on a rotating schedule to deal with bugs and rats.
- There are 4 to 7 people living in one house.
- RAD meetings over the last two years have all noted that buildings will be demolished.
- There is nothing wrong with the projects. It's not even the residents, it's other people coming in.
- Some residents feed addicts in the area because otherwise they don't eat at all.
- There needs to be stricter management and enforcement of rules.
- Non-residents drink and sleep in the parking lots.
- Need to check cameras every week even without an incident.
- Residents support neighborhood watch and are not afraid to be labeled a snitch but it's a real possibility to get shot.
- We can't wait 10 years for a remodeled unit because we're here now.
- Napier homes needs to unite together. We didn't get this way over night. We've been looked over for 20 years.
- MDHA fines us for trash in the yard.
- Is it possible to get a historical site status for Napier?
- There is too much company coming over and too much loitering.
- People shouldn't be walking around if not on lease or a visitor because it's an MNP Red

Zone.

- People need to pick up after their pets.
- Residents need designated or assigned parking areas.
- Those cameras are just sitting there looking pretty. They do not doing anything.
- People are walking on the grass and killing it.
- The new fence on Lewis Street is a waste because people can just jump it. We don't want it gone, but maybe a gate instead.
- There is a social problem dealing with the community at the men's mission. People are not happy and turn to drugs to cope.
- Some people feel too weak and allow partner to live in units as well.
- There is nowhere to park. There has been a SUV parked in place for a year.
- Mini bikes are a problem. There is a rule that if management catches you riding a mini bike on site they can confiscate it, but they don't enforce the rule.
- There needs to be an anonymous line for concerns without personal information or being able to hear voice on a recording.
- Kids from middle school cuss out residents and congregate on resident's porch close to the bus stop. They trash the yard and throw bottles. These kids are bold and blunt and don't listen to parents.
- I'm too scared to sit out on the front porch.
- MDHA needs to be more strict enforcing rules and have more accountability.
- Residents could carpool to the grocery store in mid-month for food stamps.
- I have panic attacks and trauma because of security concerns and loud noises. Especially after 4PM with the mini bikes.
- I don't feel safe sitting on the porch and people blasting music too loud.
- Lewis St & Cannon St needs a crossing guard. There was a stabbing there yesterday. The babies are going unattended when going to Napier and I worry about human trafficking and abductions.
- Kids trash resident's yard leave toys around.
- I'm paying all this money and other people are just paying \$50.
- There was a shooting in front of the property.
- Napier Elementary is involved in the community, but Two Rivers and McGavock HS are not out here at all.
- Homelessness is not right in Nashville because of all the knocking down and rebuilding in Nashville. The lack of affordable housing is unacceptable.
- The closest grocery store is Save-a-Lot.
- Residents want to make a plan and be a part of the change. To do this, they need to be a part of the meetings.
- There is a lack of fresh foods.
- Sudekum/Napier had one or two bus stops and they became hotspots for crime.
- There was a shootout in the parking lot. A boy was shooting in a girl's window.
- There are needles, shootings, killings, and stabbings.
- There are bottles and trash in the parking lot. It looks like a landfill.
- I have found needles in my yard.

- I worry about the safety for my children.
- Too scared to call police because of retribution and being considered a snitch.
- Some people are not ready to die for their community, but I feel like it's worth the danger.
- I'm concerned about being labeled a snitch because I'm white.
- I'm afraid all this gentrification and demolishing of the projects will not include the residents.
- School says they can't move the bus stop and principal says you might need to move to resolve this.
- Parents are not monitoring kids. Some kids run around asking "where my momma at?"
- We need a neighborhood watch or patrol.
- Use to have neighborhood watch but members were worried about being called snitches.
- We need a security guard.
- The area needs to be integrated. It is especially segregated financially.
- The market also scams residents using food stamps.
- It feels like we've been stuck here for years.
- They could separate men and women by switching men and women's missions. Maybe the men can only be at Cheatham.

Madison Towers, March 28, 2017

- We need a case worker or a social worker.
- I signed up for the dialysis clinic and have never heard a response.
- The dog park /dog walk on the property needs a fence.
- The property needs better transportation.
- Towers do a great job with safety and security guards.
- Don't let people in the building you don't know.
- Need better heating in the winter. I have to use my oven for extra heat, which wastes electricity.
- We feel more secure with the cameras.
- We use to have a bus that the Director of Maintenance drove 2 times per month for residents, but we don't have it anymore.
- Is it possible to get cab fare reimbursement?
- The property had a public outing but some people couldn't go because they couldn't get on the bus due to disabilities and that's not fair.
- We need a bus for transport to the grocery store because people have to use buggies. Many people are walking to the store all the way to Gallatin Rd to Walmart or Kroger.
- Many of the residents don't have the money to ride the bus.
- We really need a social worker. We use to have a social worker who could help residents get access to things they need so they don't have to go out and find them.
- We need to be more of a close knit family.
- HVAC units need to be upgraded.
- We need a group of residents organized to check on residents because people have been found who passed away in their room without others knowing.
- Maybe we can start using floor captains so it's easier to check on residents.

- Residents can also be more clear with communication if they haven't seen friends out and about.
- But what if floor captains or friends knock on someone's door to see if they're ok, and they curse you out?
- The bus cuts off at 6PM on weekends. We need more regular stops for residents.
- If there is an emergency, how are disabled residents on the 10th or 11th floor going to get down the elevators? What's the emergency plan/escape route?
- If you have a back problem or are in wheelchair you should be on the first floor.
- We need more accessible and handicapped apartments.
- The heat is on all winter and we don't have the option to use the A/C.
- The wall panel thermostats are a joke.
- I love how cold it is in the summer.
- Move the handicapped residents to the first floor. Only minor adjustments would need to be made.
- Not all the first floor units are equipped for handicapped residents.
- Units are not adapted to disability for hearing problems. The building needs lights, not just alarms.
- More awareness of RA meetings and updates on concerns needed.
- What are some of the services you offer us?
- Could HUD money be spent on MDHA facilities like Madison Towers?
- I qualify for food stamps but there is no grocery store that's convenient with fresh foods.
- Sudekum gets unemployment benefits and GED prep, can we have that?
- What gives with more job opportunities for men than women?
- There is space on the property for a community garden. Mr. Howard in maintenance kept it going before but he's not here now.
- There was a guy use to bring groceries for free but maintenance staff cut it off because it was difficult to clean up after the market left. That was wrong. Could that program come back?
- Property needs bingo night, movie night, crochet instruction and other recreational/social activities for residents to build community.
- We've been told we can't do anything after 4PM when staff goes home. Why not have more events at night?
- There is a guard until midnight, so events at night are possible. We already have a bible study.
- RA member will take a shift for security when guard is not on duty.
- Residents need to take responsibility for sponsoring their own activities and share their talents.
- More staff on site would make the situation better.
- There are doors slamming, people running in hallways, and yelling and ruckus after midnight.
- Cameras can pick up any after-hours activity.
- I want after hours security from 12AM to 7AM when no guard is on site.
- Need more funds for the elderly.
- Some illiterate residents need reading help.

- What are resident responsibilities versus those of the staff?

*John Henry Hale and Neighborhood Housing,
March 29, 2017*

- Schools do not have enough money for Parent Teacher Association (PTA) or Parent Teacher Organizations (PTO).
- Resident suggests that if parents can't access their child's school, they can't be engaged.
- Many buses do not run at night, which is when parents could attend parent-teacher conferences.
- Neighborhood schools are needed, so children are not bussed across the city (for example, Cheatham residents' children bused to Bellevue).
- Need to empower parents, partner with community and this is not happening in poor communities
- Social Emotional Learning programs in schools address mental health issues and trauma in the present but not generational problems
- I like where I live because of the location and access to grocery stores
- Concerns with affordability of housing in Neighborhood Housing because of new construction in South Nashville, and resident wants to know when they will remodel her home in Berry Hill
- "I feel like at any moment, I'm going to be told that I have to move." Lots of rumors about having to move.
- Transportation is okay because residents have cars
- But if she has to take the bus, there is a rather long walk to the bus stop and it doesn't stop very frequently. She needs to get to work by 5:30am and the first bus stop is at 6pm, which is too late.
- Berry Hill Neighborhood Housing resident has a 27-year old daughter with a disability that requires a 24-7 caregiver. Her daughter is too old to attend school (up to 22) and she no access to activities/services. She would like to see an activity center with low ratios so that her daughter can participate in the activities.
- Vanderbilt University has really good summer programs but they are too expensive.
- Berry Hill Neighborhood Housing resident indicates that her heating unit is broken which makes her utility expenses really high.
- She also shared that there seem to be many AirB&Bs in her neighborhood and that there are a lot of strangers/tourists who stay there who have lots of parties.
- She also shares her concern for an abandoned house behind hers that is not fit for habitation.
- The Berry Hill Neighborhood Housing resident would like access to homeownership training and counseling services.
- Her income is the largest barrier to owning a home. She only gets 30 hours per week and that all goes to paying for a caregiver for her daughter while she is at work.
- She also makes too much money to qualify for food stamps and other benefits.
- Caring for disabled daughter and paying for utilities are also barriers to homeownership and financial autonomy

- Berry Hill Neighborhood Housing resident only gets 30 hours a week as a Bus Monitor at the school. She can't get more hours because it takes away from caring from her daughter.
- Both Neighborhood Housing residents indicate that they can easily access fresh food and groceries by using their cars and that they have many food options but that they are expensive.
- Neighborhood housing residents indicate that the sidewalks and street lamps and lighting is good and that they do not worry much about crime or violence.
- The Neighborhood Housing residents indicate that they are responsible to pay for having their lawn cut and maintained, which is expensive. They only do it once a month because it's too expensive to pay someone to do it more often.
- Large population of children that are traumatized and the school system is not prepared to deal with this problem; this resident is able to advocate for her granddaughter
- A resident indicated that she sees a lot of mental health issues in her community and is worried that they do not get the attention they need in the school system.
- Charter school felt more like corporate America and inhibits community building
- Public education system sucks – it's falling apart – need more parent involvement
- More than simply fliers and email communications, there should be an incentive for parents to enroll their children in summer programs so they are not bored with nothing to do all summer.
- Teachers and administrators when they are very successful in school and moved to other schools and not allowed to invest in one school
- MNPS administrator needs to respect parents enough to explain title money, etc.
- Parents need to find an advocate for schools – Vanderbilt Advocacy Project and can learn about student and parent rights
- Parents should be able to go into a school at any time but parent feels she is being hindered by “gatekeeper” from entering school to see classroom.

Cumberland View, April 3, 2017

- We need a literacy club in the community room.
- There is a problem with communication with MDHA.
- I used to spend 20 hours on the bus per week to work 40 hours per week.
- There are no good paying jobs around the property.
- Bus runs every 15 minutes to Antioch, but it takes a long time.
- We only have a front door. There needs to be another entrance.
- Need to improve and upgrade landscaping especially at the back of the property because MDHA is getting money for it but not up- keeping or tending grounds.
- Need benches to sit outside.
- Madhab does offer the Take a Leap Forward program at Napier & Sudekum.
- MDHA is throwing away money on the cameras because we can't review cameras when something goes down.
- Need someone to take kids fishing and do outdoor programs.
- Need more programs for kids like boy scouts and girl scouts.

- Need more programs like WICK and a beautician on site.
- We need more dumpsters. The trash is getting out of control.
- Maybe a group of volunteers can go around and pick up trash.
- Maybe a volunteer week and different residents have different weeks to pick up trash.
- A community day would be a good idea.
- How am I supposed to work, pay rent, pay daycare, and supposed to save money?
- If you get a job and increase your income, the government takes away assistance.
- We need new resources.
- The journey to Looby Center is a danger for children. They have to walk thru “The Bottom”.
- Save-A-Lot is the closest grocery store and has fresh foods. We use to have a mobile market.
- Speed bumps are needed in the streets to keep kids safe.
- Used to have speed bumps but then bus route stopped running down the street.
- Playground needs to be repainted or replaced.
- Residents only have one basketball court and nothing for kids to do. The kids are bored.
- The police station was put where there was supposed to be space for the kids.
- Porches should be pressured washed at least once a year or repaint the porches.
- Who’s backing us up?
- We need screen doors. MDHA started installing them and they got tore up, so they stopped installing them.
- The front of the property is nice but the back of property, closer to Buena Vista Park, is in awful condition. It used to have more flowers and a garden.
- Maybe the youth can help plant flowers and a garden.
- Add something to the sides of the basketball courts, like more goals.
- Animals, foxes and possums, are outside near the back of the property running around.
- Church-funded program for sports is needed like a basketball tournament. All these kids are running around trying to be bad boys and competition with sports would help.
- RA president had 75 kids for Spring Break with food and activities but there was no parental support.
- Parents can’t just drop off their children. They need to be involved for a mandatory 15-30 minutes.
- Resident says shouldn’t have to always offer free food and giveaways to get participation.
- Computer teacher came to Cumberland View and offered a program for adults too.
- There is internet in the community room but we need new computers.
- Kids don’t come into the community room to read but to watch TV.
- Programs are available but no one shows up.
- I'm paying \$900 per week for childcare alone.

Carleen Batson Waller Manor, April 4, 2017

- The elevator breaks down all the time. Elderly residents can’t take the stairs. There is a chairlift on the stairs but it’s not the same.
- The disabled can’t get down to the bottom floor if there is a fire drill.

- The stairwell isn't accessible.
- There is no manager here every day. When she is here it's for more than a few hours.
- Access to grocery stores is a problem.
- Family members takes some to the store and others have to pay a taxi.
- The JUMP bus takes residents to Walmart/Kroger.
- You can make arrangements for Access Ride. A few of us use it to go to the doctor. You just need to budget smartly.
- Someone is smoking in the building.
- There is too much loud music.
- Washer and dryers need repairs and only 2 floors have washer and dryers.
- Laundry rooms are accessible if the elevators are functioning.
- People need to call the number in the laundry room if the washers and dryers are not working.
- Washers and dryers needs to be cleaned badly.
- People can rush in behind you from the parking lot when you enter the building.
- It's difficult to see who's coming in behind you. Need to sign in outsiders.
- Bus access is good on West End and MTA bus stop is very close to building because their a connector on 31st Ave.
- MDHA needs to give out bus ride cards to help out residents.
- Resident says he will help transport other residents to the store.
- Piggly Wiggly is the closest grocery store but it is expensive and fresh produce is questionable.
- Publix is not within walking distance.
- My toilet is too low.
- I have to step over the edge of the tub to get in. My balance isn't good and I have back pain.
- There is a bug problem, but the staff is taking care of it.
- Residents who have trouble with the stairs should be on the 1st and 2nd floor.
- Strings from the carpet keep coming up. I need new carpet.
- MDHA needs to remodel CB Waller like other properties are getting renovated.
- Families are responsible to take care of their own.
- Place a beauty shop and barbershop on site.
- Madison Towers and Edgefield communities have a beauty shop. Can I get a haircut there?
- Lack of grocery carts are a problem. People take them to their apartments.
- Location is close to the bank and drug store.
- Bradley's on Charlotte delivers but the residents needs a list of other pharmacies that deliver.
- We feel integrated into community.
- Check cameras on building. When RAD conversation happens, MDHA should upgrade the cameras.
- The time it takes to cross at the crosswalk is too short. You almost have to run across.
- The elevator door closes too fast. Especially for residents in wheelchairs.

Parthenon Towers, April 4, 2017

- It's very intimidating to give concerns in this meeting. We need an advocate not connected to management.
- We have a wonderful RA but we need an advocate. The RA president isn't enough.
- Take off the chains! I feel like a child, a prisoner in here.
- Management tells me when to smoke. I have to walk around the building to go outside after hours and I'm handicapped.
- We need to be able to use our key cards on the back door after hours.
- We need some rules for smoking and drinking on the property.
- MDHA & HUD are not transparent in terms of selling property. The transition isn't clear and we don't know what's happening with the RAD conversion.
- I have questions about RAD and the transition to Section 8 from public housing.
- Maintenance continually comes back to work on something or inspect unit. I can put in a work order instead of them needing to come in because it disturbs me.
- Why are there large dogs and lots of barking. Are they service animals?
- After 12AM anyone can walk in, not only residents and visitors.
- People are walking the property and they can easily enter the elevators. Even when the security guard is here.
- Residents would like to see 24/7 security and security guards to walk the floors.
- We want a guarantee that we won't be moved when HUD moves out.
- There is no way of knowing if a resident falls in bathroom and is hurt. Maybe install an emergency call system in bathrooms?
- We have to walk all the way around after getting back to property from bus stop. This is inconvenient for disabled residents.
- We need benches at the bus stop on 31st Ave (both sides of the street).
- There was a shooting at Centennial Park recently and no one told the residents what happened.
- Residents can't get in the building. One resident is a blind woman that can't walk around the building to get to front door from bus stop and she has fallen.
- Property used to have visitor cards but there is resistance from management to issue them.
- There needs to be a way to let visitors check in on residents.
- Maintenance issues with sinks and toilets stopping up and HVAC issues. It is too hot on the first floor.
- We are charged for things on the property, even on fixed incomes. You can get charged \$15 for a toilet backed-up.
- Some people are having trouble adjusting to living in units because they previously homeless.
- People are signing leases but they come and don't really live here because their support system is in homeless communities.
- These residents need a social services coordinator to help with the transition to RAD.
- It's hard to know who the actual resident is if many people are coming and going from a unit.

- Formerly homeless residents and veterans need transitional living programs.
- Alarms are going off at pool room at side door.
- I need a brighter light source over my stove to have more light in the kitchen.
- Employment opportunities are needed. Residents are interested in working part-time and could use programs like Goodwill's.
- I want a bench on the side of the building.
- Windows need to be insulated to keep cold air from coming in during winter.
- Bathroom windows also leak during heavy rain.
- Social worker isn't here enough and hard to get ahold of him.
- Social worker works at five properties and residents need to make an appointment with him.
- Reroute the bus to come down to property on 31st instead of West End and then connect to Charlotte.
- We need a safety plan for tornados and other emergencies. There is a basement.
- We need more grocery carts to transport groceries. We could have a partnership with local businesses.
- Property needs 24 hour monitoring system so a security guard can monitor the whole building.
- Safety is important because many residents are disabled and more vulnerable.
- We need internet on site. The closest internet connection is the hospital.
- Computer training classes are offered at Hadley Park but transportation is difficult.
- Need transportation to and from hospital for appointments and lab work.
- Could TSU and Nashville State come to community room to teach classes to residents?
- Residents need money management classes and financial literacy classes. Especially if you can't pay your rent every month.
- We need the food stamp limit increased.
- We need a computer lab on site. Belmont was contacted before but never heard back from them.
- We need someone to pursue grants and foundation type work for us.
- We need cable in the units and Wi-Fi in the building.
- We only have 7 washing machines for all residents.
- People are going to expect more washing machines when rent levels increase with RAD.
- We had the JUMP bus before but there were budget troubles and low ridership. It was also difficult to find the residents in the building when the JUMP bus arrived.
- Residents can make appointments for JUMP bus and RA president will post them on the bulletin board.
- How can visitors get up to rooms if a resident needs immediate care and they're not a regular visitor (i.e. not a family member)?
- We need an intercom for apartments.
- Residents need to have access to side doors. There is a danger because of criminal activity behind the building.
- I'm concerned that housing will be denied based on prior convictions when new leases are signed.

Andrew Jackson Court, April 6, 2017

- Boys and Girls Club aren't active in the community.
- If you work a job at the airport, you can't get back to Andrew Jackson because that bus route stops at 11:15PM.
- Buses are not coming up to the sites especially at J. Henry Hale. It can be unsafe to walk back from the bus stop at night.
- We need some programs for teenagers to get them off the streets. We have a community center but no programs for teens.
- Residents don't have access to Boy and Girls Club. Activities are available but you have to pay.
- There are programs available and resources are at Boys and Girls Club but it's difficult to get the word out. The best way to get the word out is to go on foot.
- Residents need computers up and running.
- Access to education is getting better because of the increase in charter schools. I would choose charter schools over MNPS.
- I notice the difference in quality of curriculum.
- Youth and adults need more workforce training in North Nashville.
- When there's a school break we need more programs for the youth, not just passing out lunches. The girls especially need these programs. The crime is especially happening in the summer, and that's a reason why we need extra funding to have year-around programming.
- We know we don't have as good of access to education as the other side of town.
- We don't get to participate in children's school activities because transportation to school sites takes too long.
- We need a commuter rail between Murfreesboro and Clarksville.
- We need more handicapped spaces and more permits for disabled residents especially related to street parking to have better access.
- Speed bumps are needed down side streets because of speeding vehicles on Herman St & Ireland St.
- Resident told you can't go door-to-door with flyers because its government property.
- MDHA could use an app called CallingPost to send mass texts to residents.
- It's not cost-effective to send out flyers 4 or 5 times per month. We need another method.
- There is an afterschool program at Andrew Jackson from 4:30-6:30PM with the help of Fisk University students, and residents make flyers.
- To make change residents have to participate.
- Can money be made available for after school programs or other activities for the kids without residents having to spend their own money to help?
- Last year a man got shot on Blank St. and laid in his backyard for over 30 minutes before Metro came.
- Police department could assign more officers to MDHA task force.
- Resident Association presidents need to step up and take on more responsibility.
- Former resident hands out toiletries and other supplies to the elderly at Andrew Jackson.

- The community here needs a bereavement group for grieving families.
- We need a stop sign at Herman St. and 16th Ave. N because there are lots of wrecks there.
- At J. Henry Hale, the buses are flying down 16th Ave. N and it's dangerous for the children.
- We should request a traffic study.
- Developers don't even live here or in the region, and many citizens aren't offered jobs.
- One solution is for MTA to extend the times for some of these routes.
- I'm concerned about lead paint, especially for my children. I asked management about the process for removal 4-5 months ago.
- There is about five to six layers of paint on walls and I'm worried that there might still lead paint in units.
- I'm also concerned about water quality and lead possibly in the pipes. I used a kit to test the water quality. Nothing showed in the test, but I'm still concerned.
- Police do not come right away to J. Henry Hale.
- The police talk the talk but they don't walk the walk.
- If I could talk to the police commissioner, I would ask for more patrols and for officers to walk the grounds, and pass through at all hours.
- It is not safe enough to commute from bus stop down Ireland St. back to my house.
- Teachers don't seem to care as much on this side of town.
- Child couldn't bring her book home to do her homework because of funding issues. Schools in Brentwood have more funding.
- R residents who pay more property tax advocate for themselves and their schools. Residents need to organize to make their concerns known.
- Curriculum isn't rigorous enough and it's up to parents to hold schools accountable.
- When I was a child, MNPS grouped kids by race and black children were treated differently not by choice.
- Teachers are held accountable by administration at my child's charter school because the woman who wrote the curriculum is at the school holding teachers accountable.
- I looked up the likelihood of being a victim of violent crime. Brentwood had like 1 in 1000 to be a victim of a violent crime and we had like 1 in 76 likelihood.
- There is too much traffic and gridlock.
- Nashville is trying to be a big convention city like Atlanta, but it doesn't have the infrastructure. It's being carved up like a Christmas turkey without care taken to put in the infrastructure.

Edgehill Apartments, April 11, 2017

- Young student says she was bullied because of race and religion at the bus stop.
- Students need education about different cultures and religions.
- We need a meeting at the school and community meetings for the children to understand better.
- We need someone here to help immigrant families that don't know how things go.
- Only have the Edge Hill grocery store nearby for groceries. The food is outdated and low quality and prices are still high.

- Some residents don't have transportation.
- Why did they take out the health center up the street and put a sports center there?
- Why is so much taken from us that was here before everything started being renovated?
- We feel left out of the growth around here.
- Most residents don't have cars and buses are scarce.
- I really wanna know, can we continue to live on 12th Ave. South?
- I can't walk up and down steps. I'm not sure I can live in the new housing going up if I have to live on the 3rd floor or above.
- MDHA needs an interpreter for non-English speaking residents to help when signing their lease. We need the same for the deaf community.
- How do we request these services for other residents when they go to sign their lease, and coordinate with the management office?
- BRIDGES could help with interpretation services.
- Residents can't afford a car or bus tickets.
- Bus routes are accessible but MTA cut out a lot of bus routes.
- Access Ride is an option but it's too expensive.
- We could have bus passes for elderly and disabled for free.
- Maybe we can get the JUMP bus here, too.
- Jobs aren't on the bus lines, so it's difficult to support family. Could they adjust the bus schedule to accommodate them?
- We need a walking bridge for when the kids come out of school because people drive too fast on the street.
- Crosswalks don't help.
- Need more lights on 12th to help with visibility for kids walking alone.
- Crossing lights don't give you enough time to cross especially on Gordon St.
- Residents agree that they feel segregated.
- No longer have access to sports fields under Belmont control.
- Children don't have opportunities at the Rose Center and no longer have access to sports fields in the neighborhood. The kids don't have access to the baseball diamonds anymore.
- There' is nothing here for young people.
- We don't get the same stuff that Green Hills and Belle Meade get.
- Center needs to stay open past 5PM because kids are getting into problems between 5PM & 7PM. The center used to stay open until 8PM and is also closed on Saturday.
- Sevier Park is now a dog park. I want to take care of the people on two feet first.
- Society mistreats people, especially children, based on income and not necessarily race these days.
- We need monitors for buses to help keep order.
- The children suffer because kids don't have enough access to Rose Community Center and no access for community to go to kids' games.
- We want our councilperson to come to the community and see how people are living.
- We want more interaction from our Councilman.

- We have some cameras but we need more.
- Gang members went into someone's house on 14th and Task Force intervened.
- Task force used to have police officers walk through the property and Edgehill residents had a relationship with them.
- People need to get involved with police instead of just having opinions.
- Residents have a relationship with the police and signed a public agreement with the police department but not the MDHA Task Force. The Task Force only interacts with management.
- The problem is with residents protecting others that might be culpable for crimes, so not just a problem with police.
- Let's put cameras on the lights.
- I hate the Gulch. They're trying to crowd us out.
- Nashville was never country. It's beautiful but too much concrete and there used to be more greenery.
- People chop down trees all around and it's also difficult to breath because of the pollution.
- I would like to see more greenery.
- People used to stick together and pull together.
- We're tired of tall buildings. It looks like Atlanta because of all the tall buildings.
- We won't be able to afford apartments after the RAD conversion.
- Showers aren't accessible. Do I have to pay for it to be handicapped accessible?
- I had to pay for a reasonable accommodation and I need to redo my lease. I can't afford the accommodation without a new lease.
- I'm disabled but I have to climb the stairs to the 2nd floor.
- There are jobs in the neighborhood. Some folks work in the Gulch.
- You gotta get up and get out of the house if you want a job. Motivation is an issue for some residents.
- Many residents don't make a move until they're reacting when MDHA acts against them.
- We talked with a consultant about a resource center, a building with an entrepreneur center with training and gift give-away for Christmas.
- We need a site for Co-op where people can sell goods in the community.
- A childcare center on site run by residents with parenting classes is an idea.
- Let's have a beauty salon with training for residents. When they're finished they can work there.
- One stop shop for food stamps and SSI.
- We need something for the teens.
- The lazy spirit is related to smoking weed.
- We have a teen council but what do the teens want to have?
- We had a teen club years ago with pinball machines, books, music.
- There's a lack of parking on the property.
- There are problem here with drug abuse.
- Children have guns in some households. Self-preservation is the law here.
- There are lots of shootings, especially on holidays.
- It's too easy to access firearms even semi-automatics. It makes you think you're in a warzone.

- Parents know their kids have guns & drugs, but not all parents know, that's true.
- Some parents don't ever come outside.
- Sometimes zero-tolerance isn't the answer. We could use a grievance policy where character witnesses could be used in a hearing when residents are facing evictions.
- Residents can come in as character witnesses too when there is a hearing for resident removal from unit for a lease violation.
- Might need more lenience by giving more than 3 days to vacate property after an eviction.
- North Nashville has the Oasis Center, can't we have something like that?