



City of Milwaukee

P.O. Box 324
Milwaukee, WI 53201-0324

Meeting Minutes

HOUSING AUTHORITY

CHARLOTTE HAYSLETT, Chair

Karen Gotzler, Vice Chair

Irma Yopez Klassen, Jackie Burrell, Ald. Sharlen Moore,

Howard Snyder, and James Nelson, Sr.

Wednesday, July 29, 2026

5:00 PM

Parklawn - Daycare Services for Children
4310 North 46th Street, Milwaukee, WI 53216

Public Listening Session

The mission of the Housing Authority of the City of Milwaukee (HACM) is to foster strong, resilient and inclusive communities by providing a continuum of high-quality housing options that support self-sufficiency, good quality of life, and the opportunity to thrive.

Call to Order

Meeting called to order at 5:20 p.m.

Roll Call

Chair Hayslett thanked the Parklawn Resident Organization for their partnership in the meeting. The Resident Organization was represented by President Sarita Taylor. Chair Hayslett also acknowledged the support of the HACM / Travaux team, including: staff from the Executive Office, Community Services, IT, Central Maintenance and Public Safety departments, and Parklawn Manager Priscilla Joiner and the staff of the Parklawn management office.

Present: 6 - Gotzler, Yopez Klassen, Moore, Hayslett, Burrell, Nelson

Excused: 1 - Snyder

1. [R13790](#)

Public Listening Session

The Listening Session is an opportunity for the public to provide input to the Board; for the Board to receive that information for their consideration. Persons who wish to comment may do so in person, via eComment on the internet, and via mail.

Those wishing to speak in person should register in person at the meeting and will be called in the order in which they signed up. As a courtesy to others and to ensure the widest breadth of input, all speakers will be limited to speak for two minutes.

Those wishing to provide written comment in person may provide the

comments to the staffer who is also registering speakers, and those comments will be shared with the Board of Commissioners.

Those wishing to provide written comment via mail should send their correspondence to: Attention Public Comment, Housing Authority of the City of Milwaukee, P.O. Box 324, Milwaukee WI 53201-0324. In order to be included in this meeting, all written comments for this meeting must be received two days before the meeting. If any comments are received after that date, they will be shared with the Board of Commissioners as soon as it is feasible.

Those wishing to provide comment via the internet must do so prior to 11am the day of the Board Meeting by visiting the City's eComment system and accessing this agenda, once made available, at <http://milwaukee.legistar.com/calendar>. After 11am the day of the Board Meeting, no further comment will be able to be taken via the internet for this meeting.

Sponsors: THE CHAIR

Ms. Sarita Taylor – Parklawn RO President: Stated that children are kicking on their neighbor's door, breaking the windows, damaging light poles and building masonry, and littering. Parents in the development should be held accountable for their children's behavior.

Ms. Brandy Jackson – Parklawn Resident: Expressed concern because she has placed several calls to property management to submit a work order regarding her unit not having hot water, but the issue has still not been addressed.

Ms. Pamela Young – Parklawn Resident: Agreed that the children's behavior in the development has become a nuisance. She stated that children have attempted to remove and destroy her Ring camera. She suggested a program or organized activities for the children may help to address the behavior.

Ms. Sharon Levy – Berryland Resident: Expressed concern that her transfer from a two-bedroom to a three-bedroom is taking too long. She stated that she completed the medical forms to support the transfer in February 2026 and was informed the transfer was approved, but she remains in her original unit.

Ms. Carrie Maas – HCV Section 8 Landlord: Stated that she is a HACM Section 8 landlord and has a long list of concerns regarding CVR Associates and the administration of the Section 8 program. She informed the Board that the landlord portal lists only Stephen Fendt as the email contact for landlords and questioned how one individual can assist approximately 6,000 landlords. She stated that she does not understand why rent payments are months behind and in incorrect amounts when she has submitted paperwork in a timely manner. She also expressed concern that Section 8 has allowed tenants to move out of her property mid-year without her signing a mutual termination contract. Ms. Maas further stated that CVR Associates does not appear to understand Wisconsin landlord-tenant law. She cited an example in which, after she served a tenant with a 5-day notice for allegedly assaulting her husband, CVR Associates staff in Georgia contacted her with questions about how much time the tenant had before being required to move.

Ms. Kelly Manvilla – HCV Section 8 Landlord:

Agreed that CVR Associates and the administration of the Section 8 program are not landlord-friendly. She stated that the only landlord coordinator in the Section 8 office, Stephen Fendt, is also performing inspections because Section 8 does not have enough inspectors. She added that she has been instructed by Mr. Fendt to send copies of paperwork to both the Milwaukee location and Georgia because paperwork is not being shared internally. She also expressed concern that landlords are not being informed when their main contact is no longer with the agency, resulting in paperwork being emailed to individuals who are no longer there and whose communications are not being monitored. Ms. Manvilla further stated that landlords are rushing to collect signatures and complete paperwork while attempting to work with the Section 8 office, yet they are still experiencing delays.

Ms. Ronniesha Blake – Parklawn Resident: Asked why tenants are charged for lightbulbs and blinds. She stated that the conditions around her building are unsanitary and that there are rodents, despite keeping her unit clean. She also shared that, due to the changes in staff at the Section 8 office, she lost her voucher. She requested that someone contact her with information on how she can reapply.

Ms. Teddi Minor – Becher Court Resident: Stated that mold is present throughout the building and can be smelled upon entering some apartments. She reported that several residents have experienced multiple sinus infections, which they believe may be related to the mold. Ms. Minor also raised concerns about safety and security within the development. She stated that there is a unit where frequent violence, shouting, and yelling have occurred, and that a woman was seen in the hallway appearing battered. Residents have contacted both Public Safety and the Milwaukee Police Department regarding these incidents. She further reported that the main entrance door does not close quickly enough after residents scan in, allowing unauthorized individuals to enter the building. In addition, she stated that the second-floor main door, which should require badge access, has remained unlocked for several months.

Ms. Minor also expressed concerns about the building's overall appearance and maintenance. She said the common areas need to be refreshed with paint and improved cleaning, and that the landscaping has fallen behind.

Mr. Cornelius Sawyer – RAB, Highland RO President: Reported that the online resident rent payment portal remains unavailable. He stated that some residents have contacted him because rent credits that previously appeared on their accounts have disappeared from the portal. Mr. Sawyer also noted that graffiti on the front of some Parklawn units has not been addressed. He added that, overall, the façades of the units need updating.

Ms. Rebecca Davis – Becher Court Resident: Ms. Davis agreed that there is a mold issue at Becher Court and stated that she can smell mold in her apartment. She also expressed concern about the overgrown grass and bushes surrounding the building and along the sidewalks. Ms. Davis stated that she uses a scooter and that the landscaping is so overgrown in some areas that branches or bushes hit her in the face while she is riding, or she must avoid using her scooter and walk through certain areas because the scooter cannot get through the overgrowth.

Mr. Henri Brookshire – Hillside Terrace, RO Vice President: Requested that the mandatory resident meeting with the Resident Organizations be reinstated.

Ms. Chanda Rice – Former Westlawn Gardens Resident: Stated that she lived in

Westlawn Gardens for 14 years. She reported that an incident occurred that did not involve her, yet she lost her home as a result. Ms. Rice requested that the incident report, which she believes contains false information, be investigated. She also stated that she does not believe she received a fair hearing.

Ms. Ursula Skillom – Westlawn Gardens Resident: Stated that the common areas are not being cleaned, the trash room is overflowing, and pet owners are not being held responsible for picking up after their animals. She also expressed concern regarding an open work order submitted more than a month ago regarding her bathtub backing up with standing water and lack of hot water in her unit, which she stated has not been repaired. Ms. Skillom further stated that the flooding in her unit has resulted in mold, and due to medical reasons, she requested and was approved for a transfer. However, Ms. Skillom said she feels she is being given the runaround between the site manager and supervisor at Westlawn regarding the transfer.

Mr. Marshall Woodley – Holton Terrace Resident: Stated that the human relations and communication with the site manager need improvement. He shared that, due to medical reasons, he must be up and ready early in the morning. Mr. Woodley reported an issue with the shower, explaining that the water pressure decreases when the button must be pushed to activate the shower. However, he stated that each time the issue is reported and someone comes to check the water pressure, it appears to be functioning properly at that time.

Ms. Jamie Office – Parklawn Resident: Stated that her tenant ledger reflects a large outstanding balance. She reported that when she communicates with the site manager, she is told to pay the full amount owed, go to court, or move out. Ms. Office believes the issue with the rent amount began in 2025, when she changed jobs and submitted updated wage information. However, the office states that they never received the change-of-income documentation. She shared that each time a meeting has been scheduled with management and the supervisor, she feels as though she is being penalized because her rent amount appears to be set higher. Ms. Office would like to schedule a meeting to review her ledger and discuss a possible solution.

Ms. Tanya Green – Parklawn Resident: Stated that for the past eight years, rain has been entering her unit through a light fixture. She also reported that the light on her stove has been out for eight months and that the related work order has not been completed. Ms. Green shared that she applied for a transfer to Scattered Sites, but the application appears to have been misplaced or is no longer on file. She also expressed concern that residents are disposing of trash without using bags, which she believes is contributing to an increase in rodents around the development. Additionally, Ms. Green stated that maintenance completed work in the unit next to hers after the former tenant was evicted, but a bag of trash has remained on that unit's porch since December 2025. She would like to see increased maintenance, cleanup, and property upkeep throughout the development.

Ms. Delores Murphy – Parklawn Maintenance: Agreed that parents in the development should be held accountable for their children's behavior and that residents should properly bag their trash before disposal. She stated that it takes everyone working together to improve the community.

Ms. Tonya Putnam on behalf of Ms. Brittney Dowden – HCV Section 8: Ms. Putnam stated that her mother, Ms. Brittany Dowden, has continued to contact Section 8 regarding issues with her landlord and her desire to move, but has not received a return call. Ms. Dowden would like someone from Section 8 to contact her to discuss the process for moving.

Adjournment

There being no further business, Commissioner Burrell made a motion to adjourn the meeting at 6:04 p.m. Commissioner Yépez Klassen seconded the motion. There being no objections, the motion carried.

Minutes prepared by: T. Larson and Patricia Dee

Upon reasonable notice, efforts will be made to accommodate the needs of persons with disabilities through sign language interpreters or auxiliary aids. For additional information or to request this service, contact the Housing Authority ADA Coordinator at 286-5824, (FAX) 286-0833, (TDD) 286-3504 or by writing to the Coordinator at PO Box 324, Milwaukee, WI 53201-0324.

Persons engaged in lobbying as defined in s. 305-43-4 of the Milwaukee Code of Ordinances are required to register with the City Clerk's Office License Division. Registered lobbyists appearing before a Common Council committee are required to identify themselves as such. More information is available at <http://city.milwaukee.gov/Lobbying>.

Be hereby notified that three (3) members of the Crucible, Inc. Board of Directors may be present at the meeting of the HACM Board of Commissioners, as some members serve on both boards. While a quorum of the Crucible, Inc. Board may be present at the HACM meeting, they will not exercise the responsibilities, authority, or duties vested in the Crucible, Inc. Board of Directors.