



City of Milwaukee

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

Meeting Minutes

HOUSING AUTHORITY

CHARLOTTE HAYSLETT, Chair

Karen Gotzler, Vice Chair

Irma Yepez Klassen, Jackie Burrell, and Ald. Sharlen Moore

Wednesday, March 5, 2025

4:00 PM

City Hall, Room 301-B

Live Stream Link:

https://milwaukee.granicus.com/player/camera/4?publish_id=6&redirect=true

City of Milwaukee Livestream One

Cable Subscriber Options: Spectrum: Channel 25 and AT&T Channel 99

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 4:10 p.m.

Roll Call

Present: 5 - Gotzler, Yepez Klassen, Moore, Hayslett, Burrell

A. APPROVAL OF THE CONSENT AGENDA

CONSENT AGENDA – ITEMS RECOMMENDED FOR APPROVAL

(All items listed under the Consent Agenda will be enacted by one motion unless a Commissioner requires otherwise, in which event, the item will be removed from the Consent Agenda and considered separately.)

1. [R13570](#) Approval of the minutes of the regular meeting held on February 12, 2025

Sponsors: THE CHAIR

Attachments: [HACM Meeting Minutes for February 12, 2025](#)

A motion was made by Irma C. Yepez Klassen, seconded by Karen Gotzler, that this Motion be APPROVED. This motion PREVAILED by the following vote:

Aye: 5 - Gotzler, Yepez Klassen, Moore, Hayslett, and Burrell

No: 0

B. REPORTS AND DISCUSSION ITEMS

1. [R13571](#) Resolution approving an offer from Guest House of Milwaukee, Inc. to purchase the vacant land located at 1237 North 13th Street and 1243 North 13th Street for \$1,000

Sponsors: THE CHAIR

Attachments: [Guest House Narrative](#)
[Notes on Second Ward Cemetery](#)
[HUD Approval Letter](#)
[Guest House Offer to Purchase](#)

Jeanne Dawson, HACM Program Specialist, summarized the documents for the proposed sale of the vacant lots located at 1237 and 1243 North 13th Street provided with the agenda. She explained that an appraisal had been performed and HACM was informed that no value could be assigned to the lots because there is a cemetery beneath the plots. Since the land could not be used for development, it was agreed to sell the lots for HACM's costs and the amount set at \$1,000.

The two lots are currently being used by Guest House of Milwaukee as a garden. Ms. Dawson stated that the residents were concerned about the presence of human remains and felt that there should be a memorial. The Guest House has voluntarily agreed to dedicate a stone memorial in the expanded neighborhood garden to honor the mid-19th century cemetery below.

Commissioners asked questions about the number of vacant lots HACM owns, how many are buildable, and if a listing could be provided to the Board.

A motion was made by Karen Gotzler, seconded by ALD. MOORE, that this Housing Authority Resolution be ADOPTED. This motion PREVAILED by the following vote:

Aye: 5 - Gotzler, Yopez Klassen, Moore, Hayslett, and Burrell

No: 0

2. [R13572](#) Report from the Secretary-Executive Director

Sponsors: THE CHAIR

Attachments: [Summary & Data of DNS Violations Report](#)
[Rent Assistance Program Update](#)
[HACM Public Safety Dept HQ Stats](#)
[Monthly Recovery Report](#)
[Public Housing 12 Mo Occupancy & 2Mo Work Order Report](#)
[Public Housing Occupancy and Work Order Report](#)
[Affordable Housing LLC 12Mo Occupancy & 2Mo Work Order Report](#)
[Affordable Housing LLC Occupancy & Work Order Report](#)
[Market Rate Housing 12Mo Occupancy & 2Mo Work Order Report](#)
[Market Rate Housing Occupancy & Work Order Report](#)
[CVR Associates - HACM Org Chart](#)

Mr. Barbeau summarized the Rent Assistance Program Update included with the agenda. He stated that there were no major changes to the utilization numbers and that there were still challenges getting the Project-Based Voucher units leased.

Dena Hunt, HACM's Chief Operations Officer – Real Estate, provided an update on CVR Associates' progress managing HACM's Rent Assistance Program. She stated that the majority of the calls in February were answered live, with a total of 9,122 calls being handled by 6 agents, of which 5,527 calls were answered directly and 3,595 calls were returned within three days. Ms. Hunt distributed the CVR Associates Organizational Chart to the Board explaining it shows the departments and how CVR is handling staffing and file processing. Currently, there are 41 staff members, of which six are temporarily filled by CVR's corporate resources. Four of the staff are bilingual payment analysts, one a bilingual quality control specialist, and another a quality control payment manager. CVR is seeking to fill thirteen open positions. Ms. Hunt reported that the 100 percent file review is slightly behind due to the condition of the files and that the late recertifications are projected to be complete in May.

Ms. Hunt presented an overview of the Summary of DNS Violations Status Report included with the agenda. She highlighted the changes to the report since the last meeting of the Board. Ms. Hunt stated that there is now a designated staff member who is the HACM liaison to the Department of Neighborhood Services (DNS), receiving all of HACM's DNS violations. A dedicated maintenance team has also been created to work on DNS violations. This new, centralized method of receiving the violations and dispatching work requests has resulted in the backlog of work seen on the previous month's report being completed and HACM receiving fewer fines. Commissioner Moore thanked the staff for putting in the necessary hard work to refine the report.

Ms. Hunt presented the Monthly Recovery Report included with the agenda which prompted a discussion about the property managers' meeting that just occurred. The theme of the meeting was "The Call to Action." It was an introduction to the new HACM standard going forward that centers on prioritizing customer service, communication and accountability. The Board requested the meeting schedule for the property managers' monthly meeting so that Commissioners could select a meeting to attend.

Ms. Hunt provided an update on the HACM Recovery Agreement / Sustainability Plan. She stated that at one of the weekly Standard Operating Procedure meetings, there was a great discussion regarding unit turn-around times. Going forward, HACM will be separately measuring the time from the vacancy until the unit is prepared for occupancy ("lease ready") and then from lease ready to lease up. In time, this will clarify where improvements can be made to increase lease up. Ms. Hunt stated that for the Housing Choice Voucher Corrective Action Plan (CAP), the quality control logs are now current through December of 2024 and have been submitted to the U.S. Department of Housing and Urban Development. She explained that this unit of measurement will, in future, assist HACM in raising the Section Eight Management Assessment Program (SEMAP) score. Commissioners asked questions about the items remaining on the HCV CAP. Chairperson Hayslett thanked leadership, all the HACM departments, the resident organizations, the private partners and stakeholders, and the Commissioners of the Board for their hard work in making such good progress in starting to move HACM in the right direction.

Marlon Davis, HACM's Chief of Public Safety, summarized the Development Crime Report included with the agenda. He highlighted the Event Types Share portion of the report as an important measurement and a good indicator that staff is being proactive. Chief Davis stated that he has been receiving good feedback from the resident organizations. Commissioners asked questions about the All Alarms category and what it encompassed and Maintenance Work Orders and how the Public Safety Department plays a part in creating after-hours maintenance requests.

Brad Leak, HACM's Chief Financial Officer, provided a brief financial update. HACM has been in communication with the City Comptroller regarding HACM's outstanding payables to the City of Milwaukee to talk about possible repayment methods and will bring that information to the Board. The Commissioners asked for an update on the financial audit and the number of financial staff at HACM and Travaux. The Board expressed that they would like to see all financial staff report to HACM's Chief Financial Officer, be hired under HACM, and work in one location.

3. [R13573](#) Public Listening Session

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

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, 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.

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 by 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 the meeting.

Sponsors: THE CHAIR

One interested person provided a two-minute comment during the Public Listening Session. A summary of the person's comment follows.

Mr. Sawyer – RAB, Highland Gardens: Requested a review of the grant money to see if the funds were used properly. He mentioned the internet at the towers and wanted to know a date further out, with the understanding of the current financial situation, when grants may be received in future.

Adjournment

There being no further business, Commissioner Moore made a motion to adjourn the meeting at 6:03 p.m. Commissioner Yopez Klassen seconded the motion. There being no objections, the motion carried.

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, Marquette Treadway at 286-5100, (FAX) 286-3456, (TDD) 286-3504 or by writing to the Coordinator at 650 West Reservoir, Milwaukee, WI 53212.

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.