



# HACM Helpful Contacts For Market-Rate Residents

## First, contact your on-site manager for all concerns or questions:

Development

Manager Name

Phone Number

Email

Examples include, but are not limited to:

- To place work orders for repairs
- To confirm rent payments have been received
- To report a change in income
- Questions about calculation of rent
- Questions about the lease or handbook

## Development office hours are Monday to Friday, 10am – 4:45pm.

From 8am-10am, staff is focused on processing required paperwork, etc.

If you are in a development with a manager who splits their time between two buildings, they may be in the other building some days. You may ask them for the phone number of the other development.

If you have concerns that cannot be addressed by your on-site manager, please contact the Affordable Housing Director of Property Management, Anissia Robertson, at 414-286-3629.

In case of emergency, call 9-1-1 first. HACM's Public Safety dept., 414-286-5100, takes calls for non-emergency assistance at all times (24 hours a day, 7 days a week), and emergency maintenance calls after regular property management hours.

## Work Order Steps:

1. Call the development office, or submit by logging into your resident account at [myportal.hacm.org](https://myportal.hacm.org) if able, give a description of the problem and give permission to enter unit if you are not present, or make arrangements.
2. Work order is assigned to a maintenance technician.
3. Maintenance goes to Resident unit and completes work requested (if only minors are in the unit, maintenance will leave and return at a later time when an adult is present).
  - a. If a work order is put On Hold, the maintenance staff will notify the resident and manager and estimate a date and time when work order will be completed.
  - b. If the work order needs a contractor, staff will inform the Resident, get the work order entered for the contractor and contact them right away.
4. Once the work order is complete, if you are unsatisfied, you should first reach out to the on-site manager, listed above, or contact the Quality Control Specialist at 414-286-8202.

## What documentation do I need to provide for a recertification?

You will need to provide documentation for any household income or household assets. Examples include: paystubs for wages; recent social security or SSI award letters; current bank statements to show the balance of any bank accounts or investment accounts; etc.

## What is RentCafé and how is it used?

RentCafé (also known as [myportal.hacm.org](https://myportal.hacm.org)) is a web-based portal. Currently, applicants can use it to apply for open HACM waiting lists. As a resident, you may update your profile and contact information, complete and submit your annual recertification or an interim change online, and have access to your inspections, look at your work orders and other information online.

## HACM OFFICES:

All offices open Mon – Fri, 8am-4:45pm, unless otherwise noted.  
Central Office: 809 N. Broadway, 414-286-5824.  
Scattered Sites: 5003 W. Lisbon Ave., 414-286-8534  
Rent Assistance Office: 5011 W. Lisbon Ave., 414-286-5650  
Community Services: 650 W. Reservoir Ave., 414-286-5137  
Leasing & Compliance (Intake): 5125 W. Lisbon Ave.,  
414-286-5678

## MARKET RATE DEVELOPMENTS:

Berryland: 6089 N. 42nd St., Milw. WI 53209; 414-286-8852  
Northlawn: 5145 N. 20th St., Milw. WI 53209; 414-286-8864  
Southlawn: 3350 S. 25th St., Milw. WI 53215; 414-286-8867

You can find the Admission and Continued Occupancy Policy and other documents here:

<https://www.hacm.org/about-us/plans-policies-reports>.

## Apply for HACM Housing:

Go to [waitlist.hacm.org](http://waitlist.hacm.org) for more info. Your status & what waitlists you are on can be found at [myportal.hacm.org](http://myportal.hacm.org). If you have questions about your online application, call 414-286-5681.

## HACM Board of Commissioners:

You can find the schedules and agendas for HACM's Board Meetings at [www.hacm.org/about-us/board-of-commissioners](http://www.hacm.org/about-us/board-of-commissioners) or <https://milwaukee.legistar.com/Calendar.aspx>. If you would like to provide correspondence to the Board, you may send mail to: Attention HACM Commissioners; HACM; P.O. Box 324; Milwaukee WI 53201-0324 for distribution.

## Help Outside of HACM:

- City of Milw's Dept. of Neighborhood Services (landlord complaints/questions): <https://city.milwaukee.gov/DNS> / 841 N. Broadway, Room 104, Milw, WI 53202 / 414-286-2268
- Dial 2-1-1: IMPACT 211 is a free, confidential social services helpline and online resource directory that connects you to information and assistance in times of need.
- Social Security: <https://www.ssa.gov/> / 310 W Wisconsin Ave #260, Milw WI 53203 / (800) 772-1213. To get your Award Letter online, go to the website, create a login & password, then once in, click on the "Award Letter" icon in the upper right.
- State of WI Unemployment: For documentation of your unemployment benefit amount, call (414) 435-7069 or go to <https://dwd.wisconsin.gov/uiben/>.
- State of WI SSI (Supplemental Security Income) award letter: 1-800-362-3002.
- Milw County Health & Human Services: <https://county.milwaukee.gov/EN/DHHS> / 1220 W Vliet St #302, Milw, WI 53205 / (888) 947-6583.
- Milw Health Dept: <https://city.milwaukee.gov/Health/> / 841 N Broadway # 304, Milwaukee, WI 53202 / (414) 286-3521.
- Find out who your Alderperson is. Find out when/where to vote and what will be on the ballot. Election Commission: <https://city.milwaukee.gov/election> / City Hall, 200 E. Wells Street, Room 501, Milwaukee, WI 53202 / 414-286-3491.

## Filing a complaint with HUD's Milwaukee Field Office

You are advised to follow HACM's grievance and appeal procedures as applicable prior to contacting HUD and to report your issue to HACM through the appropriate channels as identified above. If you have already contacted the appropriate HACM staff and have not received a response, please contact HACM's board of commissioners. If you have reported your issue through these proper channels and have not received a response, you may submit a complaint to the Milwaukee Field Office.

Milwaukee Field Office  
310 West Wisconsin Avenue, Suite 950  
Milwaukee, WI 53203-2289  
Phone: (414) 297-3214  
Fax: (414) 935-6775  
TTY: (414) 297-1423

If leaving a voicemail, please include your name, address, contact number, and a detailed description of your needs.

Email: [WI\\_Webmanager@hud.gov](mailto:WI_Webmanager@hud.gov)