



Department of Neighborhood Services

Erica R. Roberts
Commissioner

Kristen M. Reed
Operations Director

Jeffrey Zagar
Operations Director

April 4, 2023

President Jose Perez, 12th District
Alderwoman Marina Dimitrijevic, 14th District
Alderwoman JoCasta Zamarripa, 8th District

Dear Council Members,

Thank you for contacting the Department of Neighborhood Services to express the concerns of your constituents living in HACM owned buildings in your districts- Becher Court, Lincoln Court, and Mitchell Court.

As you are aware, DNS does not traditionally respond to complaints in city owned buildings, but rather, works collectively with our city partners to communicate concerns in a timely fashion, so that action can be taken by the appropriate agency. According to current protocol, if DNS receives a complaint about building code issues at any HACM property, the complainant is instructed to contact their HACM property manager directly to file a request for service. Currently DNS inspects HACM facilities annually for periodic inspections (fire, cross connection, elevator, etc), and for construction trades projects that require a permit. In most cases, no enforcement steps are taken, and any violations observed are verbally communicated to the on-site management team.

Due to the high level of concern expressed, DNS is willing to assist HACM as they evaluate the conditions described in your correspondence. It should be noted however, that due to resource limitations within DNS it would be necessary to significantly reduce other residential code enforcement inspection activities in these districts while we dedicate our staff to inspecting these facilities.

DNS feels that a random (inspector determined) inspection sample of 20% of the units in each facility, with the ability to increase the percentage amount, should consistent violations be observed, would be adequate to establish a baseline set of conditions within each facility which will be reported via LMS reporting to you and your colleagues and serve as guidance to HACM on the types of issues that should be the focus of a rapid remediation effort.

DNS is prepared to begin inspection activities the week of April 10, 2023.

DNS remains dedicated to ensuring the safety of all residents in the City of Milwaukee and appreciates your outreach and commitment to our mission. Please let me know if you have any questions.

Respectfully,

Erica R. Roberts
Commissioner

Cc: Willie Hines, HACM
Mayor Cavalier Johnson

