



# 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, Ald. Sharlen Moore,*  
*Howard Snyder, and James Nelson, Sr.*

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Wednesday, June 10, 2026

4:00 PM

City Hall, Room 301-A

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Live Stream Link:

<https://milwaukee.granicus.com/player/camera/5?redirect=true>

Meeting Link for Live Stream – City of Milwaukee Live Stream Two

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 4:04 p.m.*

## Roll Call

**Present:** 7 - Gotzler, Snyder, Yepez Klassen, Moore, Hayslett, Burrell, Nelson

## 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. [R13776](#) Approval of the minutes of the Public Listening Session held on May 8, 2026.

**Sponsors:** THE CHAIR

**Attachments:** [HACM Meeting Minutes for Public Listening Session at Merrill Park](#)

**A motion was made by James Nelson, seconded by ALD. MOORE, that this Motion be APPROVED. This motion PREVAILED by the following vote:**

**Aye:** 7 - Gotzler, Snyder, Yepez Klassen, Moore, Hayslett, Burrell, and Nelson

No: 0

2. [R13777](#) Approval of the minutes of the regular Board meeting held on May 20, 2026

**Sponsors:** THE CHAIR

**Attachments:** [HACM Meeting Minutes for May 20, 2026](#)

**A motion was made by James Nelson, seconded by ALD. MOORE, that this Motion be APPROVED. This motion PREVAILED by the following vote:**

**Aye:** 7 - Gotzler, Snyder, Yopez Klassen, Moore, Hayslett, Burrell, and Nelson

No: 0

3. [R13778](#) As there was no business requiring action for the May 28th meeting of the Travaux Board of Directors, the meeting was canceled, but these documents were shared with the Directors.

**Sponsors:** THE CHAIR

**Attachments:** [Updates on the LLC Audits](#)  
[Capital Fund Program Budgets](#)  
[Public Housing 12Mo Occupancy & 2Mo Work Order Report](#)  
[Affordable Housing 12Mo Occupancy & 2Mo Work Order Report](#)  
[Market Rate 12Mo Occupancy & 2Mo Work Order Report](#)

## B. REPORTS AND DISCUSSION ITEMS

1. [R13779](#) Public Listening Session - General Comments  
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

*Three interested persons signed up to provide a two-minute comment during the general Public Listening Session.*

*Betty Newton-Convent Hill - RO Secretary - Ms. Newton reported that the concrete landing and ramp leading to the parking lot have several cracks, including a large hole that presents a safety hazard. While repairs were made previously, the condition has deteriorated again, and the hole has grown significantly larger since the work was completed. Ms. Newton also expressed concerns regarding the current maintenance staffing model, believing that rotating four maintenance staff members among multiple developments has not been effective. She stated that the building's overall cleanliness has declined and that maintenance and repair requests are not being addressed in a timely manner. To help improve conditions, Ms. Newton suggested assigning Building Ambassadors at each property to assist with monitoring and maintaining the cleanliness of both the interior and exterior areas. She also recommended utilizing SER workers to perform janitorial duties to help offset staffing shortages and improve the overall upkeep of the buildings.*

*Diane Hinton - Convent Hill - Ms. Hinton stated that her primary concern at this time is the manner in which Public Safety conducts investigations involving resident incidents. She stated that residents are not always informed when they are involved in or identified in incident reports. Ms. Hinton further stated that she believes investigations often rely on only one perspective and may not fully consider all circumstances surrounding an incident. Lastly, she stated her objections to the sharing of information related to incidents with other residents and property management staff.*

*Cornelius Sawyer - RAB, Highland Gardens RO President - Mr. Sawyer stated that the issue he wished to bring before the Board was the absence of a Grievance Policy for approximately the past five years. He noted that, based on his research, the lack of such a policy may have a negative impact on the organization. Mr. Sawyer further stated that, without a formal grievance process in place, accountability for employee actions and interactions with residents may not be adequately addressed, causing more aggressive actions to be taken by the resident to defend themselves.*

2. [R13780](#)

Resolution approving amendment to contract 23-002 to Otis Elevator Company (Milwaukee, WI) for elevator maintenance and repair services at various sites in the amount of \$333,333.00

Staff recommends exercising the option to renew the contract for another

year pursuant to the terms of the contract. The current contract authority is a not to-exceed amount of \$1,000,000.00, expiring May 31, 2026. The amendment will add a not-to-exceed amount of \$333,333.00 to the contract and extend it through May 31, 2027, with the option to extend up to one additional one-year term. All other terms and conditions of the contract remain in effect.

**Sponsors:** THE CHAIR

**Attachments:** [Otis Elevator Company Contract Amendment Narrative and Locations](#)  
[BID TAB Otis Elevator Company Analysis-Recommendation](#)  
[Otis Elevator Company Amendment No. 1](#)

*Tim Hoye, Travaux's Senior Procurement & Contract Officer, stated that the amendment is a one-year extension of the current maintenance contract with Otis Elevator. He explained that the amendment maintains the original contract's pricing and fees, and noted that they have been a consistent vendor in a market with a limited number of qualified elevator maintenance contractors.*

*In response to questions from the Board, Mr. Hoye provided an overview, as listed in the attachments, of the funds expended and obligated under the current contract. He outlined the amount from the original contract that has been committed and spent to date, as well as the remaining available contract balance. Commissioners requested elevator downtime metrics, including which elevators are the oldest, which properties experience the most frequent elevator breakdowns, and the response time for elevator technicians to arrive on site after a service call.*

**A motion was made by Karen Gotzler, seconded by Irma C. Yopez Klassen, that this Housing Authority Resolution be ADOPTED. This motion PREVAILED by the following vote:**

**Aye:** 7 - Gotzler, Snyder, Yopez Klassen, Moore, Hayslett, Burrell, and Nelson

**No:** 0

### 3. [R13781](#)

Report from the Secretary-Executive Director

-Introduction of Chief Financial Officer, John Larsen

-Update on BDO Activities

**Sponsors:** THE CHAIR

**Attachments:** [BDO Update](#)

*Harold S. Ince, Jr., HACM's Secretary-Executive Director, introduced the Authority's new Chief Financial Officer, John Larsen. Mr. Larsen addressed the Board and shared that he has previously worked with other housing authorities to assist with their HUD Recovery efforts. He expressed his enthusiasm about the opportunity and stated that he looks forward to working with everyone. Mr. Ince informed the Board that an offer for the Chief Operations Officer position has been accepted, and the selected candidate is scheduled to begin employment on July 6.*

*Ken Barbeau, HACM's Chief Operations Officer – Program Services, provided an update on BDO's activities, as outlined in the materials distributed at the Board*

meeting. He noted that BDO is a global professional services firm with extensive experience serving public housing authorities and was engaged to provide critical accounting expertise and technical support on an as-needed basis. Most recently, BDO has advised on improved cash management and remittance processes; they have also helped close out the 2024 audits and prepare for the 2025 audits of the LLC/LIHTC properties. In addition, BDO has provided guidance and technical assistance related to the preparation of unaudited financial statements and their submission into HUD's Financial Data Schedule (FDS) reporting structure. Mr. Barbeau stated that BDO has also aided in HACM's Sustainability Plan efforts by preparing a draft of revised Accounting Policies. He noted that the draft, together with the updated Cost Allocation Plan, will be reviewed by John Larsen, HACM's new Chief Financial Officer, and subsequently submitted to the HUD Field Office. Mr. Larsen affirmed that he will perform his due diligence to make sure that the Accounting Policies and the Cost Allocation Plan are completed and submitted to HUD.

4. [R13782](#)

Presentation regarding CVR's SEMAP 2025 scores and the Corrective Action Plan

**Sponsors:** THE CHAIR

**Attachments:** [HUD Ltr re: HACM FY25 SEMAP Final Score](#)  
[CVR Report - HACM SEMAP 2025 Corrective Action Plan](#)

Tracey Sheffield, Senior Vice President at CVR Associates, Tina Royalty, Housing Choice Voucher Director for CVR Associates, and Michael Tonovitz, Co-President at CVR Associates, walked through last year's Section Eight Management Assistance Program (SEMAP) scores and the estimate of this year's score to date. Mr. Tonovitz began with an overview of the SEMAP scoring system. He stated that there are 14 indicators that HUD uses to measure the performance of the voucher program. Mr. Tonovitz explained that the indicators have various point values, ranging from five to twenty points, with some indicators requiring certain thresholds be met to receive some or all of their points.

Ms. Sheffield reminded the Board that HACM received a final SEMAP score of 34% for the fiscal year ended December 31, 2025. She reviewed each of the 14 SEMAP indicators included in her report and explained the corrective actions that have been implemented for each indicator when HACM did not receive maximum points. A comprehensive report detailing each corrective action was included in the Board agenda packet.

Ms. Sheffield summarized the estimated 2026 SEMAP scores, where HACM appears currently eligible to receive 125 of the 145 possible points, reflecting 86% compliance, which would place the organization in "Standard" status.

Ms. Sheffield reported that HACM remains in Housing Choice Voucher shortfall, but expects to receive an update from HUD this week on whether that status has changed.

Commissioners also discussed SEMAP Indicator 14, Family Self-Sufficiency, and requested data for participants currently enrolled in the program.

## Adjournment

There being no further business, Commissioner Moore made a motion to adjourn the meeting at 5:30 p.m. Commissioner Nelson seconded the motion. There being no

*objections, the motion carried.*

*Minutes prepared by: Patricia Dee and Maria Martinez-Planas*

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.