

To: License Committee Chairwoman Milele A. Coggs – (via email mcoggs@milwaukee.gov)
cc: City of Milwaukee License Division – (via email License@Milwaukee.gov)
Alderman Bob Bauman – (via email rjbauma@milwaukee.gov)
Aldermanic Aid Ax Delessio-Parson (Axdp@milwaukee.gov)
From: Attorney Michael S. Maistelman & Attorney Robert (Rock) Theine Pledl
Dated: September 23, 2022
Re: Amended Plan of Operation - St. Catherine's of Hope LLC
Address: 1032 E. Knapp St.
License Applied: Rooming House License Application.

Background

St. Catherine's of Hope LLC ("Hope House") and its various iterations have been operating at 1032 E. Knapp St. since 1966.

Our residents are made up of the following:

- Twenty-five units are permanent supportive housing for formerly homeless single women with a disability.
- Eleven units are for families at high risk of homelessness in a partnership program with Milwaukee County.
- Six units are for women with children fleeing Domestic Violence run in partnership with Advocate Aurora Health.
- One hundred – twenty-six units that are for low-income single women. Rents in these units range in price from \$415 for a single room to \$690 for a one bedroom.

We have retained all the staff our predecessor Mercy Housing had for continuity and to lessen disruption to the women living in the building.

We have caseworkers on the premises from 8:30 am to 5:00 pm.
Our Property Manager is on-premises from 8:30 am to 5:00 pm.

Attached is a legal memorandum discussing the Fair Housing Act, which applies to the Hope House.

Also attached are our Resident Handbook and Resident Behavioral Agreement which the residents review and sign before moving into our facility.

The following amended plan of operation shall be made part of our License Application:
Mitigation Management Plan

We recently met with Alderman Bauman's aid, Ax Delessio-Parson, and based on that meeting, we put into place an Amended Plan of Operation to address the issues that Alderman Bauman and the neighbors raised.

Security: We have retained the services of GT Private Detective Agency, LLC. ("GT"), which is a Wisconsin-licensed and bonded security company to provide security for our residents. GT has met with and will continue to meet with, from time to time, the Milwaukee Police Department ("MPD") to assess our security needs for protecting our residents and neighbors.

The GT owner is Dr. Greg Williams, PhD., a former police officer, and a Special Agent with the Naval Criminal Investigative Service. Mr. Williams will be at the licensing hearing to answer any committee members' questions.

Cameras: We have a state-of-the-art video security system with nine cameras for the entire premises, both inside and outside. We have seven within the premises and two around the premises' perimeter. As recommended by MPD, we will add additional security video cameras in and around our perimeter.

Lighting: We have outdoor light fixtures designed to minimize the impact on the neighbors while providing adequate lighting levels to assure security and discourage loitering. We will also add additional light fixtures as recommended by MPD.

Biweekly Staff Meetings: We have biweekly staff meetings to review and discuss client issues/concerns, lease violations, rent delinquencies, maintenance issues, upcoming meetings, or training, etc. The meetings are held at 11:00 am every other Wednesday. Minutes are kept of these meetings to ensure proper follow-up by staff. The meetings are attended by Case Management, Executive Director, Program Director, Property Management, and Lead Maintenance.

Monthly Residence Meetings: Monthly resident meetings are held to address any concerns we have from neighbors and issues in the building and to answer any questions the residents may have. In addition, we go through the suggestions from the suggestion box at that time to see what suggestions have been made that would improve the residents' quality of life. One example is they requested an ice machine at the May 2022 meeting, and we got one installed in June 2022, which was rented from Culligan. Resident meetings are attended by all case management, property management, and maintenance staff. In addition, the Program Director, and Executive Director attend.

Neighborhood Meetings: We will host quarterly meetings with the neighbors, MPD, and the Alderman to review their concerns and promptly address them. We will participate in the local block watch.

Resident Advocate: We will designate a person as the Resident Advocate whose sole responsibility will be to advocate for the residents. This person will also assist residents that leave our facility in obtaining new housing and other needed services.

Residents Activities: We have not offered many activities to our residents because of COVID. We will defer to the Milwaukee Health Department when we can resume resident activities. We will work to find socially distant activities that the residents might enjoy until such a time that the health department says activities may continue.

Loitering: Residents and their guests will be discouraged from loitering outside the property and surrounding neighborhoods. We will have our security make hourly sweeps of our outdoor perimeter to ensure no one is loitering. We will post signs that the police will be called for loitering, littering, and loud noise. MPD will be called on anyone loitering, littering, and causing loud noise.

Communication with MPD: We will immediately notify MPD if any issues arise without concern about having a PA-33 issued.

Litter Control: We will control and inspect the litter emanating from our site and the general perimeter from our location in the public right-of-way three times per day; in the morning, mid-day, and evening.

MPD Monthly Crime Prevention Meetings: We will attend the monthly crime prevention meetings conducted by District 1.

Other Measures

- A. We will participate in the E-Notify system for email updates regarding the premises.
- B. We will regularly file open records requests for Milwaukee Police Department Computer Aided Dispatch System (CADS) reports regarding the property.
- C. We will institute a standing complaint with District 1 that will allow MPD to remove any individuals loitering on the property.
- D. We will serve a no trespassing order against identified guests and provide the local police district station with a copy of the served order.
- E. We welcome suggestions from our residents, the neighbors, Alderman Bauman, and MPD on how we can effectively address any issues and concerns that may arise.
- F. We will provide the neighbors and Alderman Bauman with the following neighbor-specific email: stcatherines@hopehousemke.org and telephone number: 414-272-8470. This phone line is answered 24 hours daily, seven days a week.
- G. We will schedule follow-up onsite meetings with the MPD Community Liaison Officer to review and advise us on our security and other measures.

Below is the Licensee's contact information for Alderman Bauman, MPD, and the neighbors should any need arise:

Contact Info for Licensee:
Wendy Weckler
(414) 389-3836
wendyw@hopehousemke.org

Federal Fair Housing Act

The City of Milwaukee receives substantial funding from the U.S. Department of Housing and Urban Development. In order to receive those funds, the City must certify that HUD grants “will be ‘conducted and administered’ in conformity with the Civil Rights Act of 1964 and the Fair Housing Act, and [must also certify] that it ‘will affirmatively further fair housing.’” *U.S. ex. rel. Anti-Discrimination Center of Metro New York, Inc. v. Westchester County, New York*, 495 F.Supp.2d 375, 387 (S.D. N.Y. 2007). A municipality that receives HUD funding must identify “actions, omissions or decisions” that restrict the availability of housing choices based on any of protected classes: race, ethnicity, disability, and families with children. *Id.*

The duty to affirmatively further fair housing requires HUD-grant cities to do more than simply avoid overt discrimination. A municipality must do something to eliminate barriers when it becomes aware that a particular group or groups have limited housing choices. Taking no action in that situation is either an omission or a decision that may subject the municipality to loss of HUD grants or a lawsuit like the *Westchester* case.

Several of the protected classes are involved here. First, there is race and ethnicity. The demographics of St. Catherine’s residents are: White – 41%, Black/African American – 50% and Hispanic or Latino – 9%.

Milwaukee County Census Tract 110 where St. Catherine is located is only 13% Black/African American. (2020 Census). This is dramatically lower than St. Catherine’s 50%. The percentage of Hispanic or Latino in the Census Tract is only 8% compared to 9% at St. Catherine’s. Housing opportunities for Black and Latino residents in that neighborhood are already very limited compared to the City as a whole. St. Catherine’s plays a key role in neighborhood diversity. Removing it as a housing option would be a “decision” by the city to further limit housing options for groups protected by the Fair Housing Act.

Another category is victims of domestic violence. They are covered by the sex discrimination provision in the FHA because the victims are mostly women. Also, Black and Native American women face much higher rates of domestic violence. HUD Memorandum: Assessing Claims of Housing Discrimination against Victims of Domestic Violence under the Fair Housing Act (FHA) and the Violence Against Women Act (VAWA) (2011) at 2. Victims are often evicted because of the actions of the violent partner by landlords who hold them accountable for any police calls. *Id.* at 6. The six units for victims and their families are a vital resource that must remain available to the community.

The final category is disability. Twenty-five units are permanent supportive housing specifically for formerly homeless women with disabilities. In addition, 80 – 90% of all St. Catherine’s residents have physical and/or mental disabilities. Disability often intersects with homelessness and domestic violence. Just as with race, ethnicity, and domestic violence, excluding residents with disabilities from this neighborhood would be contrary to the City’s obligation to affirmatively further fair housing.

In addition, St. Catherine's residents with disabilities are covered by the reasonable accommodation provisions of the Fair Housing Act and the Americans with Disabilities Act. Both statutes apply to enforcement of any municipal requirements pertaining to housing. A municipality must modify those requirements if the modification: (1) is reasonable, and (2) necessary by reason of disability, (3) to afford a handicapped person the equal opportunity to use and enjoy a dwelling. *Wis. Community Services v. City of Milwaukee*, 465 F.3d 737, 749-750 (7th Cir. 2006). Approving the license is reasonable and clearly necessary to give St. Catherine's residents an equal opportunity to access housing and live in this neighborhood.



A community of aspiring women welcomes you!

RESIDENT HANDBOOK



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Welcome Home

Welcome to your new home! Hope House is pleased that you have chosen to make your home with us at St. Catherine Of Hope. Hope House does not discriminate on the basis of race, color, religion, national origin, ancestry, sexual orientation, sex, age, familial status, or physical or mental disability (and other local/state protected classes as identified in your locality) in the access or admission to its programs or employment or in its programs, activities, functions or services.

This resident handbook is designed to answer some of the more frequent questions you might have regarding your new home. It is our goal to ensure that your residency is enjoyable and rewarding. We take pride in providing a well maintained and pleasant environment for all our residents. If you have questions, please feel free to contact us. Welcome Home!

OFFICE OF ST. CATHERINE RESIDENCE

Senior Property Manager: Kim Sturdivant 414-270-5649
Assistant Property Manager: Crystal Smith 414- 270-5647
RS Lead Representative: Lawanda Redmond 414-270-5643
Maintenance Manager: Marc Jones 414-270-5646

OFFICE HOURS:

8:30 a.m. to 4:30 p.m.
Telephone: 414-272-8470
Fax: 414-272-7579

RESIDENT'S HANDBOOK**RIGHTS AND RESPONSIBILITIES OF RESIDENTS**

When you take possession of your unit, you have definite financial obligations and responsibilities for its care and maintenance. These include every-day cleaning, proper care of appliances, rubbish disposal, and following the rules of community living. These responsibilities are spelled out in your agreement and are further explained in this handbook. Some of the important things to keep in mind are listed here:

You are entitled to the peaceful enjoyment of the unit you have rented.

Property Management is entitled to receive the agreed upon rent for each month on or before the stated due day, however there is a 5 day grace period in place.

Property Management has agreed to provide your unit, to service it, to assure that you have access to heat, hot and cold water, electricity, that you have appliances, and to provide a Property Manager.

You are expected to keep your unit cleaned and well cared for on the inside and outside.

You have the right to the same privacy as your neighbor. Since the units are close together, you must be considerate of your neighbor when you use radios, television, stereos, and when you entertain. Teach your family member(s) to respect others' privacy by not playing in the hallways and disturbing your neighbors.

This Resident's Handbook is part of your lease regarding the unit you occupy. If any court declares a particular provision of this handbook to be invalid or illegal, all other terms of this handbook will remain in effect and both the Landlord and the Resident will continue to be bound by them.

YOUR AGREEMENT

All residents must sign an agreement. It is a legal contract between you and the Property Management, and is binding on both parties. Read it carefully. If you have a question from time to time with regard to the provisions of your Behavior Agreement, please call our office and our staff will do the best to answer your question.

Your agreement is a month to month agreement requiring a 30 days written notice for vacating. NOTICE TO VACATE FORMS CAN BE FOUND AT THE FRONT DESK.

The Behavior Agreement and the Resident's Handbook constitute a binding legal document, and it is very important that you know and understand all of the rules and regulations therein. If you violate any portion of the behavior agreement and/or the Resident's Handbook, you will receive a written communication from the office. Two (2) written violations will result in the termination of your agreement and commencement of eviction proceedings. Therefore, it is very important that you respond in a positive manner to correct any violations.

Resident

Initial

EVICCTIONS 1

Being evicted is a serious matter. No one wants this to happen to you. Careful thought will be given to any problems, which may cause you to lose your home. Your problems will be discussed and help offered. However, final solutions for the problems must come from you. The following actions, if not corrected, can cause you to be evicted:

- 1. Inability to take proper care of yourself and your unit.
- 2. Becoming a danger to the health or safety of your neighbors.
- 3. Disturbing the peace of your neighbors.
- 4. Causing damage to your unit or common property.
- 5. Poor housekeeping.
- 6. Displays of public drunkenness, habitual use of harmful drugs, or other activities injurious to the reputation of the apartments.
- 7. Non-payment of rent.
- 8. Flagrant and continued violation of any portion of your agreement, administrative policies, or the rules and regulations governing the property.
- 9. Attempting to sell or selling of illegal substances within the apartment complex, or conviction of any jurisdiction of selling illegal drugs.
- 10. Display of firearm(s).

Resident

Initial

ATTORNEY'S FEES

If we have to consult with a legal agency concerning any of the above matters, you will be charged for any fees incurred due to your neglect. If eviction is stopped any time during the procedures due to your compliance, you will be held

responsible for legal fees incurred up to that time.

RENT PAYMENT

Your rent is due on or before the first day of each month. Please make all checks or money orders payable to the apartment complex, St. Catherine Of Hope. Bring all payments to the Property Manager during office hours, or as otherwise arranged. Due to the difficulty of handling cash, rent payment should be made by cashier's check, check or money order. Always request a receipt. A late charge of \$10.00 will be assessed for any rent not paid by the fifth (5th) day of the month. Should you find on the first of the month that you will be unable to make your rent payment on time, it is your obligation to tell the Property Manager you are going to be late. In any event, we will not allow for the rent to go unpaid past the 10th of the month without taking legal action.

Initial

NON-SUFFICIENT FUND - NSF

If the resident's check is returned by the bank for any reason; (including, but not limited to, insufficient funds, errors on the check, and a stop payment order), resident must pay a service charge of \$35.00 in addition to other charges set forth below.

Resident shall replace the returned check with a money order, certified check, or cashier's check, payable to the apartment's name.

If the resident check is returned after the 5th of the month a late charge of \$10.00 will be assessed. In addition to the above charges, resident shall pay \$35.00 for the returned check.

The returned check charge and late fee are immediately due, these charges are considered liquidated damages for bookkeeping and clerical expenses. Late and NSF charges will not be waived.

If you have only (1) checks returned from the bank, all future rent payments must be made by money order or cashier's check.

SECURITY DEPOSITS

You have made a security deposit to cover possible damages to your home. An inspection of your unit will be conducted by you and Property Manager before you move in. At this time, you will be asked to sign a move-in inspection report noting unit condition. This is your assurance that you will not be held responsible for any pre-existing damage. Any major problems noted will be taken care of immediately. Random inspection of your home will be done by the Property Management team. You will be given proper notice prior to the date the inspection is to take place.

REFUND OF SECURITY DEPOSIT

Jointly Payable- Security Deposit refunds will be made payable by one check, jointly payable to all residents who have signed the Behavior Agreement.

All Parties Must Endorse- All parties on the check endorse the check in order for it to be cashed. **FORGERY IS A FELONY.** One resident may not endorse the security deposit refund check on behalf of another resident.

Check and Itemized Deductions May be Mailed to Any Resident

When you move out, this Security Deposit will be refunded **TO THE ORIGINAL PAYEE** subject to the following provisions:

1. A written, 30 day notice to vacate is given.
2. No damage to property beyond ordinary wear and tear has been done. (Cleaning is the

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- 3. responsibility of the resident and is not considered normal wear and tear of the apartment.) Entire unit including closets, walls, microwaves, and refrigerator must be cleaned, carpeting must be cleaned professionally and receipt must be presented.
- 4. No unpaid charges or delinquent rent.
- 5. All keys returned- apartment, and mailbox
- 6. All debris, rubbish and discards are placed in proper disposal containers.
- 7. All personal belongings and rubbish have been removed from the storage closet.
- 8. Forwarding address is left with the Property Manager or front desk.

Initial

GUESTS

Guests and visitors (Female and male 0-11 years of age) are permitted on a temporary basis only. Temporary is defined as person or persons not expected to stay longer than a period of seven (7) days per month at \$10. Residents are requested to notify Property Management of the presence of guests in advance and the length of time they will be staying. If the head of household neglects to inform the Property Manager of any unauthorized individual(s) residing within the unit, this constitute a breach of the Behavior Agreement and will be grounds for immediate eviction. All Guest must leave their ID's with the front desk and also curfew is at 11 P.M. for Males and Females.

You are responsible for informing your guest of the rules and regulations of the apartment complex and to see that they conduct themselves accordingly. You are responsible for any damages incurred by your guests and will be charged for such damages. You will also be held responsible for any Lease violations committed by your guests.

Adult Male guest and visitors are only allowed on the first floor.

No door to door soliciting by residents is permitted within the apartment community, with the exception of children for school purposes.

PRIVACY

You have the right to expect that all of your financial and all other information required for application and re-certification will be kept absolutely confidential. After being verified, your documents and/or inquiry, the application and re-certification forms are filed. The Property Manager may only use that information for the purpose for which it was intended; that is, to determine the amount of your monthly rental payment. No unauthorized person will be allowed to review your file without your written consent. Your privacy is guaranteed by State and Federal Law. In the case that you vacate the premises owing rent or damages, the owner has the right to furnish a collection agency all necessary documents for the purpose of collecting the amount owed.

GOOD NEIGHBOR POLICY

ALL residents have the right of quiet enjoyment of our community. To help us achieve this goal, residents must observe the following rules;

Resident shall not make or permit any disturbing noises, including screaming or loud arguing, which in the sole discretion of management unreasonably interfere with the rights, comforts, or convenience of other residents.

Resident shall keep the volume of any radio, television, stereo, or musical instrument in their apartment sufficiently low at

all times, to not disturb other residents in the building.

Resident shall not conduct any vocal or instrumental instruction in their apartment. Any violation of these rules and other resident's right of quiet enjoyment, including repeated minor violations of these rules, is a direct violation of the Behavior Agreement and can result in eviction.

Resident(s) at all times during the Behavior Agreement shall conduct herself, and require other persons on the premises with his/her consent, in a manner that does not unreasonably disturb his/her neighbor or constitute a breach of the peace.

Residents are not to wear lounge clothing in the public areas of the building and must wear shoes at all times when in the public areas of the building.

You have the right to expect that your neighbors will not disturb your right to a quiet and orderly home, and they have the right to expect the same from you. Since these apartments are close together, you must think of other people when you play the radio, stereo, television, and entertain guests. After 10:00 p.m. all noise should be kept to a minimum. Conversations should be muted. We are concerned that good relations exist among residents.

Threatening Actions: Use of or threat to use a deadly weapon, assault, threat to do bodily harm or any arson related offense can be grounds for immediate eviction. **DISPLAY OF ANY TYPE OF FIRE ARMS OR WEAPONS IN OR AROUND THE PROPERTY IS PROHIBITED AND GROUNDS FOR IMMEDIATE EVICTION.**

RESTRICTED USE OF APARTMENT

Resident shall occupy and use the premises as a private residence and for no other purpose. Resident shall not carry on any trade, profession, business, course instruction, or entertainment on the premises. This includes but not limited to keeping roomers, or boarders, operating a day care center, consulting or examining clients or patients, selling, or reselling, or trading goods, grooming or training animals, teaching an instrument, vocal music, drama, or dancing, and performing or speaking for audience.

IMPROPER STORAGE IN APARTMENT

Apartments may not have any unsafe or hazardous materials stored in them including but not limited to building materials, motors, flammable items, incense, candles, hot plates, coffee pots, crock pots or any cooking appliance except for the microwave that has been supplied. Management has the right to request any other items deemed unsafe be removed immediately.

PERIODIC INSPECTION

Periodic inspections of the apartment are necessary to insure an adequate preventive maintenance program, as well as to assure decent, safe, and sanitary housing for you and your neighbors. You will be given advance notice of the inspections. In emergency situations, when there is reason to believe damage to the property may be occurring, the Property Manager may exercise the right to enter an apartment without notice.

Initial

MOVE-OUT INSPECTIONS

When you moved into your apartment, an inspection was made by you and the Property Manager. A copy of this inspection report is attached to your Behavior Agreement and is your assurance that you will not be held responsible for any pre-existing damage.

When you move out, you are expected to leave your apartment in good repair and clean --normal wear and tear expected. Upon notification of intent to vacate, the Property Manager will provide you with a checklist for cleaning as a guideline. The cost of any needed cleaning or repairs neglected by you when you moved out will be deducted from your security

deposit. An itemized list of these charges will be given to you at the time the security deposit settlement is made. If you disagree with the deductions, a hearing will be arranged with the Management Agent.

If you disregard to inspect the apartment with the Property Manager on the scheduled day, you may be waiving your right to dispute the deduction made against your security deposit.

SEXUAL HARASSMENT

It is and has always been the policy of St. Catherine Residence that all residents should be able to live in any environment free from all forms of discrimination, including sexual harassment.

- Sexual harassment is a form of misconduct that undermines the integrity of the resident owner relationship. No resident should be subjected to unsolicited and unwelcome overtures or conduct, whether verbal or physical.
- Sexual harassment does not refer to casual conversation or compliments of a socially acceptable nature. It refers to behavior that is not welcome, is personally offensive, or interferes with the enjoyment of a resident's apartment. Sexual harassment includes, but is not limited to: repeated offensive sexual flirtation, advances, or propositions, continued verbal abuse of a sexual nature, graphic or degrading verbal comments about an individual or his/her appearance, unauthorized entry in apartments to intimidate residents; or offensive or abusive physical contact of a sexual nature. In addition, it includes any statement or implication to a resident that his or her tenancy is somehow conditioned on or related to submission to sexual advances.
- Sexual harassment, whether committed by community staff members or other employees, is specifically prohibited. Such conduct will bring prompt and certain disciplinary actions, including termination, if warranted.
- If any resident believes he or she has been subjected to sexual harassment or intimidation in his or her apartment or anywhere in our community by any community staff or employees, he or she is strongly encouraged to bring this to the immediate attention of the Regional Office in writing.

Hope House of Milwaukee
209 W. Orchard St.
Milwaukee WI 53204
- Hope House will investigate all such complaints promptly and fairly; and where appropriate, we will take immediate corrective action, including termination of the offender's employment, if necessary. To the highest degree possible, allowing for a fair investigation, we will treat all complaints in the strictest confidence. Residents will not suffer any retaliation for reporting their concerns.

SERVICE REQUESTS

Request for routine maintenance and repair **MUST** be put in writing on the "Work Order" forms that are available in the Property Manager's office. The request should be turned into to Property Manager during normal office hours. Problems are usually less expensive to correct when they are dealt with promptly. We urge you to let us know promptly when you have any maintenance work that needs to be done in your apartment. Emergencies will be priority.

Residents must take good care of the apartment and all equipment and fixtures. Management will repair the plumbing, heating, appliances and electrical systems. Management may, at resident's expense make all repairs and replacement whenever the need results from members of your household guest negligence, reckless, illegal activities, and violation of the provision of the Lease. Management's cost in making repairs shall be payable by residents within thirty (30) days from completion of the repairs.
RESIDENTS ARE NOT AUTHORIZED TO MAKE THEIR OWN REPAIR

DECORATING YOUR APARTMENT

Decorating walls may be accomplished with the use of wall hangings or pictures. Painting, wallpapering, and the use of contact paper are not permitted. Special attention must be given to the care of the stucco walls. You will be responsible to damages done to your apartment's walls.

PICTURE HANGING

You may hang pictures and wall hangings but please submit a work order request so that maintenance can hang your decorations properly.

GROUNDS

Not only is your apartment your home, but also the grounds and common area. The look from the outside is just as important as how the inside looks. We need your help in keeping the grounds appealing and safe for you and your family as well as for the residents. If you walk by a piece of paper, pop can, or other rubbish, please pick it up and dispose of it properly. **PLEASE DO NOT THROW** cigarette butts into the bark beds or onto the hallways or sidewalks. All bikes, tricycles, big wheels, and other toys must be put away at night.

Bike must be kept on the bike rack in the rear of the building.

PARKING REGULATIONS

Only Street Parking is available with appropriate municipal permits. Call the 1st district Non-Emergency Police at 414-935-7212 for further instructions. Both day and night parking permits are needed in our neighborhood.

Monthly or quarterly overnight parking permits are available for purchase at the 11th District Police Station located at 7th and State Street.

They are open 24 hours a day.

GARBAGE AND TRASH

All garbage and trash must be put inside the dumpsters. We recommend you remove garbage and trash from your apartment no less often than daily in order to prevent odor, vermin, and unsanitary conditions. Please bag your garbage and trash. **DO NOT SEND GARBAGE AND TRASH WITH A FAMILY MEMBER WHO IS NOT ABLE TO DISPOSE OF IT PROPERLY!** Please make arrangements for removal of objects that are too large for the dumpsters.

CONSERVATION

General Recommendations--

Immediately report any building malfunction, which is causing energy waste.

Do not block heating outlets with furniture or drapes.

Operate clothes washers and dryers only with full loads. Clean lint filters of dryer after each load.

During winter months, open blinds on south facing windows to take advantage of solar heat during the day.

Set refrigerator to warmest setting that will keep your foods properly preserved, Use a thermometer to check refrigerator. Suggested setting is 40 degrees Fahrenheit.

Use only 60 watt light bulbs in all fixtures. Replace the appliance bulbs with proper size bulbs.

Close blinds at night.

Turn off lights when rooms are not occupied. Turn off television when room is unoccupied.

For comfort in cooler indoor temperatures, use the best insulation of all -- warm clothing.

Heating recommendations --

Reduce daytime temperature to 65 degrees Fahrenheit. Reduce night time temperature from 65 to 60 degrees Fahrenheit.

Hot water recommendations --

Operate clothes washers and dryers only with cold and warm water, not hot, whenever possible. Report all leaky faucets, especially hot water faucets.

UTILITIES

All Utilities are included in your monthly rent

FIRE SAFETY

The buildings are fire resistant, and the chance of fire spreading throughout the structures is minimal. For your protection and the protection of your neighbors, each apartment has been equipped with (a) smoke detector(s). **Resident(s) shall not remove the battery from the smoke detector and are not responsible to replace dead battery in the smoke detector(s), however you are responsible for reporting if your battery is dead and management will replace the battery for you.**

In addition, fire extinguishers are located beneath the kitchen sink and in marked locations throughout the apartment complex. If you have an occasion to use a fire extinguisher, please report the incident to your Property Manager. Extinguishers will be checked on a regular basis to ensure they are in good working order at all times. Anyone playing with fire alarm will be evicted and will be reported to the Fire Marshall.

PREVENTION IS THE BEST FORM OF FIRE PROTECTION:

1. St. CATHERINE RESIDENCE OF HOPE IS A NON-SMOKING BUILDING- Non-smoking addendum will be sign and dated at move in. Resident will be subject to a lease violation and/or eviction.
2. Do not store flammable materials in your apartment or storage shed.
3. Warn your family member(s) of the hazards of matches, cigarettes, etc.
4. Replace old or frayed electrical cords and plugs.
5. Remember to turn off irons, heating pads, electric blankets, stove burners, coffee pots, etc.
6. Take care in use and disposal of cleaning materials.
7. Do not allow grease to build up on oven, on stove top or on the range hood. (This is the most common cause of fire.)

IN CASE OF FIRE

- ✓ 1. REMAIN CALM. DO NOT PANIC.
- ✓ 2. GO TO THE NEAREST PHONE AND DIAL 911. ASK FOR THE FIRE DEPARTMENT AND GIVE THEM COMPLETE INFORMATION - NAME, ADDRESS, BRIEF DETAILS ABOUT PROBLEM.



3. NOTIFY THE PROPERTY MANAGER.

KEYS AND SECURITY

One key to your apartment will be provided for each apartment. If you lose your key, we will replace it for you at a cost of \$50.00. If apartment keys are not returned at time of move-out, a \$75.00 charge will be assessed for changing the locks. To avoid being assessed for lock replacement charges, please return to the management office, all keys for the apartment at the time you vacate.

Resident may not alter any lock or install any new lock on the premises without the written consent of the Resident Manager.

If you are locked out of your apartment during business hours, you will be let in your unit and charged a lockout fee of \$15.00. HOWEVER, if there is a no locked out after business hours you will be let into your unit by security at the time of their shift change and there will still be a \$15.00 lockout fee.

As a precaution: keep your doors and windows locked; don't hide an extra key around your apartment; be extremely careful in lending keys; request a lock change at your expense if one of your keys is lost or in the wrong hands; develop a close relationship with your neighbors so that you can look out for each other; notify Resident Manager of any suspicious situation.

DRUG ACTIVITY RESTRICTION

No Criminal/Unlawful activity - The RESIDENT agrees that the resident and members of the household must not engage in or permit:

- Any Criminal activity, including drug related criminal activity, whether in the unit or elsewhere or on or near the premises: or
- Any other unlawful activity in the unit or elsewhere on or near the premises.
- Resident is responsible for household and guest - with respect to unlawful and criminal activity, including drug related criminal activity. The resident acknowledges responsibility for the actions of himself/herself, and all individuals listed on the Behavior Agreement, and guests while said individuals are within the confine of the resident's apartment or on the premises.
- Definition. The resident acknowledges that drug related criminal activity includes but is not limited to :
- Possession, usage, distribution, transportation, sale, manufacture, or storage of illegal drugs and/or drug paraphernalia; or conviction, or arrest violations of any federal, state and local laws relating to illegal drugs, and/or drug paraphernalia.

RESIDENT COMPLAINT PROCEDURES

If you are having a problem that relates to the building management, operations, or maintenance, please proceed as follows:

Contact the Property Manager and discuss the problem.

If no response is received within ten (10) days, contact in writing the **Hope House located at:**

**209 W. Orchard St.
Milwaukee WI 53204**

If you are having a problem with your neighbor, please proceed as follows:

Attempt to resolve the problem with your neighbor on your own.

All complaints made either to the Property Manager or the Management Agent must be in writing signed, dated and must specifically state what the problem is.

GOING AWAY CHECKLIST

If you plan to be away for more than a weekend, the following items should be done before you leave:

1. Register your date of departure and expected date of return with the Property Manager. If there is an address and telephone number where you can be reached in case of an emergency, please leave that information also. (This could be quite important in the event of a power failure, in either the summer or winter.)
2. Make arrangements with the Post Office in regard to holding your mail. If you take the daily newspaper, discontinue delivery.
3. Dispose of all garbage and trash from your apartment. Perishable items should be disposed of; even some refrigerated items can spoil over an extended time.
4. Close and lock all your windows. Make sure lights and appliances are turned off, such as: irons, curling irons, coffee makers and the like.
5. If you neglect to return your key and/or notify the Property Manager that you are/or have moved, you will be responsible for the daily rent until the keys are returned. The Property Manager may discover that the apartment has been vacated or abandoned.

YOU MUST EITHER PAY YOUR RENT IN ADVANCE OR MAKE ARRANGEMENTS FOR IT TO BE PAID ON OR BEFORE THE FIRST DAY OF EACH MONTH YOU WILL BE AWAY.

During an extended absence, with your written authorization, the Property Manager will check your apartment periodically to see that the electrical and plumbing systems are functioning normally and that everything is in order. If you have someone else checking your apartment while you are gone, please inform the Property Manager.

BLINDS AND WINDOW COVERINGS

Your apartment has been equipped with blinds. Screens are not to be removed from your windows.

CARPETS/FLOOR COVERING

Resident shall vacuum the carpet in the apartment or otherwise arrange to have the carpet vacuumed on a regular basis. Merely sweeping the carpet is not sufficient.

Ground-in dirt resulting from resident's violation of the foregoing shall be considered damage beyond normal wear and tear, and resident shall be responsible for such damages, which may include replacement of the carpet throughout the entire apartment.

Your carpet should be vacuumed regularly. If you do not have access to a vacuum cleaner, one is available from the office in most complexes during office hours or by arrangement with the Property Manager. You are responsible for the care of this vacuum cleaner if you borrow it, and will be charged for any repairs necessitated through your carelessness.

If something is spilled on the carpet, you should do the following:

1. With a clean towel, blot up the spill working from the outside of the spill to the middle. This will cut down spreading.

2. If there is a stain, use mild solution of water and soap like Ivory. Do not drench the area, but with dampened cloth, work from the outside to the corner.
3. If it still shows after it is dry, call the Property Manager.

The kitchen and bathroom floors are vinyl sheet. When washing, be sure to purchase a cleaner that is for a vinyl floor. Wash regularly with warm water and mild detergent.

CLOSETS, INTERIOR AND EXTERIOR DOORS

Do not hang, tape, nail, or tacky any item to the doors. Do not polish doors. The surface may be vinyl covered and only remain sticky and attract dirt. Use a damp cloth to wipe doors clean. Storm doors, screens, sun blinds, etc., may not be installed without prior, written approval of management.

TUB/SHOWER

Please make sure that shower curtain is completely inside of the shower. Any water that leaks out from the shower should be wiped up immediately. The shower unit in your apartment may be a one piece molded fiberglass unit. Special care must be taken NOT TO USE an abrasive cleaner such as AJAX, or COMET, etc., as such cleaners will cause considerable damage to the tub unit. There are several cleansers made for fiberglass, or you may use a sponge and one of the liquid formulas such as Mr. Clean, Janitor in a Drum, Formula 409, etc. In an effort to prevent serious damage to walls and floors, please notify the Property Manager immediately if you notice loose caulking around the tub enclosure

RESIDENT SERVICES

This development is a unique community. In addition to providing affordable housing, we offer a Resident Support Service Program. The goal of this is to provide residents the tools to develop a strong sense of community and personal growth. We offer a series of classes and workshops for all family members on a variety of subjects that residents and staff feel would be valuable and enriching.

Our Resident Services emphasizes strong resident involvement within the community. This involvement can take place through the resident council process. We believe that all residents need a sense of responsibility in this community.

We look forward to having you join our community. Let's work together to make this community a healthy environment for your family. For further information call or visit your Resident Services Coordinator for your property. We are located on the second (2) floor.

For a description of support services available in the community see your Property Manager, or Service Coordinator.

COMMUNITY Rooms/Kitchens GUIDELINES II

The community room may be used by residents of St. Catherine Residence and, unless rented out or a community class is being held in it. When in use the following rules must be followed:

1. Residents must accompany the guests and visitors at all times.
2. FOR COMPUTER LAB ONLY: A sign up sheet will be located at the front desk, please sign name, apartment # and time in, prior to using the computers and sign out when done using that computer.
3. If there are residents waiting to use computers the length of usage time will be limited to one (2) hour per person, if we have no one waiting, you will not be limited.
4. You may bring one (1) guest or friend to use the computer lab with you, you must both share the same computer, resident will be responsible for guest or friend.
5. The fitness center is for resident use only. Please, do not allow other to trespass. Door must be closed at all time. The TV must be off by the last person leaving the fitness center. Report any damage to the Property Manager.

6. Individual kitchen are not available in all units if your unit does not have a kitchen please feel free to use one of the community kitchens on the first floor. Coffee pot, electric cooking appliances, and toaster etc. are prohibited for room use.

Signature

Date

Signature

Date

In addition, St. Catherine's residents with disabilities are covered by the reasonable accommodation provisions of the Fair Housing Act and the Americans with Disabilities Act. Both statutes apply to enforcement of any municipal requirements pertaining to housing. A municipality must modify those requirements if the modification: (1) is reasonable, and (2) necessary by reason of disability, (3) to afford a handicapped person the equal opportunity to use and enjoy a dwelling. *Wis. Community Services v. City of Milwaukee*, 465 F.3d 737, 749-750 (7th Cir. 2006). Approving the license is reasonable and clearly necessary to give St. Catherine's residents an equal opportunity to access housing and live in this neighborhood.



General Resident and Behavioral Agreement

St. Catherine of Hope
1032 E. Knapp Street Milwaukee, WI 53202
414-272-8470

Monthly Rent: Rent is due and payable by the first day of each month. If a different payment schedule is required, you must have an approved written payment agreement worked out with the Property Manager. Late rent will result in a \$10.00 late fee. Residents are allowed to pay the rent with a personal check, any checks that are returned will result in a \$35.00 NSF fee in addition to the \$10.00 late fee. Utility charges are included in rent except for air conditioners. Rent increases will be noted by giving Resident a 30-day notice of the rent increase.

Reasonable Accommodation: Reasonable accommodation is available and requests can be made following procedures outlined on request form available at the front desk.

Renewal of Agreement: Residency shall be on a month-to-month basis subject to compliance with the terms and conditions of this agreement and all attached riders. Resident shall not assign or sublet the premises to another. **Resident will provide Property Management with a written 30day notice to vacate.** SCOH shall give Resident a 5day notice for nonpayment and for any breach that threatens the safety or SCOH and its residents or self (included but not limited to violence, threatening behavior, and immediate health and safety issues). SCOH may give a 30day notice to vacate for any breach other than those stated above. IF SCOH terminates and/or provides you with a nonrenewal of your behavioral agreement, SCOH will suspend your visitation to premises from six months to indefinitely. **CONTINUING RESIDENCY DEPENDS ON RESIDENT COMPLIANCE WITH ALL TERMS OF THIS AGREEMENT.**

Smoking Policy: Resident agrees to abide by the "Smoke Free" status of SCOH. Smoking is allowed ONLY in the designated arear according to the city ordinance 214.25 (1) (2). Smoking in Resident's room or premises is grounds for termination of the Agreement with a 5day notice.

Pet Policy: Pets are not allowed on the property. Pets in Resident's room or premises are grounds for termination of this agreement except for service animals.

Security Deposit: Resident's \$200 security Deposit will be held by SCOH. Per State Law Sec. 704.27, SCOH shall charge for property damages beyond any normal wear and tear and any cost of storing and or disposing of personal property left behind by Resident. **If Resident vacates without notice, Resident shall forfeit the security Deposit. The Deposit Less, less any amounts withheld, will be returned by mail to an address provided by the resident within 21 days after the Resident vacates the Premises.** If any portion of the deposit is withheld, SCOH will provide an itemized statement describing damages and accounting for any amount withheld. Resident has seven days after beginning of the term of this agreement to notify SCOH in writing of damages or defects in the premises. No deduction from Resident's security deposit shall be made for any damages or defects where verified notification was given. It is agreed that no interest shall accrue to the Resident on the security deposit, and that the security deposit need not to be retained in any trust fund, but may be commingled with assets of SCOH and used in its operation. **Resident may not use the security deposit as payment of the last month's rent.**

Resident to Vacate: Resident agrees to vacate the premises when notice has been given by either party. Failure of Resident to vacate by date specified may subject the Resident to financial charges, which according to state law will be twice the normal daily fee. Arrangements to stay up to 7 days longer without penalty can be made is SCOH hasn't committed space to another and if arrangements are made 7 days prior to noticed move out date.

Right to enter, with or without notice to Resident: SCOH may enter the premises at reasonable times and with 12 hour notice, with or without Resident's permission, to inspect the premises, make repairs, and show the premises to prospective



residents or purchasers or to comply with any applicable law or regulation. SCOH may enter with less than 12 hours advance notice a) upon specific consent of Resident, b) in a health or safety emergency, c) to preserve and protect the premises from damage, d) when illegal activity or weapons are suspected or e) during city and licensing inspections.

Abandonment of Premises and Personal Property by Resident: If Resident is absent from the premises for three successive weeks without paying rent, SCOH may deem the premises and the Resident's personal property abandoned. SCOH shall have the right to dispose of the abandoned personal property as provided by law. Resident shall be responsible for the daily living fee until unit is rented.

Unless agree to in writing, SCOH will not store any items of personal property that the resident leaves behind when the resident removes from the premises, except for prescription medication or prescription medical equipment, the latter of which will be retained by SCOH for 7 days from the date on which SCOH discovers the property abandoned, after which time SCOH will dispose of it. If the abandoned personal property is a titled vehicle, then before disposing of it, SCOH shall give notice of its intent to dispose of the vehicle to the resident and any secured party of which SCOH has actual notice personally or by regular or certified mail

Breach: Should Resident neglect or fail to perform and observe any term of this agreement or of the attached riders, SCOH shall give Resident a written notice of such breach requiring Resident to remedy the breach or vacate the premises consistent with prior terms in this agreement and, if Resident fails to comply with such notice, SCOH may declare the Agreement terminated and institute action to expel Resident from premises without limiting the liability of the Resident for the rent due or to become due under this Agreement. If Resident has been given such a notice and has remedied the breach or been permitted to remain in the premises and commits a second breach, this Agreement may be terminated without an offer to remedy.

EXCEPTION: The exception to the above "breach" conditions is violent acts and use of weapons. When violence (fighting, intense threats, weapons) is engaged termination may be engaged immediately or with a five day notice.

Damage by Casualty: If the premises are damaged by fire or other casualty to a degree which renders them unlivable, Resident may terminate this Agreement or vacate the premises and fees shall abate until the premises are restored to a condition comparable to their prior condition. SCOH shall have the option to repair the premises and if repairs are not made, this agreement shall terminate. If the premises are damaged to a degree which does not render the livable SCOH shall repair them as soon as possible.

Damage by Negligence: If the Premises is damaged by Resident through carelessness, neglecting notices of proper use, the Resident will be billed consistent with attachment for parts and labor.

No Waiver: Acceptance by SCOH of one or more delinquent payments or Rent does not constitute a wavier by SCOH of that default or any other default under this Agreement, nor shall any waiver of any breach or default be claimed or nonpayment of rent, not following SCOH expectations.

Resident Signature Date

SCOH Representative Signature Date

Resident's Room is _____ at \$ _____ /month Effective _____

Dear Mr. Brennan, Alderman,
Sunday 9-18-2022

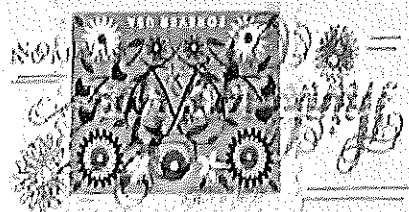
It is with urgency that I write
to you for the future of St. Catherine's
Residence for Women.

It was founded by the sister of Mary
after Mother's is long maintained.
how women were seeking a safe
place to live as they come from
smaller towns for work.

As a former employee of St. Catherine's
I see some the benefit of a safe facility
on the East Side. I know the importance
of good and safe housing for women.

An Alderman, come and tour out us
the place that founder of St. Catherine's and
safe housing.

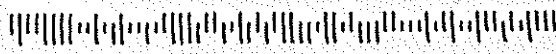
Sincerely,
Sister Rose Gubowski



MILWAUKEE WI 530
19 SEP 2022 PM 6 F

Sister Rose Gubowski # 311
N12W17500 Mequon Road
Germantown, WI 53022

Robert Brennan
District 4 Alderman
City Hall
900 E. Shell St.
Milwaukee, WI 53202



-351599

September 18, 2022

Robert Bauman, District 4 Alderman
City Hall - 200 E. Wells Street
Milwaukee, WI 53202

Dear Alderman Bauman,

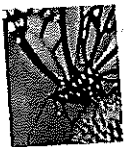
I am a resident in the City of Milwaukee and am saddened to hear about your reservations regarding the renewal of the license of St. Catherine's Residence. This residence provides affordable, safe housing for women. Our willingness to serve the least among us is a recognizable display of our values.

I encourage you to meet with Hope House, the organization that manages St. Catherine's, and to learn more about this important mission to provide for the least among us. It is important for the City of Milwaukee to become a welcoming community that lifts up its residents and helps everyone achieve and build a stronger community.

Thank you for taking the time to read and consider my request.

Respectfully,

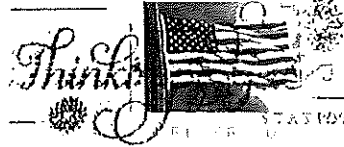
Roxanne Ciatti
Roxanne Ciatti
3146 S. Illinois Ave.
Milwaukee, WI. 53207



Roxanne Ciatti
3146 S Illinois Ave
Milwaukee, WI 53207-3031

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*Alderman Robert Bauman -
District 4
City Hall - 200 E. Wells St.
Milwaukee WI
53202*

53202-351599





September 19, 2022

Robert Bauman
District 4 Alderman
City Hall, 200 E. Wells Street
Milwaukee WI 53202

Dear Alderman Bauman:

I am writing to you as Alderman of District 4 in support of the application for a license for Hope House to *continue its fine work with women in the St. Catherine Residence for women.*

For several years I have served on the Advisory Board of the Sisters South Program which is engaged in street outreach, case management and skill building for women. While our program functions under the auspices of the Benedict Center, it is presently located in Hope House which in turn gives us firsthand experience in observing the excellent leadership skills of Hope House management in responding to the needs of people in need of assistance.

The Sisters Program South has chosen to partner with the St. Catherine Residence in sending some of our clients there where they have received safe and affordable housing and an environment which recognizes the dignity and worth of each person and supports their efforts to better their lives.

On behalf of our clients who are often housed at St. Catherine Residence, I request your assistance and leadership in supporting the acquisition of the license necessary for the continued leadership of Hope House in its management of the St. Catherine Residence.

Sincerely,

Sister Frances Cunningham, SSSF

Sister Frances Cunningham, SSSF

Vice President of the Benedict Center Advisory Board