



City of Milwaukee

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

Meeting Minutes

HOUSING AUTHORITY

CHARLOTTE HAYSLETT, Chair

Karen Gotzler, Vice Chair

Irma Yopez Klassen, Jackie Burrell, Ald. Sharlen Moore,

Howard Snyder, and James Nelson, Sr.

Wednesday, July 8, 2026

4:00 PM

City Hall, Room 301-B

Live Stream Link:

https://milwaukee.granicus.com/player/camera/4?publish_id=6&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 4:13 p.m.

Roll Call

Present: 7 - Gotzler, Snyder, Yopez 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. [R13783](#) Approval of the minutes of the regular Board meeting held on June 10, 2026

Sponsors: THE CHAIR

Attachments: [HACM Meeting Minutes for June 10, 2026](#)

A motion was made by Irma C. Yopez Klassen, seconded by Karen Gotzler, that this Motion be APPROVED. This motion PREVAILED by the following vote:
2. [R13784](#) Documents Shared with the Travaux Board of Directors in June 2026

Sponsors: THE CHAIR

Attachments: [Travaux Meeting Minutes for April 23, 2026](#)
[Travaux Projects as of June 18, 2026](#)
[Highland Gardens Buyout and Change Order Tracking](#)
[Public Housing 12Mo Occupancy & 2Mo Work Order Report](#)
[Affordable LLC 12Mo Occupancy & 2Mo Work Order Report](#)
[Market Rate 12Mo Occupancy & 2Mo Work Order Report](#)

B. REPORTS AND DISCUSSION ITEMS

1. [R13785](#) Public Listening Session

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

Ms. Karen Davis – HCV Section 8 Participant: Reported concerns regarding mobility issues and stated that her Section 8 unit has passed inspection on several occasions

despite what she considers uninhabitable conditions. She said she recently fell inside the unit and believes the current living conditions are unsafe for her.

Ms. Carrie Maas– HCV Section 8 Landlord:

Stated that she has been a HACM Section 8 Landlord for 20 years and, over the past year and a half, has experienced multiple issues, including late payments, failure by the office to send required paperwork and contracts, and recertifications being completed six months after their due date. Ms. Maas requested an appointment to speak with a Commissioner in detail about her concerns.

Ms. Diana Hinton – Convent Hill Resident: Stated that she is awaiting a response from Public Safety regarding her complaint about a serious lease violation. She expressed concern about the delay and would like timely action taken on her complaint.

Ms. Betty Newton – Convent Hill, RO Secretary: Shared with the Board that she is part of a group working to provide social activities for residents. She stated that the site manager had previously given permission for items to be stored in the Barber Shop, but later reversed that decision and did not offer an alternative storage space. She also reported that the new RO President, along with the site manager, changed the locks on the kitchen door in the Community Room without warning, after the site supervisor had already given her permission to use the room.

Mr. Battites Wesley – Applicant on Waitlist: Noted that he has been on the waitlist for one year and believes the lottery system is unfair because an applicant who applied more recently could be contacted before someone who has been waiting longer. He said he believes a numbered, first-come, first-served system would be a fairer method for selecting applicants.

Mr. Cornelius Sawyer – RAB, Highland RO President: Reported that the online resident rent payment portal has not been functioning for the past two months. He stated that residents have reported the issue to site management, but he is unsure whether the information has been communicated to upper management. He also expressed concern that once matters are agreed upon, they should not have to be repeatedly renegotiated.

2. [R13787](#)

Resolution authorizing a request to the Department of Housing and Urban Development's Special application center (SAC) to rescind the remaining ten Scattered Sites units from the approved Section 32 Homeownership Program

HACM received approval for 40 units to be sold under the Section 32 Homeownership Program. To date, 30 units have been sold to eligible first-time homebuyers. HUD has asked for the ten remaining units to have their Public and Indian Housing Information Center (PIC) status recategorized to match their real-life status as active, occupied units. The SAC has asked for a Board resolution to move the units and effectually close-out the current program. Any future proposed Section 32 sale to an occupying resident or to an eligible family would require the submission of a new application.

Sponsors: THE CHAIR

Attachments: [Section 32 Rescission Narrative](#)

Jeanne Dawson, HACM Program Specialist, presented a resolution authorizing a request to the U. S. Department of Housing and Urban Development's (HUD) Special Application Center to rescind ten Scattered Sites units from the approved Section 32 Homeownership Program disposition list.

Ms. Dawson explained that these ten remaining units are from the 40 Scattered Sites previously earmarked for potential sale under the Section 32 Homeownership Program. Because the units are currently rented and leased, HUD has requested that they be returned to active status in the Public and Indian Housing Information Center (PIC) and removed from the Section 32 Homeownership Program. HACM may sell homes through the Section 32 Homeownership Program in the future by submitting a new request to HUD.

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

3. [R13789](#)

Report from the Secretary-Executive Director

-Introduction of Chief Operations Officer - Real Estate, Zena Farah
-Update on the Pre-Meeting Option

Sponsors: THE CHAIR

Attachments: [CVR Monthly Report](#)
 [Public Safety Department Analytics and Initiatives Report](#)
 [HACM Sustainability Plan Periodic Report](#)
 [HACM Recovery Agreement - May 2026](#)

HACM's Secretary-Executive Director, Harold S. Ince, Jr., introduced Zena Farah, HACM's new Chief Operations Officer – Real Estate, noting her experience in the private sector, multifamily housing, and HUD public housing. Ms. Farah thanked the Board for the opportunity to work with HACM and support the agency's continued progress. She stated that she had spent the past several days in the field and was excited by the opportunities she observed, noting that she sees many positive things that can be accomplished.

Mr. Ince provided an update on Public Housing occupancy and work order status. Public Housing occupancy was reported at 96.25%, excluding the 200 units on hold per HUD definition of occupancy. There were 657 open work orders in June, with 372 closed, resulting in 285 remaining open work orders. An average of 29 work orders were created per day, while only 16 were closed per day, contributing to an increase in the backlog. He also reported that the Market Rate and Tax Credit portfolios together had an occupancy rate of 93.14%. Across that portfolio, there were 550 work orders, with 332 completed. The remaining backlog included 50 work orders that were at least 60 days old and an additional 18 work orders that were at least 90 days old.

Patricia Dee, HACM's Administrative Services Supervisor, provided an update on the Pre-Meeting Q&A attendance option for Commissioners. She explained that staff who are presenting agenda items now meet in advance to walk through their presentations and receive feedback from other presenting staff. Ms. Dee noted that the Pre-Meeting

Q&A also gives Commissioners an opportunity to learn more about agenda items and ask questions before the Board Meeting. The sessions are held every Monday afternoon at 2 p.m. during the same week as, and prior to, the Wednesday Board Meeting. Commissioner attendance will be available on a first-come, first-served basis, with up to two Commissioners permitted to attend each session. Commissioners interested in attending were asked to contact Ms. Dee or her staff.

Tracey Sheffield, Senior Vice President at CVR Associates, and Tina Royalty, Housing Choice Voucher Director, summarized the CVR Monthly Report included with the agenda. Ms. Sheffield provided an update on the lottery conducted for the Housing Choice Voucher waiting list, which included applicants who applied between 2021 and 2024. She explained that maintenance of the waiting list was part of HUD's Corrective Action Plan. Ms. Sheffield further reported that CVR Associates and HACM's Intake and Compliance Department are reviewing the Project-Based Voucher and Public Housing waiting lists, in coordination with Yardi in preparation for a continued interest survey of applicants. She also noted that so far, for 2026, CVR seems to currently be performing at a SEMAP High Performer level and is working with HUD to be released from shortfall status.

Marlon Davis, HACM's Chief of Public Safety, and Nicole McDade, HACM's Captain of Public Safety, summarized the Analytics and Initiatives Report included in the agenda packet. Chief Davis stated that the Public Safety Department is mindful of seasonal weather changes, which often correlate with increased calls for service. He reported that during the Fourth of July weekend, the department maintained a high-visibility presence, and no major incidents were reported. Captain McDade provided an update on Merrill Park, noting that a community safety deployment is underway. Under this deployment, Public Safety Specialists are stationed at Merrill Park; when called away for service, they return to Merrill Park after completing the call. She also reported that Public Safety is working with Property Management and dispatch staff to monitor the camera system. Regarding the removal of the common area furniture, Captain McDade stated that once Public Safety observes a decrease in calls for service, the situation will be reevaluated and the furniture may be returned. Chair Hayslett asked how the department is increasing its presence on each shift, whether staff are walking the developments, and how the department is partnering with the Milwaukee Police Department.

Ken Barbeau, HACM's Chief Operating Officer – Program Services, provided an update on the Sustainability Plan included with the agenda. He stated that, of the 24 findings, the U.S. Department of Housing and Urban Development (HUD) has deemed 14 findings completed and closed, while the 10 remaining findings are past due. He explained that each finding includes multiple required actions. In some cases, HACM has completed several of the required actions under a finding, but if any part of the finding remains outstanding, HUD keeps the entire finding open.

Patricia Dee, HACM's Administrative Services Supervisor, announced the formal completion of HACM's Executive Search Committee. She explained that at the September 25, 2025 HACM Board meeting, Resolution R13635 was approved, creating a temporary Executive Search Committee to conduct a comprehensive search for the next Secretary-Executive Director. With the hiring of Mr. Ince, the work of the Executive Search Committee has concluded, and that, per the resolution, the committee is now dissolved. Staff thanked the committee members for their diligent, detailed, and dedicated work. Their extensive time and expertise resulted in the selection of a candidate for HACM of whom they can be very proud. The members of the Executive Search Committee were HACM Board Chair Charlotte Hayslett, HACM

Vice Chair Karen Gotzler, HACM Resident Leader Betty Newton, and community members Michelle Bryant and Pastor Willie Davis. Thanks were also extended to HACM's residents and recipients, the members of the public, partners, and public officials who participated and provided feedback throughout the process.

4. [R13788](#)

Resolution commending Mr. Ken Barbeau for 27 years of dedicated service to the Housing Authority of the City of Milwaukee

Sponsors: THE CHAIR

Chair Hayslett thanked Kenneth G. Barbeau, HACM's Chief Operating Officer – Program Services, for his many contributions to the Housing Authority and its residents over the past 27 years and presented him with a plaque in recognition of his outstanding service.

Mr. Barbeau thanked the Board and executive staff for the kind words expressed in the resolution and during the meeting. He stated that he has been surrounded by many talented co-workers who helped make HACM a successful organization, many of whom he considered mentors. Mr. Barbeau shared that he will miss his colleagues and the residents he has come to know during his 27 years with the Housing Authority of the City of Milwaukee. He stated that he was honored to have served the Housing Authority's mission by serving 11,000 families and helping keep them in stable housing, noting that it is important work.

A motion was made by Karen Gotzler, seconded by Jackie Burrell, 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

Adjournment

There being no further business, Commissioner Moore made a motion to adjourn the meeting at 5:51 p.m. Commissioner Burrell seconded the motion. There being no objections, the motion carried.

Minutes prepared by: T. Larson and Patricia Dee

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.