



# 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, and Ald. Sharlen Moore*

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Thursday, April 17, 2025

5:00 PM

Hillside Family Resource Center  
1452 North Seventh Street, Milwaukee, WI

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#### Public Listening Session

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 5:00 p.m.*

*Chair Charlotte Hayslett opened the meeting by acknowledging the members of the Hillside Terrace Resident Council for hosting the Board of Commissioners at the Hillside Terrace Family Resource Center. She also thanked the Hillside Terrace Manager, Nakesha Gatewood, and the executive staff for all their hard work.*

#### Roll Call

**Present:** 5 - Gotzler, Yepez Klassen, Moore, Hayslett, Burrell

1. [R13574](#) PUBLIC LISTENING SESSION REGARDING THE U. S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT'S PUBLIC HOUSING ASSESSMENT SYSTEM SUSTAINABILITY PLAN, FOR THE PURPOSE OF RECEIVING COMMENTS AS REQUIRED BY THE U. S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

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 - Sustainability Plan, Housing Authority of the City of Milwaukee, P.O. Box 324, Milwaukee WI 53201-0324. In order to be included in the information provided to the Board of Commissioners on this topic, all written comments regarding the Sustainability Plan must be received by no later than April 23rd. Written comments received before April 15th may be shared with the Commissioners prior to the April 17th Public Listening Session.

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 the meeting.

**Sponsors:** THE CHAIR

**Attachments:** [HACM 2025 Recovery Agreement](#)  
[HACM 2025 Sustainability Plan](#)

*Ken Barbeau, HACM's Interim Secretary-Executive Director, gave a summary of the Sustainability Plan, provided with the agenda, and stated that the purpose of the public listening session was to hear comments from the residents, participants, and the public.*

*Speakers:*

*Rachel Spell – Hillside Terrace: Ms. Spell requested information regarding the unit inspection process. She asked how long the inspections are expected to take, whether management has identified which developments will be inspected, and what the standard protocol is for conducting these inspections. Additionally, she inquired whether residents will be notified once an inspection has been completed in their unit, particularly if they are not home at the time, such as by leaving a written notice.*

*Bonnie Cooper – Hillside Terrace: Ms. Cooper inquired about the possible future remodeling of the building and asked when the work is expected to begin. She expressed concern that residents continue to experience issues with rats, roaches, and bed bugs, and questioned whether the remodeling efforts would address these conditions. Ms. Cooper noted that HACM has discussed rehabbing and repairing the building for several years, yet no visible progress has been made. She requested an update on the status of these plans. Additionally, Ms. Cooper voiced concerns regarding staff behavior, stating that some employees have been rude and disrespectful toward residents, and emphasized the need for improved staff training and professionalism.*

*Yolanda Moffett – Lapham Park: Ms. Moffett inquired about capital money planned to bring the building up to standard. She asked whether improvements would include*

*ventilation and plumbing upgrades, as well as the installation of high-quality filters to help reduce dust and odors throughout the building. Ms. Moffett also noted that her unit's filter has not been replaced in over a year.*

2. [R13575](#)

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**Speakers:**

*Sherri Daniels – Hillside Terrace: Ms. Daniels inquired about Mayor Johnson's position regarding the Housing Authority and asked for clarification on his current stance. She also expressed concern about the accumulation of garbage around Hillside Terrace and the surrounding areas, emphasizing the need for improved maintenance and cleanliness.*

*Bonnie Cooper - Hillside Terrace: Ms. Cooper addressed ongoing work order concerns and suggested that maintenance staff leave a form in each unit after completing repairs, allowing residents to track the work being done. She noted that plumbing issues are frequently reoccurring, with staff often returning to address the same problems. While repairs are being completed, she emphasized that the age of the*

*building contributes to the recurring issues—stating that in some cases, instead of replacing individual parts, the entire sink may need to be replaced. Ms. Cooper expressed hope that HACM has a long-term solution in place to address the challenges posed by the aging infrastructure.*

*Rachel Spell – Hillside Terrace: Ms. Spell expressed concern about the condition and availability of garbage bins and corrals. She noted that the areas surrounding the corrals are frequently overflowing and that there are not enough bins to handle the volume of waste being dumped. Due to the presence of rats, even children are afraid to use the areas and have been discarding garbage outside the corrals. Ms. Spell observed that the bushes around Hillside Terrace appear to be a common hiding place for rats, and she noted that staff have begun removing the bushes—hopefully to apply pest control measures. She reported that there are only nine garbage bins serving 30 to 40 families on her side of the building and emphasized the need for additional bins.*

*Ms. Spell also raised concerns about public safety response times, stating that when noise complaints are reported, officers rarely respond. Additionally, she pointed out that many children in the high-rise and surrounding development are frequently left unattended and unsupervised.*

*Laron Jones – College Court: Mr. Jones raised concerns about the lack of parking spaces at College Court, citing the number of parking tickets he has received for parking on the street. He questioned why, as a paying tenant, he is unable to secure a parking space. Mr. Jones also mentioned that the management office had informed residents about upcoming elevator work, which will require equipment to occupy the parking area closest to the building, further complicating parking availability. He asked why the workers cannot make accommodations for the residents, particularly the elderly, who will be required to walk a significant distance to access the building.*

*Keyola Lackey – Former Hillside Terrace Resident: Ms. Keyola shared her perspective on the changes she's observed at Hillside Terrace. She recalled that when she lived there, the community felt like a village, with everyone looking out for one another. However, upon visiting recently, she noticed an increase in trash around the area, which she believes reflects a sense of neglect among residents who feel overlooked. Ms. Keyola also pointed out that when she enters units, she sees many items in need of repair, which was not the case during her time as a resident. She emphasized that when individuals feel cared for, they are more likely to take pride in their living environment. Ms. Keyola encouraged residents to take responsibility for their neighborhood, care for their surroundings, and support one another. She highlighted the importance of positive role models for children, stating that when they see positive influences, they are more likely to adopt those behaviors. Lastly, she reminded the community that it's not enough to simply complain—everyone must do their part to improve the environment.*

*Marquita Tidwell – Hillside Terrace: Ms. Tidwell shared that she has only recently moved to Hillside Terrace and that the property does not reflect the image portrayed in the brochure. She noted that there is an ongoing issue with trash around the development, particularly near the garbage bins. Ms. Tidwell suggested placing signs near the bins and enforcing fines for those caught dumping garbage improperly. She also recommended installing cameras around the bins to identify and deter individuals responsible for the littering. Additionally, she proposed trimming the bushes or removing them entirely, as they may contribute to the problem. Finally, Ms. Tidwell suggested that attendance at mandatory meetings should be required as part of the lease agreement, so residents can stay informed about developments in the*

community.

*Yolanda Moffett – Lapham Park: Ms. Moffett raised concerns about the laundry rooms at Lapham Park, reporting that the washing machines are not functioning properly and are failing to wash clothes effectively. She also noted that the common areas, including the lobby, are not being cleaned adequately and are in poor condition. Additionally, Ms. Moffett expressed frustration with the persistent cigarette smoke odor in the building, stating that the no-smoking policy in the building and units is not being enforced. She further mentioned that the smell of marijuana is also coming through the ventilation system.*

*Elaine Obene – Hillside Terrace: Ms. Obene expressed serious concerns about safety in the high-rise, particularly for disabled residents on the sixth floor. She reported that the fire alarm goes off sporadically, both during the day and at all hours of the night, despite there being no actual fire or danger. She emphasized that this repeated false alarm issue may cause residents to ignore the alarm when a real emergency occurs. Ms. Obene stated that the malfunctioning boiler, which triggers the false alarms, needs to be repaired to prevent potential danger, including the risk of residents being stranded or, in the worst-case scenario, of there being a fatality.*

*Minister William Harrell – Lapham Park: Mr. Harrell expressed concerns about safety in the building, particularly due to the mix of elderly and younger residents. He noted that there is a significant amount of noise and that the so-called ambassadors, who are receiving stipends for cleaning around the building, are not fulfilling their duties, resulting in inadequate cleanliness. Minister Harrell emphasized the need for increased focus on safety within the building, especially now that the community is more diverse in age.*

*Henri Brookshire – Hillside Terrace: Mr. Brookshire questioned why the situation was allowed to deteriorate to the point where Common Ground had to intervene. He pointed out the current state of affairs and asked, "Where is Common Ground now?" He then inquired whether Public Safety is included in the new plan.*

*Richard Shaw – grew up in Hillside Terrace: Mr. Shaw emphasized that in order for others to care about where you live, you must first care about yourself. While many focus on Public Safety, he stressed that the real issue lies with the people living in the community. Mr. Shaw pointed out that it's not necessarily the residents themselves who are involved in car break-ins and thefts, but rather those they invite into the area. He acknowledged the need for more Public Safety and additional cleaning personnel, but stressed that improving the situation requires the collective effort of everyone in the community.*

*Tyler Calloway – Hillside Terrace: Ms. Calloway voiced her concerns about ongoing issues with problematic neighbors and the lack of response from management, even after going through mediation. She expressed frustration that, when situations escalate, it is often the residents who receive violations, despite their efforts to report problems. Ms. Calloway also raised concerns about pet-related issues, noting an increase in dogs whose owners do not clean up after them. She stated that dogs are often left to roam freely, and despite reporting these issues to the office, feces continue to be present on the grass and sidewalks, preventing children from safely playing in the area.*

## Adjournment

*There being no further business, Commissioner Burrell made a motion to adjourn the meeting at 6:00 p.m. Commissioner Yepez-Klassen seconded the motion. There being no objection, the motion carried.*

*Meeting minutes prepared by: Patricia Dee and Maria Martinez-Planas*

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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.