



HOUSING AUTHORITY OF THE CITY OF MILWAUKEE

Cavalier Johnson
Mayor

Willie L. Hines, Jr.
Secretary-Executive Director

Board of Commissioners

Property Management Division Activities for the First Quarter of 2023

Challenges and Successes:

Here are some of the notable challenges and successes Property Management oversaw included during the first quarter of 2023:

- We are currently doing our annual unit inspections to observe how our units are being maintained.
- We have begun to incorporate technology into the workflow. All site maintenance technicians now receive their work orders via a smart phone app called Yardi One.
- Residents in the tax credit portfolios now have the ability to do their annual recertification online through Yardi's Rent Café portal.
- At our Westlawn campus, we are working with a contractor (Southport) in helping us to determine why the HVAC system is not performing as designed and make all necessary corrections.
- Staffing remains a concern for the Management Division, qualified employees are a challenge to find and retain.

Ongoing Activities:

- As of 3/31/2023 our rent collection rate was:
 - Low-Income Public Housing – 110%
 - Tax Credit Housing – 97%
 - Market Rate Housing – 111%
- As of 3/31/2023 our occupancy rates are:
 - Low-Income Public Housing – 95%
 - Tax Credit Housing – 90%
 - Market Rate Housing – 95%
- Currently in the process of procuring a landscaper to maintain our lawns.
- Working with our Intake and Section 8 team on getting names to fill our vacant units timely.
- Offering the first or the third month free rent as a concession for moving by 4/1/23.
- During 2023 and 2024, HACM will bring the snow removal services in-house.
- Offering our residents a stipend up to \$200 a month to help us in keeping the property clean, checking in on our shut-in residents, and assisting in the recycling pick-ups.

Looking Forward:

Beginning in April, all managers will start holding property management-driven informational sessions with our residents. Finally, we are going to do a spring cleanup of the grounds, flower beds, and begin to put our summer furniture back out onto the grounds.

There are total of 2,330 units in the Public housing portfolio,
1,737 units in the Tax Credit portfolio and 978 units in our Market Rate portfolio.

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