

Please save this as a handy reference; it has helpful contact info for frequent questions!



HACM Helpful Contacts

For Section 8 / Rent Assistance RAD/Project-Based Voucher Participants

Contact your Certification Specialist with questions about your voucher:

Elizabeth Abadia, 414-286-5129, eabadi@hacm.org
Anna Cabral, 286-6475, aacabra@hacm.org
Derica Carter, 286-6474, dercarte@hacm.org
Shekila Howard, 414-286-6476, showar@hacm.org
Alvin Reeves, 414-286-6479, areeve@hacm.org
Alicia Smith, 414-286-8089, alsmith@hacm.org
Nakia Willis, 414-286-5043, ndwilli@hacm.org

5011 W. Lisbon Ave., Milw. WI 53210

Examples include, but are not limited to:

- Questions about Recerts
- To report a change in income
- Questions about calculation of rent

The Section 8 / Rent Assistance Program office:

General Phone Number: 414-286-5650. Monday to Friday, 8am – 4:45pm. A good backup number to keep.
Walk-ins: 5011 W. Lisbon Ave. Tuesdays and Thursdays, 8am-4:45pm.

The RAD Team can be reached at the Rent Assistance office at 414-286-5620.

If you have concerns that cannot be addressed by your Certification Specialist, please contact the Certification Department Manager, Maria Guzman, at 414-286-5126 or mguzma@hacm.org.

In case of emergency, call 9-1-1 first. HACM's **Public Safety dept., 414-286-5100**, takes calls for non-emergency assistance at all times (24 hours a day, 7 days a week), and emergency maintenance calls after regular property management hours.

Other Section 8 / Rent Assistance Team phone numbers:

| | |
|--------------|--|
| 414-286-5658 | Inspection Desk |
| 414-286-5529 | Certifications: annual certifications, interim requests, certifications for new admissions |
| 414-286-5641 | Lease and Contracts: Request for Tenancy Approval form, rent reasonableness and Housing Assistance Payment Contract, HUD lease addendum, or landlord lease related questions |
| 414-286-5620 | RAD/Project-Based Vouchers |

I have a project-based voucher, but want to move out of this building. What do I do?

After the first 12 months of occupancy, a resident may request a tenant-based voucher from HACM's PBV program to move out of a Project-Based Voucher unit or a RAD/PBV unit. This is called "mobility" or "choice mobility." The household should request this from their certification specialist at the time of their annual recertification process to coordinate issuance of a voucher with the notice of termination to the landlord.

What is RentCafé and how is it used?

RentCafé (also known as myportal.hacm.org) is a web-based portal. Currently, applicants can use it to apply for open HACM waiting lists. In the near future, the HACM Voucher program will enable voucher participants to update your profile and contact information, complete and submit your annual recertification or an interim change online, and have access to your inspections and other information online.

What documentation do I need to provide for a recertification?

You will need to provide documentation for any household income or household assets. Examples include: paystubs for wages; recent social security or SSI award letters; current bank statements to show the balance of any bank accounts or investment accounts; etc.

Resident Services:

HACM has a broad number of services available to residents – such as the Family Self Sufficiency program, Financial Education, etc. To find out more, please visit hacm.org/residentservices or contact Latoya Onuchuku at (414) 286-8250 or Tequila McClain at (414) 286-8007.

You can find the Section 8 Administration Manual and other documents here:

<https://www.hacm.org/about-us/plans-policies-reports>.



HACM OFFICES:

All offices open Mon – Fri, 8am-4:45pm, unless otherwise noted.
Central Office: 809 N. Broadway, 414-286-5824.
Scattered Sites: 5003 W. Lisbon Ave., 414-286-8534
Rent Assistance Office: 5011 W. Lisbon Ave., 414-286-5650
Community Services: 650 W. Reservoir Ave., 414-286-5137
Leasing & Compliance (Intake) Office: 5125 W. Lisbon Ave.,
414-286-5678

AFFORDABLE DEVELOPMENTS:

Becher Court: 1802 W. Becher St., Milw. WI 53215; 414-286-8851
Cherry Court: 1525 N. 24th St., Milw. WI 53205; 414-286-8835
Convent Hill: 455 E. Ogden Ave., Milw. WI 53202; 414-286-8802
Highland Gardens: 1818 W. Juneau Ave., Milw. WI 53233; 414-286-8845
Holton Terrace: 2825 N. Holton St., Milw. WI 53212; 414-286-8858
Lapham Park: 1901 N. 6th St., Milw. WI 53212; 414-286-8859
Townhomes at Carver Park: 1901 N. 6th St., Milw. WI 53212; 414-286-8859
Merrill Park: 222 N. 33rd St., Milw. WI 53208; 414-286-8862
Olga Village: 722 W. Washington St., Milw. WI 53204; 414-463-3371
Scattered Sites: 5003 W. Lisbon Ave., Milw. WI 53210; 414-286-8534
Westlawn: 6236 W. Birch Ave., Milw. WI 53218; 414-286-8876

Who should you contact if you need a reasonable accommodation (for you or a family member with a disability to fully utilize our programs)?

What are my rights under the Violence Against Women Act (VAWA) for victims of domestic violence, dating violence, sexual assault, stalking, or human trafficking?

For either, please reach out to Nakesha Gatewood at (414) 286-5636. For VAWA situations, we also encourage you to contact the Sojourner Family Peace Center Domestic Violence hotline at 414-933-2722.

Apply for HACM Housing:

Go to waitlist.hacm.org for more info. Your status & what waitlists you are on can be found at myportal.hacm.org. If you have questions about your online application, call 414-286-5681.

HACM Board of Commissioners:

You can find the schedules and agendas for HACM's Board Meetings at www.hacm.org/about-us/board-of-commissioners or <https://milwaukee.legistar.com/Calendar.aspx>. If you would like to provide correspondence to the Board, you may send mail to: Attention HACM Commissioners; HACM; P.O. Box 324; Milwaukee WI 53201-0324 for distribution.

Help Outside of HACM:

- City of Milw's Dept. of Neighborhood Services (landlord complaints/questions): <https://city.milwaukee.gov/DNS> / 841 N. Broadway, Room 104, Milw, WI 53202 / 414-286-2268.
- Dial 2-1-1: IMPACT 211 is a free, confidential social services helpline and online resource directory that connects you to information and assistance in times of need.
- Social Security: <https://www.ssa.gov/> / 310 W Wisconsin Ave #260, Milw WI 53203 / (800) 772-1213. To get your Award Letter online, go to the website, create a login & password, & once in, click on the "Award Letter" icon in the upper right.
- State of WI SSI (Supplemental Security Income) award letter: 1-800-362-3002.
- State of WI Unemployment: For documentation of your unemployment benefit amount, call (414) 435-7069 or go to <https://dwd.wisconsin.gov/uiben/>.
- Milw County Health & Human Services: <https://county.milwaukee.gov/EN/DHHS> / 1220 W Vliet St #302, Milw, WI 53205 / (888) 947-6583.
- Milw Health Dept: <https://city.milwaukee.gov/Health/> / 841 N Broadway # 304, Milwaukee, WI 53202 / (414) 286-3521.
- Find out who your Alderperson is. Find out when/where to vote and what will be on the ballot. Election Commission: <https://city.milwaukee.gov/election> / City Hall, 200 E. Wells Street, Room 501, Milwaukee, WI 53202 / 414-286-3491.

Filing a complaint with HUD's Milwaukee Field Office

You are advised to follow HACM's grievance and appeal procedures as applicable prior to contacting HUD and to report your issue to HACM through the appropriate channels as identified above. If you have already contacted the appropriate HACM staff and have not received a response, please contact HACM's board of commissioners. If you have reported your issue through these proper channels and have not received a response, you may submit a complaint to the Milwaukee Field Office.

Milwaukee Field Office
310 West Wisconsin Avenue, Suite 950
Milwaukee, WI 53203-2289
Phone: (414) 297-3214
Fax: (414) 935-6775
TTY: (414) 297-1423

If leaving a voicemail, please include your name, address, contact number, and a detailed description of your needs.

Email: WI_Webmanager@hud.gov

WHEDA (WI Housing and Economic Development Authority)
Milw. Office:
611 W. National Ave. Suite 110
Milwaukee, WI 53204
414-227-4039
<https://www.wheda.com/>