

Housing Authority of the
City of Milwaukee

Public Housing Resident Handbook

WELCOME

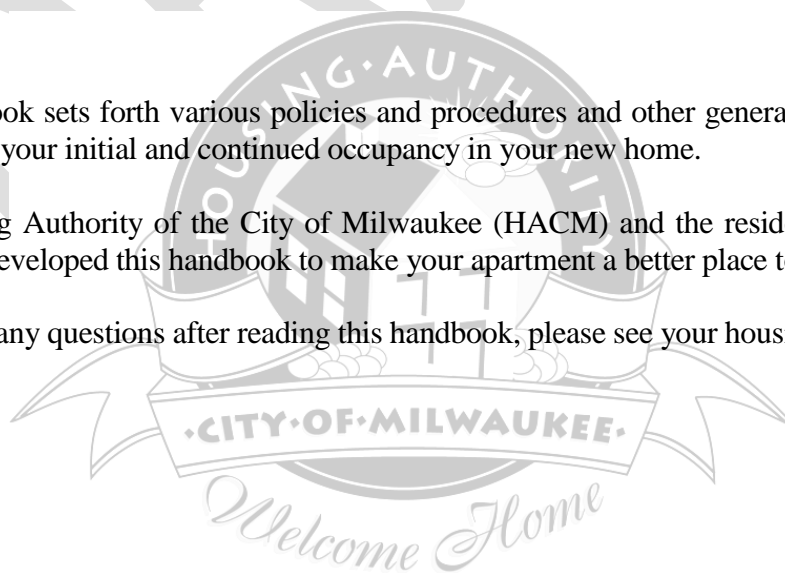
TO YOUR

NEW HOME

This handbook sets forth various policies and procedures and other general information, which apply to your initial and continued occupancy in your new home.

The Housing Authority of the City of Milwaukee (HACM) and the residents of public housing have developed this handbook to make your apartment a better place to live.

If you have any questions after reading this handbook, please see your housing manager.



October 2022

**This directory contains departmental and public
housing development addresses and phone numbers**

**Housing Authority of the City of Milwaukee
Public Housing Developments**

Housing Management Office hours are daily from 8:00 a.m. - 4:45 p.m. Monday through Friday, closed weekends and holidays.

Housing management personnel are responsible for enforcing the lease and also providing maintenance and housing services to you and your family.

GENERAL OCCUPANCY (FAMILY) DEVELOPMENTS

Name	Management Office Address	Phone
Hillside Terrace	1419 N. 8 th Street, Milwaukee, WI 53205	(414) 286-8857
Parklawn	4434 W. Marion St., Milwaukee, WI 53210	(414) 286-8865
Scattered Sites (including Highland Homes)	5003 W. Lisbon Ave., Milwaukee, WI 53210	(414) 286-8534

SENIOR/DISABLED HIGHRISE DEVELOPMENTS

Name	Management Office Address	Phone
Arlington Court	1633 N. Arlington Pl., Milwaukee, WI 53202	(414) 286-8850
College Court	3334 W. Highland Blvd., Milwaukee, WI 53208	(414) 286-8854
Hillside Terrace Highrise	1419 N. 8 th Street, Milwaukee, WI 53205	(414) 286-8857
Lincoln Court	2325 S. Howell Ave., Milwaukee, WI 53207	(414) 286-8860
Locust Court	1350 E. Locust St., Milwaukee, WI 53212	(414) 286-8861
Mitchell Court	2600 W. National Ave., Milwaukee, WI 53204	(414) 286-8863
Riverview	1300 E. Kane Pl., Milwaukee, WI 53202	(414) 286-8866

OTHER IMPORTANT PHONE NUMBERS

Secretary-Executive Director	(414) 286-5670
Vice President of Asset Management	
Director of Property Management	
Emergency After-Hours Maintenance	(414) 286-5100
Public Safety Communications Center	(414) 286-5100

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HANDBOOK CHANGES AND LEASE VIOLATIONS

1. This handbook is considered to be an extension of the lease. Violation of any of its provisions will be considered a violation of the lease agreement.
2. You will be notified of any significant change or addition to the handbook in the following manner:
 - * A significant change would be any change requiring formal approval by the Housing Authority Board of Commissioners.
 - * Any change in the handbook will be posted on the bulletin board in the Management Office.
 - * A copy of any lease changes will be provided to you by mail.
3. Serious or repeated lease violations may be cause for eviction.
4. If you have any questions regarding the handbook and/or changes, ask your housing manager.
5. Some words or terms used in your lease and this handbook are defined in HACM's Admissions and Continued Occupancy Policy (ACOP). Some of the provisions in this handbook are non-standard rental provisions under state law. Ask your manager if you need assistance defining or understanding any terms used in your lease or this handbook.



AGENCY PLAN

The Housing Authority has a copy of its annual Agency Plan available for review at each Housing Management Office. It is also on our website: www.hacm.org. The Agency Plan was developed through consultation with the Housing Authority Resident Advisory Board (RAB) and will be updated on an annual basis.

The Agency Plan sets forth the Housing Authority's mission, goals, and objectives for operating its program for the next 5 years and its operating plan for the upcoming fiscal year.



LEASE

1. The lease is a contract between you and HACM.
2. The following outline summarizes the basic provisions of the lease.

Section 1: Parties, Premises, and Term

- Twelve month lease automatically renewable upon recertification unless terminated as provided by the lease.
- Apartment to be used as a private residence solely for resident and family members.

Section 2: Rental, Security Deposit, and Other Charges

- Rent is due and payable on the first day of each calendar month.
- Late fee may apply due to late payment of rent.
- There is an excess utility consumption charge for additional appliances.

Section 3: Utilities

- HACM to furnish all utilities such as gas, electric and water to designated developments.
- Scattered Sites (including Highland Homes) and Parklawn residents furnish all necessary utilities (except water/sewer), but the base monthly rent is reduced by a monthly utility allowance.

Section 4: Redetermination of Rent, Dwelling Size, and Eligibility

- Rent is based on 30% of income.
- Rent is recalculated at least annually, unless there is a change in income or household composition.
- Resident must reside in appropriate-sized apartment.
- Minimum rent.
- Residents have a choice to pay income-based or flat rent.

Section 5: Resident Obligations

- Abide by Guest policy.
- To keep premises in a clean and safe condition.
- Notify HACM promptly of needed repairs.
- Refrain from destroying, defacing, or damaging dwelling.
- Pay all reasonable charges.
- Adhere to the Pet policy.
- Performs snow removal and lawn cutting if required by HACM
- Understand the consequences of drug related and criminal activities.
- Will not sublease or transfer the lease to the apartment.
- Will escort visitors/guests and will not give access card to others.
- Will remain in compliance with community service work requirement.

Section 6: HACM Obligations

- Maintain premises and development in decent, safe, and sanitary condition.
- Comply with building and housing codes.
- Make necessary repairs to apartment.

YOUR LEASE cont.

Section 7: Inspections

- Move-in and move-out inspections. Annual Inspections.
- Emergency entry if HACM reasonably believes an emergency exists.
- 48-hour written notice will be provided by HACM prior to entry, except in the case of a work order requested by a resident

Section 8: Notices

- Notices to residents and HACM must be in writing.

Section 9: Termination

- Fourteen-Day Notice to terminate tenancy for failure to pay rent.
- Thirty-Day Notice of termination of occupancy specifying the grounds for termination.
- Resident must give a written 30-day notice to vacate.
- No right to grievance procedure for drug-related and violent criminal offenses.
- Protection for victims of domestic violence and abuse.

Section 10: Grievance Procedure

- Grievances or appeals arising under this Lease shall be processed and resolved pursuant to the grievance procedure of HACM.

Section 11: General Provisions

- Thirty-Day Notice must be given for modifications of lease provisions or rent.
- Rules over smoke detectors and limitation of smoke detectors.

3. It is very important that you read and understand your lease.



SECURITY DEPOSIT

1. You are required to pay a security deposit before moving into your apartment. The amount of the security deposit is equal to one month's rent or \$150.00, whichever is greater.
2. Your security deposit will be refunded to you after you move out, if:
 - * You do not owe rent or other charges.
 - * Your apartment is left clean, without alterations and in its original condition.
 - * There are no repair charges to the apartment or HACM-supplied equipment.



MOVE-IN

1. When you lease, your housing manager will inspect your new home with you. At that time, you will be given a move-in inspection form for listing the condition of the walls, floors, cupboards, appliances, plumbing fixtures and other areas. You may have up to 14 days to complete and sign the form and return it to the Management Office. Both you and the housing manager must sign the inspection form.
2. Do not have your mail come to the Housing Management Office. The housing manager is not responsible for delivering mail to you. Fill out a change of address card so the Post Office can forward your mail to your new address.
3. You are responsible for your own telephone service. Please report your phone number to the Management Office -- it will be useful in case of an emergency.
4. When you move in, you will be given two keys. It is very important that you keep track of your keys so the security of your apartment will not be jeopardized. Give a copy of your key only to those living in your apartment or a responsible adult who is overseeing your well-being in housing for the highrise/midrise.
5. Residents are encouraged to obtain renter's insurance as it will protect you in the case of a loss. Renter's insurance offers personal property coverage so you can repair or replace your possessions if they are damaged or stolen; as well as liability insurance in case a guest is hurt or their property is damaged at your place. Renter's insurance insures a renter's personal property for certain named perils, such as fire, theft, vandalism, etc.



RENT POLICY

1. Monthly rental due on the first day of the month, payable by check, money order or automatic bank withdrawal. If the first day falls on a weekend or holiday, the rent is due and payable on the first business day thereafter.
2. To pay your rent:
 - * Rent statements and return envelopes are mailed to each household. Your check or money order must be at least for the exact amount of the rent statement and made payable to the Housing Authority of the City of Milwaukee.
 - * Never send cash in the mail.
 - * You must put a stamp on your return envelope.
 - * You can also pay rent via automatic bank withdrawal.
3. Rent must be **RECEIVED** in the HACM Accounting Division **no later than** the fifth day of each month, unless the fifth falls on a weekend or a City holiday, in which case rent is due by 4:45 p.m. the next working day. You may also deposit your rent in the 24 hour drop box located on the outside wall of the Community Services building located at 650 W. Reservoir Avenue. You must include your rent statement with your payment.
4. If your rent payment is not received by the fifth day of the month HACM will take immediate action:
 - * You will be charged a late fee for late payment of rent as noted in the “Table of Standard Sales and Service Charges” (in the Public Housing Resident Handbook) and the “Non-Standard Rental Provisions Addendum” to the Lease.
 - * You may be served with a fourteen day notice terminating tenancy to pay rent or quit, or a 30 day notice for chronically late payments.
5. No payment will be accepted at the Management Office, unless you are under legal action or court ordered stipulation. You must pay by money order or cashiers check.
6. Personal checks are accepted if your check writing privileges are current and not restricted. Check writing privileges may be restricted for one year if you have had one or more non-sufficient funds checks within a 12 month period.
7. Two-party personal checks are not accepted.
8. Cash will not be accepted.
9. If you pay your rent late more than three times in a twelve month period, you may be considered a habitually late rent payer and an action to terminate your lease could be commenced.
10. Sales and Service charges are due 14 days after billing.



UTILITIES

1. Your lease will state whether utilities are your responsibility or HACM's.
2. If you are a Scattered Sites, Parklawn, or Highland Homes resident, you are responsible for payment of gas and electric services directly to the utility companies.
3. Service for these utilities must be billed in your name.
4. Notification by a utility company that services have been disconnected for non-payment may result in HACM requesting that your lease be terminated.
4. Failure to have the utilities in your name at leasing will delay lease signing and move-in date.



GUEST POLICY

1. You will be responsible for the actions and conduct of your visitor(s), whether invited or uninvited. All guests must be escorted in the highrise/midrise buildings.
2. If you have a guest or visitor who will be staying with you for longer than three (3) days, you must notify your housing manager.
3. No guest or visitor will be allowed to remain in your apartment for longer than fourteen consecutive days without written consent from your housing manager. Furthermore, no guest or visitor may remain in your apartment in excess of thirty (30) days during a calendar year. "Guest" is defined as a person in the leased apartment with the consent of a household member.
 - * If the anticipated stay for your guest is going to be longer than fourteen days, you must fill out a guest form in the Management Office which will ask your guest's name and the length of time that your guest will be staying. This must be done within three days of the beginning of your guest's stay.
 - * If you would like your guest to stay longer than you first indicated, you must inform your Management Office in writing, and obtain the written consent of your housing manager.
4. You may not sublet or transfer possession of your apartment to another party.
5. You may not allow others who are not listed on your lease, including family members, to use your address as a mailing address, billing address, or property storage facility.



ADDING PERSONS TO THE HOUSEHOLD

1. To request permission to add someone to your household, you must make a written request with your Management Office along with the submittal of supporting documentation.
2. In most cases, you must be a resident for one year prior to applying to add someone to your lease.
3. The addition of anyone 18 years of age or older will require criminal and credit background checks. See your housing manager for further details.
4. If your request is approved, your housing manager will execute a new lease reflecting the change in family composition, income, and rent.
5. If your request is denied, the applicant may not request reconsideration for at least six months.
5. No person may be moved into the household including minors, other than through birth or adoption, until and unless they are approved.
6. Foster children may reside with you with written consent from the Management Office (family developments only).
7. You may not add a minor child to the household in any highrise/midrise buildings and you will not be transferred to a family development to accommodate such requests.
8. A live-in aide may reside with you with prior written consent from the Management Office. A live-in aide is subject to the same screening criteria applied for admission of applicants into HACM's public housing.



TRANSFERS

1. Transfers within public housing are permitted in accordance with the Transfer Policy included in the Admissions and Continued Occupancy Policy (ACOP).
2. A transfer request that is initiated by housing management may be done for the following types of transfers:
 - (a) Emergency transfers (such as transfers due to maintenance conditions in the resident's unit or building that pose an immediate, verifiable threat to the life, health or safety of the resident or family member that cannot be repaired or abated within 24 hours);
 - (b) Transfer for demolition, disposition, revitalization or rehabilitation of a unit; or
 - (c) Transfer in order to maintain occupancy standards based on family composition.
3. A transfer request may be requested by a resident in public housing and considered by HACM for the following reasons:
 - (a) Transfer to alleviate a serious or life threatening medical condition.
 - (b) Transfers due to a threat of physical harm or criminal activity
 - (c) Transfers related to an approved reasonable accommodation
 - (d) Transfers to a different unit size (larger or smaller) as long as the family qualifies for the unit according to the PHA's occupancy standards
 - (e) Transfers to a location closer to employment.

Besides these types, no other transfer requests will be considered by the PHA.

4. To request a transfer, contact your housing manager. Transfers for occupancy standard corrections will not be granted during your first year of occupancy.
5. To be eligible for a transfer (except in cases of reasonable accommodations) , you must be in good standing as follows:
 - ❖ Have a good housekeeping record
 - ❖ Be current in your rent
 - ❖ Be lease compliant
5. When you have signed a lease for your new apartment, you have up to seven days to vacate and clean your old apartment and to return the keys and/or access card, if applicable.
6. After seven days, you may be charged rent for both apartments if you do not return the key to your old apartment.



RENT DETERMINATION

1. Monthly rent shall be 30% of adjusted monthly income.
2. Flat rents will be available at each housing development if you wish to pay a flat rent rather than an income-based rent. Contact your manager for further information.
3. HACM has set the current minimum rent at \$50.00 per month.
4. A family can request a hardship exemption and HACM will suspend the minimum rent until it can be determined whether the hardship exists and whether the hardship is of a temporary or long term basis. If HACM determines that there is no financial hardship, HACM will require the family to repay any rent payments suspended during the temporary hardship.
5. The federal government requires HACM to annually reexamine your income. Reexamination of your rent will be done on an annual basis to take effect on the 1st of the month of the anniversary of your move-in date. This is done by having you complete an application for continued occupancy and provide documentation so that HACM can verify your income and household composition. You have a legal obligation to disclose all your household income and assets so you pay the correct rent.

Failure to comply with your recertification may result in the termination of your lease.

6. Any changes in your family size or income increases of more than \$200.00 per month (\$2,400 per year) occurring prior to the annual review must be reported to your Management Office within 15 days of the change and documented within 30 days. You also may wish to report decreases in income so that your rent can be recalculated.
7. For a resident that has been out of work for a period of time, a resident may be eligible for HUD's Earned Income Disregard (EID). The EID allows an increase in rent from a job to be phased in over two years. This is only allowed only once for each household. During the first year, HACM must exclude all increased income resulting from the qualifying employment of the family member. During the second year, HACM must exclude from annual income of the family at least 50 percent of any increase in income of such family member as a result of employment over the family member's income before the qualifying event (i.e., the family member's baseline income).
8. Failure to report an increase in income may constitute fraud and subject you to prosecution as well as potential termination of your lease.



GARBAGE DISPOSAL AND RECYCLING

(Highrise/Midrise Buildings)

1. Garbage and trash are required to be disposed of properly and in a timely manner.
2. You are expected to put your garbage in garbage bags and place them in the garbage compactor chutes.
3. On weekends and holidays, the compactor chutes may be locked down. Trash must be placed in the carts that are located next to the garbage compactor.
4. You are required to participate in the state mandated recycling program. Recycling bins have been provided to each apartment. Bins should be placed outside your apartment door on the day/date scheduled for your building whether or not you have any recyclable material. Current City of Milwaukee recycling policy should be followed.



GARBAGE DISPOSAL AND RECYCLING

(Family Developments)

1. Garbage Carts: Residents using garbage carts are required by City Ordinance to place the carts at the curb the night before trash pick up and return them to their storage area by 10:00 p.m. the same day of collection. During the winter months, City sanitation workers will pick up the carts from the back of your apartment. (Note: Do not put raw garbage in your cart. Garbage must be placed in plastic or paper bags. Clean the inside of your cart periodically with soap and water.)
2. Large Item Disposal: Call your housing manager for information on the disposal of furniture and other large items.

SCATTERED SITES

1. Recycling: You will be expected to cooperate with recycling as scheduled for your address.



PEST CONTROL/EXTERMINATION PREPARATION

1. Any indication of insect or other pest infestation should be promptly reported to the Management Office. Your report will remain confidential. There is no charge for extermination.
2. You must cooperate when extermination is scheduled for your apartment.
3. Your apartment may be scheduled even if there is no apparent problem. An entire building may be serviced to prevent the spread of a pest infestation.
4. You will receive a written notice at least forty-eight hours before your apartment is scheduled. (U.S. mail or hand delivered notices will be sufficient).
5. If you are not personally able to meet the requirements to prepare your apartment for pest control treatment, you must find someone to help you get prepared.
6. You are advised to leave your apartment during extermination and to protect any plants and animals.
7. HACM will not provide pest control services in apartments where residents are operating HACM approved day care facilities. In those situations, residents must obtain and pay for their own pest control services.



APPLIANCES/EXCESS UTILITY CHARGES

1. HACM will provide one range and refrigerator in each apartment.
2. Except at sites with resident-paid utilities, you must report the use of any major appliance in addition to the range and refrigerator provided by HACM. You will be charged a monthly fee for the excess utilities as noted in the “Table of Standard Sales and Service Charges” (in the Public Housing Resident Handbook) and the “Non-Standard Rental Provisions Addendum” to the Lease. This includes, but is not limited to:
 - * Refrigerators
 - * Freezers
 - * Air Conditioners
3. Any damage caused by neglect to a HACM appliance will result in a charge. Refer to the “Table of Standard Sales and Service Charges” (in the Public Housing Resident Handbook) and the “Non-Standard Rental Provisions Addendum” to the Lease.”.
4. Do not use your range to heat your apartment. If your apartment is not receiving heat, follow the work order procedure, and call your Management Office. Using your range to heat your apartment is dangerous for you and your family and may subject you to liability for property damage.
6. All resident-owned appliances, including washers and dryers, must be installed properly so that they do not create a safety hazard, and must be compatible with your apartment's utility service. Residents must maintain their own appliances in good repair.
7. Per HUD guidelines, window air conditioners may not be installed in a room that has only one window in units that are on the third floor or below.



REPAIRS AND ALTERATIONS TO APARTMENT

You must not make repairs or alterations to your apartment without written permission from the housing manager. This includes but is not limited to:

- * Windows - Parklawn, Westlawn, Scattered Sites apartments and most buildings for elderly have anodized (metal) windows. You must not fasten anything to the metal frame or sash, which would require the use of screws, nails, or adhesive stick-ons (this includes mini-blinds, drapery rods or non-HACM supplied shades).
- * Air conditioners – You must not install, or cause to have installed, any air conditioners without prior approval of the housing manager. In highrise buildings, the air conditioner is required to be installed by HACM maintenance, for your safety and the safety of our residents. In addition, use of a window air conditioner will result in a charge for excess utility consumption as described in the “Table of Standard Sales and Service Charges” (in the Public Housing Resident Handbook) and the “Non-Standard Rental Provisions Addendum” to the Lease.
- * Walls - You must not use nails or screws to permanently fasten or attach anything to the wall. You must not use dark colors of paint that would require more than one coat of white paint to cover. Wallpaper, contact paper, cork, adhesive backed mirrors, adhesive backed fasteners, and paneling are not allowed. Special note for Parklawn residents - a fiberglass coating has been applied to all walls and ceilings in your apartment. Special care must be taken not to damage, tear, or remove this coating. Any such damage must be reported to your Management Office immediately.
- * Thermostats and Controls - You must not alter or tamper with the thermostat or any controls supplied by HACM in conjunction with heating or hot water systems.
- * Locks - You must not install your own door locks which inhibit appropriate entry by authorized HACM staff. This includes interior apartment doors.
- * Kitchen Cabinets - You must not attach contact paper, stickers, other adhesive materials or apply paint to your kitchen cabinets.
- * Carpeting - You may not permanently attach carpeting to the floor. This includes use of nails, tacks, glues, or any other adhesive.
- * Carpeting may now be provided in some housing developments. Proper care must be taken. Carpeting must be vacuum cleaned on a weekly schedule. Stains can be removed with a carpet spot and stain remover.
- * Do not attach stickers, decals or other adhesive backed materials to appliances, bathtubs, doors, or any other HACM property.
- * By City Ordinance, the basement cannot be used as a bedroom.
- * If minor alterations are made (i.e., ceiling fans, carpeting), you must return any altered areas of your apartment to their original condition, or you will be charged in accordance with the “Table of Standard Sales and Service Charges” (in the Public Housing Resident Handbook) and the “Non-Standard Rental Provisions Addendum” to the Lease.”.

***WORK ORDERS**

1. All work requests must be either called in or made in person to the Management Office. You must notify the Management Office immediately of the need for any repairs. Work order requests will only be accepted from persons officially listed on your lease. In the future, you may also be able to request a work order online from the YARDI RentCafe system.
2. When requesting service, you must be prepared to give your:
 - * Name
 - * Address
 - * Apartment
 - * Telephone Number
 - * Permission to enter your apartment if you will not be present
 - * A detailed explanation of the problem
3. Work orders are performed on a priority basis not by appointment.
4. **If you have an emergency situation after 4:45 p.m. on weekdays, on the weekend or a holiday, call the Public Safety/After Hours Maintenance Communication Center at 286-5100. The Public Safety/After Hours Maintenance Communication Center will respond in accordance with HACM policy. The following situations are considered emergencies:**
 - * **Clogged toilet (one-bathroom units only)**
 - * **No heat**
 - * **Flooding in your apartment due to sewer backup or broken pipe**
 - * **No electricity**
 - * **Gas leak**
 - * **Fire**
 - * **Lockout after hours (head of household only)**
 - * **Non-functional smoke and carbon monoxide detectors**
5. Damages and/or the need for repairs must be reported to the Management Office as soon as possible.
6. You should contact your Management Office if the repair you requested has not been made or if a repair was made and the problem still exists.
7. You will not be charged for maintenance or repair services unless the nature of the repair would be considered to have been the result of resident abuse or misuse. You have the right to contest any charges.
8. A copy of the work order will be left in your apartment upon completion of the repair.
9. Your housing manager will perform random reviews of work orders completed by the development maintenance staff for quality of work. An inspection may be made of the work done in your apartment and a request will be made for your signature of satisfaction.

SELF-HELP MAINTENANCE

FLOORS

1. In caring for vinyl tile, dust floor with a dry mop regularly. Do not use oil-based products because they will spoil the surface. For occasional washing, hot soapy water will do a good job. A scrub brush will help with heavy dirt and will get into tight corners. Do not let tile floors get too wet or the tile will loosen.
2. To polish, apply a thin coat of non-skid liquid wax designed for use on tile.
3. For wood floors, clean with hot soapy water, rinse with clean water. Wipe it dry immediately. Give it a coat of liquid wood floor wax and let it dry. The floor may be slippery for a short while after waxing, so please be careful.

KITCHENS

1. In taking care of cabinets, attention should be given not to let water stand or settle on surfaces. Clean surfaces with a damp cloth. On occasion, use a wood cleaner to restore the finish. If the screws for the hinges on your cabinet doors become loose, tighten them with a screwdriver.
2. Do not set hot pans on countertops. Also, do not cut food directly on the counters - use a cutting board.
3. Kitchen sinks and faucets can be easily cleaned with hot soapy water. If the sink is stained, use a liquid all-purpose cleaner and rinse well. Report all leaking faucets to your Management Office.
4. Flush drains after use with plenty of hot water, occasionally using a detergent or bleach to cut the grease. **Do not dispose of grease or coffee grounds in the sink or they will clog the drain.** If your drain becomes clogged, try to unstop it with a plunger. If unsuccessful, place a work order at your Management Office.

BATHROOMS

1. For bathtubs, sinks and toilet surfaces, use an all-purpose cleaner and clean cloth.
2. Clean toilet with bowl cleaner regularly. Do not allow calcium deposits to build up and cause a clog.
3. Make sure ceramic tile or Corian tub enclosures are wiped dry after a shower to prevent soap film or mold from developing.

SELF-HELP MAINTENANCE cont.

APPLIANCES

1. Clean the inside and outside surfaces of your refrigerator with soap and water and wipe dry. Do not put decals on the outside surface.
2. The area behind and under the refrigerator should be cleaned as needed to avoid the build up of dust and food. Removal of dust from the back of the refrigerator is important. This will allow the appliance to use less energy and last longer.
3. Food build up around your refrigerator, stove or other areas in the kitchen can cause a problem. Regularly clean those areas to avoid pest or sanitary problems.
4. Enameled portions of the stove should be cleaned with detergent and hot water. When the area beneath the lid of your stove, burners, or racks in ovens become greasy, wash them with hot soapy water.

WALL & DOOR SURFACES AND WINDOWS

1. Painted walls can be washed with a damp cloth and mild detergent. If your walls require painting, your Management Office will provide you with paint, free of charge. Prior to painting, all walls should be washed to remove any dirt, film, grease or soap residue. Application must be done in a professional manner. Do not splatter paint on floors, windows, and doors. Use drop cloths and masking tape to prevent unnecessary clean up.
2. Clean exterior door surfaces with a mild detergent.
3. Wash windows regularly to prevent dirt build-up. Use a solution of vinegar, ammonia, and water to do a sparkling job.

SHADES OR BLINDS

1. Keep shades or blinds in good condition by keeping windows closed when it rains.
2. Roll up the shades when your windows are open. Do not let the shade roll unevenly on the roller.

ELECTRICAL

1. You have complete control of the electricity from your apartment. Every apartment has a circuit breaker box.
2. If your lights go out or an electrical appliance fails to operate, push the appropriate circuit breaker switch in the panel box to the "off" position and return it to the "on" position. If the lights or appliances still do not work, call your Management Office.

RESIDENT'S SELF-HELP MAINTENANCE CHECKLIST

<u>Problem</u>	<u>Possible Cause</u>	<u>Remedy</u>
No Heat	<ol style="list-style-type: none"> 1. Cold Air Return Blocked or Register Closed 2. Low Thermostat Setting 3. Blower Not Operating 	<ol style="list-style-type: none"> 1. Unblock Cold Air Return 2. Check Thermostat 3. Check Circuit Breaker
No Heat (Parklawn)	<ol style="list-style-type: none"> 1. Radiator Valve Shut 2. Broken or Leaking Pipe 	<ol style="list-style-type: none"> 1. Open Radiator Valve 2. Shut All Valves
No Lights Or Electricity	<ol style="list-style-type: none"> 1. Faulty Appliances 2. Overloaded Circuit 3. Entire Development 4. Faulty Outlets or Fixtures 	<ol style="list-style-type: none"> 1. Remove Electric Plug – Reset Circuit Breaker 2. Eliminate Some Appliances - Reset Circuit Breaker 3. Contact Management Office 4. Pull Plug - Do Not Use
No Hot Water	<ol style="list-style-type: none"> 1. Tank Leaks 2. Control Set Too Low 3. Pilot Light Out 4. Electronic Pilot Malfunctioning 	<ol style="list-style-type: none"> 1. Contact Management Office 2. Wait for tank to refill and water to heat up
<ol style="list-style-type: none"> 1. Toilet Leaks or Broken 2. Toilet Doesn't Flush or Runs Continuously 3. Toilet Runs Over 	<ol style="list-style-type: none"> 1. Defective Plumbing 2. Float Stuck in Tank 3. Clogged 	<ol style="list-style-type: none"> 1. Shut Off Water at Toilet Tank 2. Loosen Float/Turn Off Water at Tank 3 a. Use Plunger b. Turn Off Water Supply at Toilet Tank
Refrigerator Not Working	<ol style="list-style-type: none"> 1. No Power 2. Incorrect Setting 	<ol style="list-style-type: none"> 1. Check Plug-Reset Circuit Breaker 2. Reset Control
<ol style="list-style-type: none"> 1. Gas Stove Will Not Light 2. Gas Odor at Stove 3. Oven Doesn't Work 4. Gas Odor at Stove 5. Electric Stove Doesn't Work 	<ol style="list-style-type: none"> 1. Pilot Light Out 2. Pilot Light Out 3. Pilot Light Out 4. Undetermined 5. No Power 	<ol style="list-style-type: none"> 1. Relight Pilot Light 2. Clean Around Pilot Light and Relight 3. Relight Pilot Light 4. Shut Off Gas Valve Behind Stove 5. Check Plug - Reset Circuit Breaker

RESIDENT'S SELF-HELP MAINTENANCE CHECKLIST Cont.

<u>Problem</u>	<u>Possible Cause</u>	<u>Remedy</u>
1. Clogged Kitchen Sink 2. Clogged Basin 3. Clogged Bathtub 4. Cannot Shut Off Faucet 5. Clogged Floor Drain	1. Strainer Not in Use 2. Hair & Other Foreign Matter 3. Hair, Lint & Foreign Matter 4. Broken Stem 5. Plugged Sewer Lateral	1. Use Plunger 2. Use Plunger 3. Use Plunger 4. Shut Off Water Valve Under Sink 5. Call Your Management Office
1. Lock Out 2. Access Card Doesn't Work	1. Lost Key 2. Defective Card/Card Deactivated/Systems Problem	1. Contact Management Office or After Hours Emergency Number (Public Safety) 2. Contact Management Office or After Hours Emergency Number
Broken or Running Outside Water Faucet	Vandals or Frozen	Turn Off Shut Off Valve in Basement
Smoke Detector Goes Off or Beeps Continuously Without Apparent Cause	1. Defective/Needs Cleaning 2. Replace backup battery, if applicable.	1a. Double Check for Cause b. Do Not Disconnect Smoke Detector c. Contact Your Management Office or After Hours Emergency Number

If you have any problems or are unable to perform some of the self-help repairs, call your Management Office or, after normal business hours, 286-5100.



SALES AND SERVICE CHARGES

1. Sale and/or service charges are applied when you cause damage beyond normal wear and tear or when you fail to comply with a lease responsibility that requires staff follow up. Such charges are found in the “Table of Standard Sales and Service Charges” (in the Public Housing Resident Handbook) and the “Non-Standard Rental Provisions Addendum” to the Lease. Examples are:
 - * Charges for damage to HACM property.
 - * Failure to remove snow, ice, and cut grass (Scattered Sites and Family buildings).
 - * Legal fees/court costs.
 - * Service fees for returned checks due to insufficient funds.
2. You will be given written notice of any items billed.
3. Charges are due and payable 14 days after billing.
4. If you dispute the reason(s) for the sales and service charge(s), you may request an grievance hearing within 10 calendar days after you receive notification of the charge, but you must meet with your housing manager first, to discuss the charge(s). If you cannot resolve the dispute with your housing manager you may request a grievance hearing.
5. Your lease may be terminated if you fail to pay the charges billed to you.
6. Your lease also may be terminated if you enter into a written agreement with the Management Office to pay the charges and fail to adhere to the agreement.



SECURITY

1. The Public Safety staff is on call 24 hours a day. They provide security and help maintain a safe and secure environment for you. Resident cooperation with Public Safety is mandatory. The staff responds to problem situations, determines an effective recourse, and attempts to resolve the matter.
2. The Public Safety telephone number is 286-5100.
3. If there is an emergency, or life-threatening situation, call 911 first and then contact the Public Safety and your Management Office during normal business hours.
2. In highrise and midrise buildings, you are given an access card to get into your building. You must safeguard it and not let anyone else, including family members, use it. If your card is lost or stolen, report it to Public Safety and your housing manager immediately. Public Safety and your manager will make sure an unauthorized person cannot use the card. A picture ID will be laminated to your card when you move in. Family, relatives, and service providers may be issued access cards if you cannot come down to the building entrance doors to let them in. In order for a family member or care provider to receive an access card, a physician must document any disability.
1. HACM has a camera system that covers some areas in public housing developments. The system may consist of interior and exterior cameras for observing such areas as entrances, common use spaces, elevators or parking lots.
2. If you see any inappropriate behavior, report it to Public Safety and to your housing manager. If you see anything that appears life threatening, call 911 and then make a follow-up call to Public Safety and your housing manager during normal business hours.
3. Safety of all residents is very important. One of the biggest problems is keeping out those who are not supposed to be in your building.
 - Do not let anyone you do not know into the building.
 - If someone follows you in, do not confront them if you feel unsafe. Rather, call Public Safety to report the incident and describe the person.
 - Report lost or stolen access cards to the Management Office.
 - Do not loan access cards to friends or family members.
 - Do not allow your guests or visitors to be unescorted in your building.
 - Do not prop open doors for any reason.



ELEVATOR ALARM SYSTEM (Highrise/Midrise Buildings)

1. In case of a mechanical shutdown or medical emergency, there is a push button within the elevator cab that provides direct telephone communication with the Public Safety Communication Center. Ask your housing manager for more details.
2. Remain calm until help arrives.

NOTE: Each building has a back-up generator that will bring the building up to full electrical capacity in case of a power outage.



EMERGENCY EVACUATION AND FIRE SAFETY

(Highrise/Midrise Buildings)

Fire safety is an important part of your daily routine. During an emergency, proper action saves lives. For your safety, please familiarize yourself with these basic steps:

1. If you discover a fire or smell smoke, sound the building fire alarm. Know the locations of the fire stations and how they operate. Do not attempt to put out a fire due to hazardous fumes produced by combustible materials.
2. Upon hearing a building fire alarm signal, call your Management Office or the Public Safety Communication Center (286-5100) if the Management Office is closed. Then start immediate evacuation. Close the doors behind you. Use the nearest safe exit, but DO NOT use the elevators.
3. If the entire building is in alarm, leave the building and assemble in an outside area previously established by your manager, where you will not hinder firefighters and apparatus.
4. If caught in smoke or heat, stay low where the air is better and attempt to reach a safe exit or area of refuge.
5. Know the location of all exits from your building.
6. If you cannot leave your apartment, do not panic. Feel the door to detect for an unusually warm surface temperature. If the door feels hot, do not open it. Seal the cracks around the door with towels, tape, or something that will keep the smoke out. Go to the window and signal for help. Rescuers will be looking for you. If you have a telephone available, call 911, the Management Office or the Public Safety Communication Center (286-5100), state your emergency, and wait for further instructions.
7. If the fire took place in your apartment, you may not re-enter without the authorization of your housing manager.
8. Use good judgment and remain calm.
9. As of July 1, 2018, all public housing is now smoke-free. Please read the HACM Smoke-free Housing Policy. You cannot smoke inside your apartment, inside the building, or within 25 feet of any HACM building.
10. **Never leave cooking unattended.** Keep cooking areas clear of combustibles and wear clothes with short, rolled-up, or tight-fitting sleeves when you cook. Turn pot handles inward on the stove where you cannot bump them and children cannot grab them. If grease catches fire in a pan, slide a lid over the pan to smother the flames and turn off the heat. Leave the lid on until cool. Do not fall asleep or take a nap when cooking. When you leave your unit, make sure that your stove and oven are turned off.
11. Run cool water over a burn for 10 to 15 minutes. Never put butter or any other grease on a burn. If the burned skin blisters or is charred, see a doctor immediately.
12. If an electrical appliance smokes or has an unusual smell, unplug it immediately, then have it serviced before using it again. Replace any electrical cord that is cracked or frayed. Do not overload extension cords or run them under rugs.
13. If your clothes catch fire, do not run. Stop where you are, drop to the ground, cover your face with your hands, and roll over and over to smother the flames

EMERGENCY EVACUATION AND FIRE SAFETY

(General Occupancy/Family Developments)

1. Working smoke detectors can alert you to a fire in your home in time for you to escape, even if you are sleeping. Test detectors every month.
2. If a fire breaks out in your apartment, you have to get out fast. Prepare for a fire emergency by sitting down with your family and agreeing on an escape plan. Be sure that everyone knows at least two unobstructed exits--doors and windows--from every room. Decide on a meeting place outside where everyone will meet after they escape. Have your entire household practice your escape plan at least twice a year.
3. As of July 1, 2018, all public housing is now smoke-free. Please read the HACM Smoke-free Housing Policy. You cannot smoke inside your apartment, inside the building, or within 25 feet of any HACM building.
4. Never leave cooking unattended. Keep cooking areas clear of combustibles and wear clothes with short, rolled-up, or tight-fitting sleeves when you cook. Turn pot handles inward on the stove where you cannot bump them and children cannot grab them. If grease catches fire in a pan, slide a lid over the pan to smother the flames and turn off the heat. Leave the lid on until cool. Do not fall asleep or take a nap when cooking. When you leave your unit, make sure that your stove and oven are turned off.
5. In a child's hands, matches, and lighters can be deadly. Use only child-resistant lighters and store all matches and lighters up high, where small children cannot see or reach them, preferably in a locked cabinet. Teach your children that matches and lighters are tools, not toys, and should be used only by adults or with adult supervision.
6. . Run cool water over a burn for 10 to 15 minutes. Never put butter or any other grease on a burn. If the burned skin blisters or is charred, see a doctor immediately.
7. If an electrical appliance smokes or has an unusual smell, unplug it immediately, then have it serviced before using it again. Replace any electrical cord that is cracked or frayed. Do not overload extension cords or run them under rugs.
8. During a fire, smoke and poisonous gases rise with the heat. The air is cleaner near the floor. If you encounter smoke while you are escaping from a fire, use an alternative escape route. If you must escape through smoke, crawl on your hands and knees, keeping your head 12 to 24 inches above the floor.
9. If your clothes catch fire, do not run. Stop where you are, drop to the ground, cover your face with your hands, and roll over and over to smother the flames.



SMOKE DETECTORS

1. Smoke detectors are a warning system of potential danger, activated by smoke-like particles.
2. Detectors are connected to your electrical system. They do not require batteries. In some Scattered Site apartments batteries are required and residents are responsible to change their batteries.
3. The alarm will be transmitted to the main fire panel on the first floor of each highrise/midrise building and lets staff know which smoke detector is going off. As a backup, the alarm will go to Public Safety.
4. It is very important that you do not modify or disconnect the smoke detector in your apartment.
5. Your housing manager or representative will test your smoke detector at least annually but more often if necessary.
6. Smoke detectors cannot be expected to provide warnings against inadequate fire prevention practices such as smoking in bed or careless burning of incense, candles, etc.

CARBON MONOXIDE DETECTORS

1. Carbon monoxide detectors are installed in specific areas as required by state statute and are a warning system should carbon monoxide be present in the area where installed.
2. Do not tamper, modify or disconnect the carbon monoxide detectors in your apartment.
3. Call the Management Office immediately if the detector goes off during normal business hours, or call Public Safety at 286-5100 after hours, weekends and holidays.
4. Carbon monoxide detectors will be tested annually.



EMERGENCY (PULL CORD) ALERT SYSTEM
(Highrise/Midrise Buildings)

1. Pull-cord stations may be located in the bedrooms, bathrooms, and main living area of each apartment.
2. The signal is transmitted to the fire panel on the first floor of each building and alerts Housing Authority on-site staff and the Public Safety Communications Center (286-5100) of the distress signal.
3. On-site Management or Maintenance Staff or Public Safety will respond. You should not have any other locking device on your door that will prevent quick access.
4. Allow the pull cord to fall to the floor at all times, so that you can reach it in an emergency. **Do not tie it up** or place it so it cannot be reached from the floor.



SAFETY

1. No hazardous or flammable material should be kept or stored on HACM property.
 - * Lawn mowers or snow blowers should be emptied of all gasoline before storing.
 - * Oil and other flammable substances should not be stored. They must be disposed of properly.
2. Call 911 for life threatening emergencies.
3. You must notify your Management Office of all accidents and fires immediately.
4. Acid-based commercial drain cleaners are prohibited.
5. You must not use a clothes dryer unless it is properly vented (family developments).
6. Burning any substance that can create an unpleasant or noxious odor is prohibited.
7. Tampering with fire extinguishers, smoke alarms, safety alarms, security systems or fire alarms and hoses is prohibited.



PREVENTION

FIRE

1. Never let children play with anything combustible. Keep matches, cigarette lighters, and candles where children cannot reach them.
2. All HACM buildings are “SMOKE FREE” buildings!
3. Keep your stove free of grease and do not allow combustible materials or rubbish to pile up in your kitchen.
4. Never leave your apartment while food is cooking on the stove.
5. If you smell gas, immediately call WE Energies. Next notify your Management Office or HACM's after hours emergency number.
6. Piles of clothes or bedding within three feet of the furnace or hot water heater can create a dangerous condition.
7. Gasoline, propane tanks, flammable liquids and gas-powered equipment must not be stored in your apartment.

ACCIDENTS

1. Accidents are part of every day life. If you, a family member, or guest is injured on HACM property, report the accident promptly to your Management Office.
2. Never leave small children unattended.
3. Do not place a child's bed next to a window.
4. Report any safety hazard in your apartment or on HACM property to your Management Office at once.
5. Do not leave snow blowers and power lawnmowers unattended when in use.
6. Remove snow and ice from the full width of your sidewalks. Salt icy walkways. Must be done within 24 hours.
7. Do not leave toys and lawn equipment scattered around your area of responsibility.
8. Do not use the top of building canopies for sitting or sunning.
9. When your windows are open, make sure your screens are in place and secure to prevent children from falling.
10. Outside clotheslines should be taken down when not in use. They may be a hazard to persons walking in the area and are sometimes vandalized when not in use.

Prevention®

NEIGHBOR COOPERATION

1. As a resident of HACM, you live in close proximity to your neighbors. As a result, there needs to be a level of tolerance and cooperation. Minor problems may occur. Examples of minor problems include, but are not limited to:
 - * Loud noise.
 - * Music or parties.
 - * Interference with the peace and enjoyment of your home.
2. Follow these steps when dealing with minor problems or disturbances:
 - * Discuss the problem with your neighbor, but do it at a time when you are not angry.
 - * If the problem continues, call your Management Office to report the incident and file a written complaint.
3. HACM will assist in resolving a persistent problem, but your cooperation is necessary. Give as much information as you can in your written complaint. Also, furnish additional documentation (i.e., a police report or a restraining order) in the event that further action or lease termination becomes necessary.



ILLEGAL ACTIVITIES AND INAPPROPRIATE BEHAVIOR

HACM will not tolerate illegal activity and will take action against those who engage or allow members of their household or guests to engage in such activity in or around the boundaries of HACM's property.

Prohibited activities may include, but are not limited to, any of the following:

1. To harass, threaten or cause physical harm to another person.
2. To threaten or attempt to do bodily harm with a weapon. Any object used to threaten or inflict harm upon another person is considered a weapon.
3. Arson and vandalism or other acts of property damage will not be tolerated and will be cause for an eviction action. You will also be subject to charges for damages. Refer to the "Table of Standard Sales and Service Charges" (in the Public Housing Resident Handbook) and the "Non-Standard Rental Provisions Addendum" to the Lease."
4. Gambling is prohibited.
5. You or any member of your household, a guest or other person(s) under your control shall not engage in criminal activity including drug-related criminal activity or violent criminal activity, on or near the development premises, and such criminal activity shall be cause for termination of tenancy. The term "drug-related criminal activity" means the illegal manufacture, sale, distribution, use, or possession with intent to manufacture, sell, distribute, or use a controlled substance.
6. Controlled substances/drugs and drug paraphernalia are not permitted on HACM property. Your lease may be terminated if such items are found in your apartment.
7. You will be held liable for all acts of negligence or breaches of the lease whether by you, your family members, guests, or invitees, except those acts or threats of domestic violence, dating violence, or stalking that you are the victim of and that you certify, if required.
8. You may be evicted for any of the above activities committed by you, your household, or guests regardless of whether there has been an arrest or conviction. HACM must only show that there has been a lease violation.
9. Domestic Violence related activity: An incident or incidents or actual or threatened domestic violence, dating violence, or stalking will not be construed as a serious or repeated violation of the lease by the victim or threatened victim of that violence, and shall not be good cause for terminating the assistance, tenancy, or occupancy rights of the victim of such violence.



UNACCEPTABLE BEHAVIOR AND PEACEFUL ENJOYMENT OF THE PREMISES

1. Activity that causes a disturbance or threatens the safety of residents or staff will be considered unacceptable behavior.
2. Unacceptable behavior may include, but is not limited to:
 - * B-B guns, slingshots, bows and arrows, or any other unregistered weapons or dangerous tools or toys are not allowed.
 - * Domestic violence, dating violence or stalking.
 - * Verbal abuse or other types of harassment.
 - * Threats.
 - * Unfounded accusations against neighbors. This includes repeated complaints which are not substantiated or documented and can be considered harassment.
 - * Disruptive and/or inappropriate behavior that may or may not be influenced by an intoxicant or drug use.
 - * Consumption of alcoholic beverages anywhere except in your apartment.
 - * Indecent and/or lewd and lascivious behavior.
 - * Any activity that threatens the health, safety or right to peaceful enjoyment of the premises property or neighborhood by other residents, neighbors, or employees of the HACM;
 - * Littering in common areas or the property grounds.
 - * No eating or consumption of beverages in the common areas of your building (highrise buildings).
 - * Improper dress (i.e., nightgown, bathrobe, no shoes) and/or hygiene in common areas of the development.
 - * Sleeping in common areas of the development.
 - * Failure to provide supervision of children in your household/common areas.
 - * The display of any type of weapon.
 - * Use of laundry facilities by non-residents (highrise buildings)
 - * No Smoking
3. Residents may carry a concealed weapon in their residential unit, or in the common areas and parking lots of the development in which their unit is located, as provided by law. Guests may not carry a concealed weapon in residential units, common areas, or parking lots while outside of their vehicles. Guests may carry a concealed weapon while they are within their private motor vehicle, as provided by law. Violations of this policy by residents, guests, or employees shall be punished to the full extent of the law.
4. Noise disturbances (pursuant to City Ordinance, Sec. 80-65, Milw. Code) will not be tolerated. Noise disturbances include, but are not limited to:
 - * Loud radio, television, and stereo playing, especially late at night (after 10 p.m.) or early morning (before 6 am).
 - * No loud noises, shouting, domestic disturbances, and boisterous parties.
 - * Use of power equipment after 9:00 p.m. and before 7:00 a.m.
5. You will be held responsible for any inappropriate conduct and disturbances caused by your family members and/or guests (whether invited or uninvited) even if you are not at home. Extenuating circumstances can be considered with the submittal of a restraining order and/or police report.
6. You must cooperate with the Public Safety staff and not interfere in the performance of their job duties.

LEGAL ACTION

1. HACM may take legal action, as described in this section, if you violate the terms and conditions of your lease:

Non-Payment Of Rent

Failure to pay rent by the due date will result in you receiving a fourteen day eviction notice, and you will also be assessed a late fee. Refer to the "Table of Standard Sales and Service Charges" (in the Public Housing Resident Handbook) and the "Non-Standard Rental Provisions Addendum" to the Lease." You have five days to appeal this action through the Housing Authority Grievance Procedure (a copy is available at your Management Office).

If you do not pay your rent during the fourteen days after you are served the notice, you may be scheduled to go to court for eviction and you may be liable for all outstanding rent plus any legal fees required to process your case.

Lease Violation That Represents a Threat To The Health and Safety of Residents or Staff (Emergency Evictions)

Any violation of your lease for criminal activity, including drug and alcohol related criminal activity, which threatens the health or safety of residents or staff will result in your receiving a five or fourteen day emergency eviction notice. Your notice will state whether the lease violation can be remedied or cured. If not, your case will go directly to court. A legal finding of guilt in a court of law is not required to be considered "criminal" for the purposes of HACM initiating emergency lease termination proceedings.

Violation of the Material Terms and Conditions of Your Lease

Any serious or repeated violation of your lease may result in your receiving a thirty-day eviction notice. You may seek to remedy the violation by contacting your housing manager within 5 days of service of the notice or vacating your apartment. You may appeal this action through the Housing Authority Grievance Procedure (a copy is available at your Management Office). The action is held pending the outcome of the grievance. However, rent continues to be due and payable during the duration of any legal action or grievance proceeding.

2. Move Out After Eviction

If you are evicted as a result of a court action taken by HACM, you must move out of your apartment by the specified date set by the court.

Failure to move out will result in your forcible removal by the Sheriff's Department including the removal of your personal property and belongings to a storage facility if there is a monetary value to those items.

You will be liable for all legal fees including the cost of moving and storage if you are evicted.

You may be issued a "No Trespass Notice" and will not be allowed on any HACM properties.

3. Other Legal Action

The Housing Authority may take legal action to collect any amount other than rent which is due and payable as a result of a sales or service charge. Repeated non-payment of sales and service charges will also be grounds for an eviction.

RESIDENT COUNCILS/ORGANIZATIONS

1. Elected every one to three years by the residents of your development, the resident council/organization works with HACM to improve the quality of life at your development. The council holds open monthly meetings during which the views and concerns of residents are discussed and residents are informed of new HACM programs and policies.
2. It is very important to participate because issues that may affect you are discussed.
3. Living at your development and attending your resident council or organization meetings gives you a chance to meet new neighbors and to make new friends. You will share a building, yard, and facilities with others and mutual respect is important in making your stay at your new home a pleasant experience.
4. Occupancy automatically makes you a member of the resident organization at your development.
5. A Public Safety representative attends all resident council and organization meetings to answer questions about security.
6. HACM strongly supports the right of residents to form and have resident organizations and encourages all residents to be active in the affairs of the organization in your development.

Resident Advisory Board

1. The Quality Housing and Work Responsibility Act of 1998 (QHWRA) required all public housing agencies to have a Resident Advisory Board (RAB), which broadly represents the interests of residents and clients served by all HUD funded programs administered by the agency. HACM's Resident Advisory Board was formed and began meeting late in 1999. The RAB includes representatives from public housing and the Section 8 Housing Choice Voucher (Rent Assistance) programs. The representatives to the first RAB were selected based upon their willingness to volunteer and to commit to meeting at least once per month each year. Selections were also made to have balance in the membership between the highrise buildings, the family developments, Scattered Sites and the Rent Assistance Program. Openings on the RAB are posted at all program sites and residents may apply and are evaluated for their interest, commitment, and current service to their community. The RAB functions in an advisory capacity to the Housing Authority staff and Board.
2. The RAB reviews HACM's proposed Agency Plan and 5-year Capital Improvements Plan and RAB comments must be incorporated into policy actions taken by HACM's Board of Commissioners. The RAB also works to support residents by sponsoring workshops and advocating for policies and funding for HACM programs.



CONTINUED OCCUPANCY AND COMMUNITY SERVICE

The Quality Housing and Work Responsibility Act of 1998 require that all public housing residents who are not otherwise specifically exempt complete at least 8 hours of volunteer community service per month as a condition of continued occupancy.

A. Residents exempt from Community Service include:

1. I am 62 or older
2. I have a disability which prevents me from working
3. I am a full-time primary care giver for someone who is disabled
4. I am working (at least 30 hours per week)
5. I am exempt under Part A Title IV of the Social Security Act, State Welfare Program or Welfare to Work Program, or participating in a required self-sufficiency program or work activity
6. I am a full-time student

B. Residents who are not exempt must:

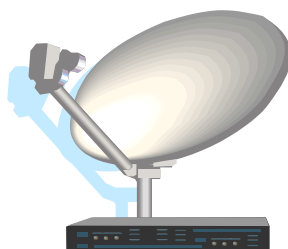
1. Contribute eight hours per month of community service (not including political activities) within the community in which the housing development is located
2. Participate in an economic self-sufficiency program

See your housing manager for further details.



SATELLITE DISHES –FAMILY DEVELOPMENTS ONLY

1. You may install a satellite dish, for your exclusive use, at the premises that you leased.
2. The satellite dish may not exceed 39 inches in diameter.
3. Location of the satellite dish is limited to:
 - * An area outside your apartment such as a yard, balcony, patio, etc.
4. Installation is not permitted on any parking area, roof, exterior wall, window, windowsill, and fence or in an area that other residents are allowed to use.
5. Before you install your satellite dish, you must:
 - * Obtain permission from your housing manager.
 - * Sign an addendum to your lease.
 - * Receive written approval of the installation from the Housing Authority.



CABLE TELEVISION

1. Your apartment or building has been wired for cable television and if you wish to have cable service activated you should contact the cable provider. This service is at your own expense.
2. You may have an additional cable outlet in your apartment but arrangements must be coordinated through your housing manager. Installation must be done in a professional manner (i.e., cable wire can not be run through a hole drilled into a hardwood floor.)
3. HACM assumes no responsibility for cable equipment.
4. You assume total responsibility for any and all maintenance and/or charges for services rendered.



LAUNDRY FACILITIES
(Highrise/Midrise Buildings)

1. Card, token or coin- operated washers and dryers are located in all HACM highrise/midrise buildings.
2. Use the equipment with care and make sure that it is clean after you are finished. Make sure to clean out the lint trap in the dryer. Cleaning includes the room(s) where the washers and dryers are located.
3. Washers and dryers are provided for the benefit of residents only and not residents' families and/or friends.



SIGNAGE/SOLICITATION/BUSINESS

1. You are not allowed to use your apartment, common areas, or premises for any type of business or advertising without the expressed or written consent of HACM.
2. Solicitation throughout the housing development is not allowed. If you feel that you have a legitimate reason to go door to door, you must request permission from your housing manager.
3. Signs that are racial, obscene, or offensive in any way, are prohibited.
4. Rummage sales should be limited so as not to constitute a regular business. They must be reported to the Management Office. There should be no more than two rummage sales per year.
5. The bulletin boards in your housing manager's office, lobby, or on the high-rise floors are the property of HACM. The bulletin board will be used to post official notices from HACM, notices of resident organization events and meetings, as well as other activities. If you would like to use the board, you must get the approval of your housing manager.

Please
NO SOLICITING

GROUNDS UPKEEP
WINTER
(Family Developments)

1. You are responsible for the upkeep of your assigned area as defined at your leasing.
2. You must remove all snow and ice within twenty-four hours of the snowfall in accordance with city ordinances. This includes the entire width of walkway at the front, back and, in some cases, the side of your apartment.
3. Your housing manager will inspect your area after the twenty-four hour deadline date; and, if your task is not completed, your housing manager will issue you a written notice. A copy will be kept in your file.
4. A sales and service charge will be assessed if HACM staff must complete your assigned snow and ice removal after serving you a notice. You will be charged for these services as noted in the “Table of Standard Sales and Service Charges” (in the Public Housing Resident Handbook) and the “Non-Standard Rental Provisions Addendum” to the Lease.
5. Repeated failure to cooperate with your upkeep responsibilities may be grounds for lease termination.



GROUNDS UPKEEP

SUMMER

(Family Developments)

1. You are responsible for the upkeep of your assigned area. The Management Office will define the boundaries at the time of your leasing or at any other time of inquiry.
2. You must keep the areas at the front, back and, in some cases, the side of your apartment free of debris at all times.
3. Grounds upkeep includes mowing and watering the grass, trimming hedges, shrubs, bushes, cleaning window wells, removal of excess cut grass, removing saplings and trimming underneath fencing.
4. You are encouraged to re-seed or re-sod bare spaces of your lawn (grass seed and topsoil are available free of charge at your Management Office).
5. Staff will inspect your assigned area, and if work is not completed, a written notice will be issued to include the following information:
 - * Work assignment information
 - * Inspector's signature
 - * Date
 - * Completion deadline date
 - * Consequence if work not completed
6. If, after a follow-up inspection on the deadline date, the work is not completed, and if staff must perform the work, you will be assessed a service charge. Refer to the "Table of Standard Sales and Service Charges" (in the Public Housing Resident Handbook) and the "Non-Standard Rental Provisions Addendum" to the Lease."

NOTE:

Hillside and Parklawn will have contracted grass-cutting services.



TOOL LOAN

(Family Developments)

The family developments have a limited supply of lawnmowers and landscaping hand tools to assist you in maintaining your area of responsibility. Contact your housing manager for further information on how this equipment can be checked out for your use.

PETS

All pets are subject to HACM's Pet Policies which are contained in the Admissions and Continued Occupancy Policy (ACOP).

Assistance Animals: Please note that assistance animals are not pets and are not subject to HACM's Pet Policy.). Rather, any animals that have been approved as an assistance animal must be authorized by HACM under HACM's Assistance Animal Policy and are subject to the rules of that policy.

All pets must be approved and registered with HACM before they are brought onto the premises. You must receive a written permit to keep any animal on or about the premises. This privilege may be revoked at any time subject to the HACM's grievance procedure if the animal becomes destructive, a nuisance, or a health or safety hazard to the other residents or staff persons, or if you fail to comply with the following:

1. A maximum number of two pets are allowed. Only one can be a dog.
2. A dog or a cat are only permitted in elderly/disabled highrise housing developments or in single-family homes in scattered sites developments. Dogs or cats are **not permitted** as pets in any other general occupancy (family) public housing development apartments.
3. Permitted pets are limited to domesticated animals such as a dog, cat, bird, rodent (including a hamster, gerbil, or rabbit), turtle, or fish. In the case of a fish, residents may keep no more than can be maintained in a safe and healthy manner in a tank holding up to 10 gallons. Such a tank or aquarium will be counted as 1 pet.
4. The following are **not** permitted as pets:
 - a. Any animal whose adult weight will exceed 30 pounds.
 - b. Dogs of the pit bull or Rottweiler breeds (due to the special requirements placed by the City of Milwaukee on owners of dogs that are on half or more pit bull or Rottweiler—see Milwaukee Code of Ordinances Chapter 78-22.
 - c. Ferrets or other animals whose natural protective mechanisms pose a risk to small children of serious bites or lacerations.
 - d. Any animal not permitted under state or local law or code.
5. Dogs and cats must be spayed or neutered at the time of registration or, in the case of underage animals, within 30 days of the pet reaching 6 months of age.
6. Dogs and cats are to be licensed yearly with the City of Milwaukee (located in City Treasurer's Office, City Hall, Room 101), and residents must provide proof of yearly vaccinations required by state and local law. Dogs and cats must be current with vaccinations for rabies and distemper.
7. No vicious or intimidating dogs are allowed.
8. No pet may be kept in violation of state humane or health laws, or local ordinances.
9. Dogs and cats must remain inside a resident's apartment unless they are on a leash and directly controlled by an adult. Pets other than a dog or cat must be kept in a cage or carrier at all times. Pets are not permitted in common areas including lobbies, community rooms, and laundry areas except for those common areas which are entrances to and exits from the building.

10. You are to provide a litter box for cat waste to be kept in your apartment. You are not allowed to let waste accumulate. You are responsible for properly disposing of cat waste in plastic bags that are securely wrapped, tied, and placed in the garbage container provided by HACM outside the building. Litter shall not be disposed of by being flushed down a toilet.
11. You are responsible for promptly cleaning up pet droppings from your pet outside of your apartment on HACM property, and disposing of droppings properly wrapped in a plastic bag, in the garbage container provided by HACM outside the building.
12. You shall take adequate precautions to eliminate any pet odors within or around your apartment and maintain your apartment in a sanitary condition at all times as determined by HACM.
13. You shall not permit any disturbance by your pet that would interfere with the peaceful enjoyment of other residents, whether by loud barking, howling, biting, scratching, chirping, or other such activities.
14. If pets are left unattended in your apartment for twenty-four hours or more, HACM may enter to remove the pet and transfer it to the proper authorities subject to the provisions of Wis. Stats. s.951.15 or local ordinances. HACM accepts no responsibility for the pet under such circumstances.
15. You must identify an alternate custodian for your pet in the event you become ill or for other absences from your apartment.
16. You shall not alter your apartment, or building premises to create an enclosure for an animal.
17. You are responsible for all damages caused by your pets, including the cost of fumigation.
18. If you have a pet, you are responsible to pay a Pet Deposit. The deposit shall be paid in advance or upon acquiring your pet. The deposit is refundable if no damage is done, as verified by HACM, after you remove the pet or move. The Pet Deposit is \$50 in the senior/disabled housing developments and is \$100 in the general occupancy (family) developments.

Additionally, in general occupancy/Family developments, a Non-Refundable Nominal Pet Fee of \$10 per month will be charged in addition to the Pet Deposit. This fee is intended to cover the reasonable operating costs to the development relating to the presence of pets.

Such charges are found in the "Table of Standard Sales and Service Charges" (in the Public Housing Resident Handbook) and the "Non-Standard Rental Provisions Addendum" to the Lease.

19. You are prohibited from feeding or harboring stray animals. The feeding of stray animals shall constitute having a pet without permission.
20. Those who violate these rules are subject to:
 - * Being required to get rid of the pet within fourteen days of notice by HACM; and/or
 - * Being determined to be in violation of the lease which could result in termination of the pet owner's lease.



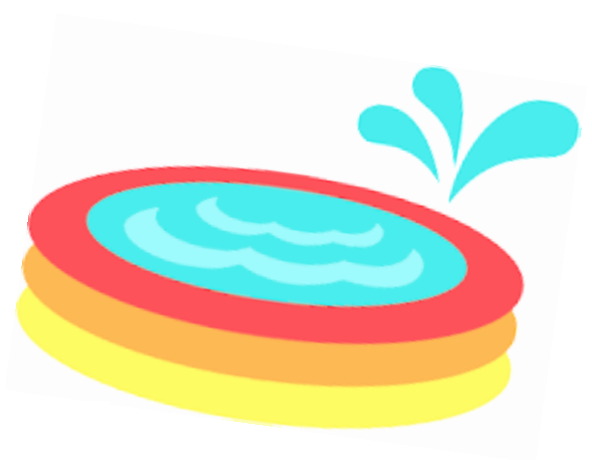
VEHICLE/PARKING

1. If parking is available, temporary parking permits can be obtained from the Management Office at the housing manager's discretion.
2. You must have a current title and registration in your name for your vehicle. The owner of the vehicle for which the space is reserved must be a party to the lease and have a current driver's license to secure a parking permit.
3. Only one parking space will be assigned per apartment for your registered vehicle.
4. Your vehicle must be currently licensed in compliance with the Wisconsin Division of Motor Vehicles.
5. You must attach and display your parking sticker on the left side of your rear window.
6. No oversized vehicles, which require more than one parking space, are allowed. All vehicles must park within the painted spaces. No boats or campers are allowed.
7. You must not drive onto or park your vehicle on lawns, porches, courtyards, or other unauthorized areas.
8. At developments with assigned parking, you will be assigned a parking space. You must request any change in this assignment in writing to your housing manager. If a new parking permit is issued, you must provide proof of this need to your housing manager. All parking permits are issued on a first-come, first-served basis subject to availability.
9. Parking spaces and garages (Scattered Sites) are not to be used as areas where extensive repair work is done. Cleaning up leaks or spills is your responsibility.
10. If your car is not driveable, you must report it to the housing manager within twenty-four hours, or it will be ticketed and towed. Your car must be driveable within fifteen days. This includes vehicles with broken windows and/or flat tires.
11. Vehicles may be ticketed and/or towed away for:
 - * Parking in an unauthorized space or an unauthorized area.
 - * Blocking in another vehicle.
 - * Blocking a dumpster.
 - * Parking in an emergency area, fire lane or handicapped space without a handicap permit.
 - * Not having a visible HACM parking permit which is properly displayed.
 - * Long term parking in semi-circular drives in front of most buildings for highrise/midrise.
12. HACM can revoke parking privileges by giving the violating resident a 10-day written notice, citing the particular parking violation.
13. Parking violators can be reported to HACM Public Safety (286-5100) at any time.



USE OF EXTERIOR PREMISES

1. It is the intent of HACM that your assigned area, including your porches and parking space, is not to be used for storage of anything that might be undesirable, an eyesore, or might create a health or safety hazard. This would include, but is not limited to, the following:
 - * Bicycles, skateboards, or other athletic equipment
 - * Lawn mowers or other lawn or garden equipment
 - * Automotive equipment or parts
 - * Boats and trailers
 - * Stuffed or inside type furniture
2. Permanently erected swimming pools of any kind are prohibited.
3. Owners of small inflatable and portable pools should never leave them unattended nor should they be left out overnight filled with water.
4. Grills are to be stored in your back yard only at the family developments and in designated areas established by HACM at the highrise buildings. Grills must be attended to while in use. Be courteous and do not grill near a neighbor's window. Coals must be extinguished and disposed of properly.
6. Playground-type equipment is prohibited. In addition, no bounce house or trampolines are allowed.
7. No fire pits are allowed.



COMMON AREA REQUIREMENTS

(Senior/Disabled Highrise Buildings)

1. Drinking of beverages and smoking are prohibited in all interior common areas.
2. Improper use or vandalism of common area space is prohibited.
3. Community rooms may not be used after 10:00 PM; however, nothing shall preclude a resident organization adopting earlier closing hours. Questions regarding Community Room usage should be directed to your housing manager.
4. Community space cannot be used for personal gain or profit (i.e., Tupperware parties, sale of cosmetics and jewelry).



COMMON AREA BUILDING RESPONSIBILITIES

(General Occupancy/Family Developments)

1. You must comply with the tasks and maintenance responsibilities for common areas that were assigned to you at your leasing (where it applies).
2. Failure to comply with your responsibilities will result in service charges. Refer to the “Table of Standard Sales and Service Charges” (in the Public Housing Resident Handbook) and the “Non-Standard Rental Provisions Addendum” to the Lease.
3. Improper use or vandalism of common area space is prohibited.
4. Tot lots are restricted to children under the age of ten. You must provide supervision for children four years old or younger.
5. Outside clotheslines should be taken down when not in use. They may be a hazard to persons walking in the area and are sometimes vandalized when not in use.



MOVE-OUT

1. If you are moving out, you must obtain and complete a "Notice of Intent to Vacate" form. A 30-day written notice will be required. You will be asked to complete a move-out survey.
2. After you have submitted a vacate notice, you will be given a handout explaining your responsibilities for the condition of the apartment you're vacating. This form and attached documentation explains your rights and responsibilities with regard to move-out.
3. Rent will continue until **you turn in your keys to the Management Office.**
4. You can request a joint inspection of your apartment on the day of your move-out (when your keys are turned in). You must contact your housing manager to set up a mutually acceptable time to inspect.
5. You will be charged for all damage other than normal wear and tear including labor, materials used, and services needed to restore the apartment. Refer to the "Table of Standard Sales and Service Charges" (in the Public Housing Resident Handbook) and the "Non-Standard Rental Provisions Addendum" to the Lease". A statement of account will be mailed to you to reflect these charges. If there are no charges or rent due, your security deposit will be refunded to you.
6. Any abandoned property left in your apartment after the keys are turned in will be disposed of and you will be charged accordingly.
7. If you abandon your apartment or move out without notice, you will be charged all costs, including rent until all property is removed from the vacant apartment.
8. When you transfer from one HACM apartment to another, you are required to thoroughly clean the apartment you are vacating including all appliances and fixtures. Failure to sufficiently clean the vacated apartment including appliances within seven days may be grounds for eviction and/or assessment of appropriate service charges.
9. Do not drive vehicles on lawn areas to load furnishings. Damage to Housing Authority property will be your responsibility.
10. Consult with the Management Office for the use of an elevator key to assist in your move at highrise/midrise buildings.



REASONABLE ACCOMMODATIONS (SECTION 504)

In accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, the Housing Authority of the City of Milwaukee is committed to ensuring non-discrimination for qualified disabled individuals.

If you or a member of your household has a disability and would like us to provide a reasonable accommodation, you can fill out a **Request for Accommodation form**, which you can get from your Housing Manager. The resident must describe what type of accommodation is needed and the request must be verified by a knowledgeable third-party professional (medical provider, therapist, social worker, etc.) on the form.

A “reasonable accommodation” is a change, exception, or adjustment to a policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. Since policies and services may have a different effect on persons with disabilities than on other persons, treating persons with disabilities exactly the same as others will sometimes deny them an equal opportunity to use and enjoy a dwelling.

Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial and administrative burden” for the public housing authority or result in a “fundamental alteration” in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider’s operations.

Examples of reasonable accommodations include, but are not limited to:

1. Requests for a live-in caregiver (someone who is essential to the person’s care and well-being, and would not be living there except to provide supportive services)
2. Making a needed alteration to your apartment related to a disability to allow the resident to use and enjoy their dwelling space (e.g., grab bars; accessible unit; strobe-flashing light for smoke detectors for someone hearing impaired, etc.)
3. Permitting resident to have an assistance animal, including an emotional support animal, to assist a family member with a disability
4. Making large type documents, braille, or a reader available to a vision-impaired person
5. Making a sign language interpreter available to a hearing impaired resident at meetings

Again, if you need a reasonable accommodation, please contact your Housing Manager.



VIOLENCE AGAINST WOMEN ACT (VAWA)

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women, but are available equally to all individuals regardless of sex, gender identity, or sexual orientation.

Information on Policy: The **Notice of Occupancy Rights under the Violence Against Women Act** handout is available from your Housing Manager. This handout describes protections for applicants and residents and lists local resources for victims of domestic violence. You can request this from your manager.

Certification of VAWA: Residents have the ability to provide VAWA certification of an incident of domestic violence, dating violence, sexual assault or stalking using one of several optional methods:

1. Certification Form HUD 5382 completed by the resident; or
2. Documentation signed by a third party from whom the resident sought assistance related to the incident(s);
or
3. A record of a Federal, State, tribal, territorial or local law enforcement agency, court or administrative agency; or
4. At the discretion of the Housing Authority, a statement or other acceptable evidence provided by the applicant or tenant.

Emergency VAWA Transfer: In accordance with the Violence Against Women Act (VAWA), the Housing Authority of the City of Milwaukee allows tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. A resident can receive a copy of our Emergency Transfer Plan from their Housing Manager as well as an Emergency Transfer Request form (HUD 5383).



GRIEVANCE PROCEDURES

Public Housing Authorities must have a grievance procedure in place through which residents of public housing are provided an opportunity to grieve any Housing Authority action or failure to act involving the lease or HACM policies which adversely affect their rights, duties, welfare, or status. The PHA grievance procedure must be included in, or incorporated by reference in, the lease.

On pages 49 to 56 of this Public Housing Resident Handbook, we have included the full HACM's Resident Grievance Procedures.

HOUSING AUTHORITY OF THE CITY OF MILWAUKEE

RESIDENT GRIEVANCE PROCEDURES

FOR FEDERALLY-ASSISTED PUBLIC HOUSING

REVISED 07/22

ARTICLE I -GENERAL PROVISIONS

A. PURPOSE AND SCOPE:

This Grievance Procedure is provided to assure that any Housing Authority (hereinafter "HACM") resident has the opportunity for a hearing if that resident disputes within a reasonable time any HACM action or failure to act which involves that resident's lease with HACM or any HACM regulations which adversely affect that individual resident's rights, duties, welfare, or status. This procedure does not apply to disputes between residents which do not involve HACM or to class grievances and shall not be used by residents to initiate or negotiate policy changes with HACM, but is intended to ensure just and equal enforcement of rules and regulations to the benefit of both HACM and its residents. The issues to which these grievance procedures apply include but are not limited to resident disputes of charges in excess of dwelling unit rent for, inter alia, sales, service, repairs, maintenance and retroactive rental amounts and eviction actions.

B. APPLICABILITY:

In accordance with HUD regulations 24 CFR Part 966.51:

1. The grievance procedure shall be applicable to all individual grievances as defined in section D, below, however;
2. HUD has determined that the eviction laws in the state of Wisconsin require that a resident must be given the opportunity for a hearing in court that provides the basic elements of due process before eviction from the dwelling unit. As such, HACM may exclude from this grievance procedure any evictions that involve:
 - a. Criminal activity which threatens the health, safety or right to peaceful enjoyment of the premises by other residents or employees of HACM;
 - b. Any violent or drug-related criminal activity on or off such premises;

C. TIME REQUIREMENTS FOR FILING OF A GRIEVANCE :

1. Termination of Tenancy: All grievances involving a termination of tenancy must be filed within ten (10) days of receipt of the termination notice.
2. 30-Day Notice of Termination: In cases involving a 30-day notice of lease termination, the vacate notice required by the State of Wisconsin may be combined with or run concurrently with a notice of lease termination. Such notice shall inform the resident that resident must file a grievance within ten (10) business days from the date of service or posting/mailing of said notice.
3. All other grievances resulting from HACM actions or failure to act adversely affecting the resident shall be filed within ten (10) days from the time of notification of HACM action or from the date of the occurrence of the inaction.

D. DEFINITIONS:

For the purpose of the following sections, definitions listed below are applicable:

1. Resident: Is defined as the adult person (or persons) (other than a live-in aide) who;
 - a. Reside(s) in the unit and who executed the lease as head(s) of the household or;
 - b. Reside(s) in the unit and is/are the remaining adult member(s) of the household.
2. Grievance: Shall mean any dispute which a resident may have with respect to HACM action or failure to act in accordance with the individual resident's lease or HACM regulations which adversely affect the individual resident's rights, duties, welfare or status.

ARTICLE II -FUNCTION OF BOARD

It is the function of the Public Housing Review Board (also referred to herein as "Review Board") to hear appeals of residents of HACM's public housing upon written request of the resident and after a pre-hearing conference between the resident and the manager in which an effort was made to solve the problem without the need of a hearing.

ARTICLE III -PUBLIC HOUSING REVIEW BOARD

A. PROCEDURE FOR SELECTION AND COMPOSITION:

HACM shall provide for the appointment of a Review Board panel by the following method:

1. In those disputes involving termination of residency, the selection and composition of the Public Housing Review Board shall be as follows:

An Attorney who shall not have any personal interest in the case being heard. The attorney will be selected by the Secretary-Executive Director of HACM. This person shall act as Chairperson of the Public Housing Review Board.

Two public housing residents of HACM. These board members shall be selected from a pool of adult residents who have volunteered to serve on the Board. The members must meet the following requirements:

- a. Account not in arrears;
 - b. Not themselves under eviction action or appeal;
 - c. Not related to resident complainant;
 - d. Has no personal interest in the matter being heard;
 - e. Shall not be a current or past resident of the same development as the complainant.
2. In those disputes not involving the termination of residency, including but not limited to disputes involving charges for repairs, sales, service or maintenance, retroactive rent, transfer requests, and rent increases, HACM will eliminate the attorney member of the Public Housing Review Board. In such cases, a staff member shall act as Chairperson and shall be responsible for issuing a valid and binding written decision.

B. CHALLENGE TO PANEL MEMBER:

A resident appearing before the Public Housing Review Board shall have the right to challenge any member of the panel for good and just cause as defined above. If the remaining members of the Board sustain the challenge, an alternate shall be selected to replace the challenged member.

ARTICLE IV- PROCEDURES BEFORE THE HEARING

A. SALES AND SERVICE CHARGES, RETROACTIVE RENT CHARGES AND OTHER ADVERSE ACTIONS -NOTICE:

After any repairs or maintenance (sales and service) are performed for which HACM intends to charge the resident, HACM shall provide a notice to the resident. The notice shall state the date of the repair, maintenance, sale or service, the nature of said work, the amount charged therefore, the specific and factual reasons underlying HACM's decision that the resident is liable therefore and notice of the resident's right to dispute the charge by meeting with the Manager and, if the dispute is not resolved at that meeting, the right to request a formal grievance hearing in accordance with these procedures. A similar notice shall be given in all other adverse actions that HACM proposes to take against a resident. All notices of adverse action shall state the time limit for presenting a grievance to HACM.

B. INFORMAL DISCUSSION TO SETTLE THE GRIEVANCE:

All reasonable efforts will be made to settle disputes directly between the resident and HACM. Any grievance shall be personally presented orally or in writing to the Development Office, within ten (10) days from the date of notification of HACM's action, so that the grievance may be discussed informally and resolved without a hearing.

Within a reasonable time after the informal discussion, the housing manager shall prepare a brief written summary of the discussion on the Summary of the Pre-Hearing Conference/Hearing Status Declaration form. The Summary shall specify the names of the participants, date of meeting and the nature of the proposed disposition of the complaint and the specific reasons for the disposition. One copy of the form shall be given to the resident and a copy shall be retained in the resident's file. The resident shall also be informed of his/her right to request a hearing if the resident is not satisfied with the results of the informal discussion.

C. TERMINATION OF LEASE

When the actions of a resident are such that in the judgment of the Management, the only relief is to seek termination of the resident's lease, Management shall prepare a 30-day or 14-day vacate notice and a Notice of Lease Termination. These "Notices" shall be combined pursuant to 24 CFR Part 966.4 (l) (3) (iii) and personally served upon the resident, or after exercising due diligence, posted and mailed in accordance with Wisconsin Statutes. The Notice of Lease Termination shall also inform resident of resident's right to request a hearing before the Public Housing Review Board. However, residency may not be terminated (even if the notice to vacate under state law has expired) until the time for the resident to request a hearing has expired, or, if a hearing was requested in a timely manner, until the completion of the grievance process.

Within ten (10) days of notification of HACM's intent to terminate resident's lease, the resident shall, if he or she wishes a hearing on the matter, arrange a pre-hearing conference with the Housing Manager as stated in said "Notice". The Housing Manager shall discuss the matter with the resident and an effort shall be made to resolve the problem. A written notation of such contacts, with simple explanation of what transpired, shall be placed in the resident's file. Within two (2) working days of the pre-hearing conference, the resident must fill out and return the "Summary of Pre-Hearing Conference/Hearing Status Declaration" form to the Development Office.

D. GRIEVANCES INVOLVING RENTAL PAYMENTS:

Before a hearing is scheduled in any grievance involving the amount of rent due as stated in the resident's dwelling lease, Notice of Rent Adjustment, (or a 14-day Notice Terminating Tenancy for non-payment of rent) the resident shall pay HACM an amount equal to the amount of rent due and payable as of the first of the month preceding the month in which the Notice of Rent Adjustment, or the 14-day Notice, was issued. The resident shall, thereafter, deposit the same amount of monthly rent in an escrow account established by HACM until the complaint is resolved by the decision of the Public Housing Review Board. These requirements may be waived by HACM in extenuating circumstances. Unless so waived, the failure to make such payments shall result in a termination of the grievance procedure, provided that failure to make payment shall not constitute a waiver of any right the resident may have to contest HACM disposition of his/her grievance in any appropriate judicial proceeding.

This paragraph may not be construed to require the escrow of any amounts due for sales, service, repairs or maintenance or retroactive rents as a condition of being provided a grievance hearing. The sole intent of this section is to require the resident to continue to pay the prior and undisputed rent (including any late fees) during the pendency of a dispute on an increase of regular prospective monthly rent.

E. PROCEDURE TO OBTAIN A HEARING:

The resident must submit a written request for a hearing to the housing manager. The written request shall specify:

1. The reason for the grievance; and
2. The action or relief sought.

F. SCHEDULING OF HEARING:

Within a reasonable amount of time after receipt of the request for a hearing, the Secretary-Executive Director of HACM or designee shall schedule a hearing and shall notify the parties in writing of the time and place for the hearing.

Such "Notice of Hearing Date" shall substantially inform the resident of his/her rights prior to and at the hearing.

G. HEARING PREREQUISITE:

All grievances shall be personally presented in the manner set out at (B) above before a hearing can be granted. If the resident can show good cause to the Public Housing Review Board why he or she failed to proceed in the above manner, the requirements for the informal discussion or other requirements may be waived by the Public Housing Review Board.

H. SELECTION OF THE HEARING PANEL:

Once a request for a hearing has been presented by the resident, a Public Housing Review Board panel shall be selected as soon as possible. HACM shall provide such space, funds, supplies, and clerical assistance as are necessary for the discharge of the Review Board's duties under this grievance procedure which may include reimbursement for reasonable actual expenses incurred by the Review Board members necessary to attend the hearings at which they are to preside.

ARTICLE V -PROCEDURES AT THE HEARING

- A. In accordance with 24 CFR Part 966.56 (a) through (h), the hearing will be held before the Public Housing Review Board selected in accordance with this procedure. All members of the Public Housing Review Board must be present for a hearing. Substitute board members, selected at the same time and under the same procedures as the regular board members may be used.
- B. The resident has the right to a private hearing unless the resident requests a public hearing.
- C. The resident has the right to examine and copy, at his/her own expense, before the hearing, all HACM documents, records and regulations that are relevant to the hearing. Any documents not made available by HACM to the resident may not be used by HACM at the hearing.
- D. The resident has the right to be represented by counsel or other person chosen by resident to present evidence and arguments to support his/her case.
- E. At the hearing, the resident must first show his/her entitlement to the relief being sought, and thereafter HACM must justify that action or failure to act against which the complaint is directed. In cases in which HACM is seeking eviction, HACM shall first show entitlement to such relief.
- F. The resident has the right to present evidence and arguments in support of his or her complaint, to controvert evidence relied upon by HACM, and to confront and cross-examine all witnesses upon whose testimony or information HACM relies.
- G. The hearing shall be conducted informally by the Public Housing Review Board. Oral and documentary evidence pertinent to the facts and issues raised by the complainant may be received as evidence without regard to admissibility under the rules of evidence which apply to judicial proceedings. The decision of the Public Housing Review Board may not, however, rest solely on uncorroborated hearsay evidence. Whether or not testimony shall be given under oath is at the discretion of the Review Board for each hearing; except when the Review Board requires the taking of an oath, then all testimony at that hearing shall be received under oath. The oath shall be administered in accordance with Chapter 887, Wisconsin Statutes, as amended from time to time.
- H. The members of the Review Board shall hear all the testimony and accept the records, reports, documents and materials into evidence as submitted by the resident and HACM, and shall evaluate and give weight to the evidence to the extent of its relevance to the matter of the hearing. The Review Board shall have the right to examine any and all persons testifying and any and all records, reports, documents and materials referred to in the hearing including depositions of persons unable to attend the hearing. In the event there is a refusal to answer or comply with a request by the Review Board for the opportunity to examine the evidence, the Review Board may disregard the testimony of that person or that evidence.
- I. The hearing may be audio-recorded and either HACM or the resident may arrange to have a transcript of the proceedings made. The party demanding the transcript shall pay the expense of such transcription. Where appropriate, HACM and resident may agree to share the cost of transcription and reproduction. Any interested party may purchase a copy of such transcript.
- J. The Review Board shall require all parties to conduct themselves in an orderly manner. Failure to comply with the direction of the Review Board may result in the disorderly party being excluded from the hearing.

- K. If the resident requests a postponement of the hearing less than 24 hours prior to the hearing, the resident must provide written documentation to the housing manager within two (2) working days after the scheduled hearing date as to the reason(s) for the postponement. If the Board determines that said reason(s) is/are not deemed to be of good or sufficient cause, or the resident fails to provide written documentation, he/she shall be deemed to have waived the right to a hearing on that matter. However, the resident's right to appropriate judicial proceedings is still available.
- L. Failure of the resident to appear at the hearing will result in a forfeiture of the right to a hearing on the same matter. This shall not preclude any right that the resident may have to challenge the action in an appropriate judicial proceeding.
- M. The parties to the grievance may decide to stipulate to any or all factual allegations. Where the factual allegations are agreed to before hearing, the Review Board may make a decision without holding a hearing.
- N. The Review Board may make a decision without holding a hearing if the Board determines that the issue has been decided in a previous grievance hearing.
- O. HACM shall provide reasonable accommodation for residents with disabilities to participate in the hearing. Reasonable accommodation may include qualified sign language interpreters, readers, accessible locations or attendance. If the resident is visually impaired, any notice that is required under this procedure will be in an accessible format.

ARTICLE VI – REMOTE HEARINGS

- A. Where both parties agree, a hearing may be conducted remotely by electronic means. HACM will conduct remote grievance hearings via a video conferencing platform, when available. If, after attempting to resolve any barriers, participants are unable to adequately access the video conferencing platform at any point, or upon request, the grievance hearing will be conducted by telephone conferencing call-in. If the resident, HACM representative(s) or the Review Board members are unable to access the conference at any point, the hearing may be postponed, and an in-person alternative will be provided within a reasonable time.
- B. If the hearing will be conducted remotely, HACM will compile a hearing packet, consisting of all documents the PHA intends to produce at the hearing. The PHA will mail copies of the hearing packet to the tenant, the tenant's representatives, if any, and the members of the Public Housing Review Board at least three days before the scheduled remote hearing. The original hearing packet will be in the possession of the PHA representative and retained by the PHA.
- C. If the hearing will be conducted remotely, the PHA will require the resident to provide any documents directly relevant to the hearing at least 24 hours before the scheduled hearing through the mail, or via email. Documents shall be shared electronically whenever possible.
- D. As with in-person grievance hearings, the platform for conducting remote grievance hearings must be accessible to persons with disabilities and the grievance hearings must be conducted in accordance with Section 504 and accessibility requirements. This includes ensuring any information, websites, emails, digital notifications, and other virtual platforms are accessible for persons with vision, hearing, and other disabilities.
- E. If no method of conducting a remote grievance hearing is available that appropriately accommodates an individual's disability, HACM may not hold against the individual his or her inability to participate in the remote grievance hearing.

ARTICLE VII -THE DECISION

- A. The decision shall be in writing and rendered promptly after the hearing, and it shall state the reasons for the determination and indicate the evidence relied on. In reaching a decision, only the testimony and evidence presented at the hearing shall be considered. The written decision shall be dated and signed by the Chairperson acknowledging the decision in accordance with the majority vote. A file shall be made for each hearing, identified only with the assigned case number and containing a copy of the evidence relied upon, testimony, a copy of the decision and other pertinent information to be retained by HACM. An index to the file will identify the resident and case number and enhance the confidentiality of the files.
- B. A copy of the decision shall be transmitted within ten (10) working days of its signing to the resident and his/her representatives. HACM shall retain a copy in the resident's file.
- C. The decision of the Public Housing Review Board shall be binding on HACM and HACM shall take all actions, or refrain from actions, necessary to carry out that decision, unless the Housing Authority Board of Commissioners determines at the meeting following receipt of the decision and promptly notifies the resident that:
1. The complaint did not constitute a grievance as defined in this procedure; OR
 2. The decision is contrary to applicable, federal, state or local law, HUD regulations, or the Housing Authority's Annual Contributions Contract with HUD.
- D. A decision by the Public Housing Review Board or HACM Board of Commissioners in favor of HACM or one which denies the relief requested by the resident in whole or any part shall not constitute a waiver of, nor affect in any manner whatever, any rights the resident may have to a trial de novo or judicial proceedings which may thereafter be brought in that manner.

RESIDENT SERVICES

HACM's goal is to provide affordable housing and services that are designed to strengthen families and to assist seniors and persons with disabilities to live independently. HACM has a number of programs and works with a number of partners to deliver these supportive services. A few of the programs include:

HACM's Family Self-Sufficiency Program

650 W. Reservoir Ave., Milwaukee, WI 53212 Phone: (414) 286-8250 or (414) 286-8007

Do you need help finding a job? Do you need to earn a GED? Are you already employed but looking for a better paying job or a full-time job? Are you looking for training to improve your job qualifications? Do you have experience and want to start your own business?

If you answered yes to any of these questions, you may benefit from the Family Self Sufficiency program. A case manager will conduct an individualized assessment to help you identify your interests, skills, goals, barriers, and needs. You and the case manager will then plot out a strategy to help you land a job or obtain a better job. They can help connect you to other services that are needed to help you in your job search, such as G.E.D. preparation courses, driver's education, resume assistance, interview skills, job training, and other skills to help your employability.

Boys & Girls Club of Greater Milwaukee: Pieper/Hillside Branch (Hillside)

611 W. Cherry Street, Milwaukee, WI 53212 Phone: (414) 291-0347
www.boysgirlsclubs.org

The Boys & Girls Club provides a comprehensive array of services for youth and their families. The core programs include character and leadership development; arts and cultural education; health & life skills; education and career development; and sports, fitness and recreation programs. The club has a gym and a computer center in which there are homework help and reading programs. There is a small membership fee, but no child is ever turned away for inability to pay. The Boys & Girls Club is not just for Hillside children, but for all in the neighborhood, including children from Townhomes at Carver Park or Highland Homes.

Progressive Community Health Centers (Hillside)

1452 North 7th Street, Milwaukee, WI 53205 Phone: (414) 935-8000
<http://www.progressivechc.org/>

Located on the 2nd floor of the Hillside Family Resource Center, the Progressive Community Health Center Hillside clinic is a federally qualified health center that provides a variety of health care services to low-income families and individuals in Milwaukee. This is Progressive Community Health Center's second location (the main location is on 35th & Lisbon). Services are available on a sliding fee basis. For quicker service, please call for an appointment.

RESIDENT SERVICES (continued)

Day Care Services for Children (Parklawn)

4310 North 46th Street, Milwaukee, WI 53216

Phone: (414) 445-3116

www.dcsinc.com

Day Care Services for Children has been operating quality day care and child care programs in Milwaukee since 1968. They use highly trained and certified child care staff and were one of the first Head Start programs in the nation. They offer half and full day Head Start programs for children ages 3-5 (free to families that meet federal income guidelines) as well as a school-age summer day care program.

Central City Cyberschool of Milwaukee (Parklawn)

4301 North 44th Street, Milwaukee, WI 53216

Phone: (414) 444-2330

www.cyberschool-milwaukee.org

The Central City Cyberschool is a public charter school (chartered by the City of Milwaukee) that serves up to 400 students in grades K4 to 8th grade, and recently has expanded to high school students. The mission of the Central City Cyberschool is to motivate in every child the love of learning, the academic, social and leadership skills necessary to engage in critical thinking, and the ability to demonstrate complete mastery of the skills essential for a successful future. Every student has access to a laptop computer for daily use. Children learn the basic skills of reading, writing and math, but the Cyberschool incorporates technology into the curriculum, using it as a tool for learning in new and powerful ways that allow students greater flexibility and independence, thus preparing students to be full participants in the 21st century. The Cyberschool is open to children from the entire City of Milwaukee. If you are interested in visiting or enrolling your child, please call.

Browning Elementary School (Westlawn)

5440 N. 64th Street, Milwaukee, WI 53218

Phone: (414) 393-5200

www.milwaukee.k12.wi.us

Attached to the Silver Spring Neighborhood Center (SSNC), the Browning Elementary School is a Milwaukee Public School (MPS) for grades K4 through the 5th grade. Browning has a close partnership with Silver Spring Neighborhood Center which allows a better opportunity to provide a quality educational program. SSNC services are available for children and families before/during/after school, on Saturdays, and throughout the summer. If you are interested in visiting or enrolling your child, please call.

Silver Spring Neighborhood Center (Westlawn)

5460 North 64th Street, Milwaukee, WI 53218

Phone: (414) 463-7950

www.ssnc-milw.org

Established in 1958, Silver Spring Neighborhood Center is a private, not-for-profit organization committed to strengthening and enriching the Westlawn and neighboring community and its residents by providing comprehensive and collaborative programs and services which community residents identify and are responsive to changing community needs. Each year, over 8,000 individuals and families grow socially, emotionally and academically through participation in the wide array of programs run by the Center. The Center has a variety of after-school and teen programming, including leadership programs; academic programs such as homework help and a computer center; sports and recreational programs; The Center also has an early childhood education and Head Start center for children from 6 weeks to 12 years of age running from 6AM to 6PM (sliding scale fee). For adults, the Center offers adult basic skills and G.E.D. preparation classes, as well as ESL (English as a Second Language) classes.

RESIDENT SERVICES (continued)

University of Wisconsin-Milwaukee School of Nursing Health Clinic (Westlawn)

5460 North 64th Street, Milwaukee, WI 53218

Phone: (414) 535-0432

<http://www.ssnc-milw.org/page8.html>

The Clinic is located inside the Silver Spring Neighborhood Center. Services for adults include women's health exams, prenatal and child care coordination, family planning services, minor illness checks, blood pressure and blood sugar monitoring for adults and other services. For children, the clinic offers immunizations, school and camp physicals, hearing and vision screening, health check exams, minor illness checks and other services. All services are confidential and services are subject to a sliding fee scale. For quicker service, call to make an appointment.

Wisconsin Women's Business Initiative Corporation (WWBIC)

1533 North River Center Drive, Milwaukee, WI 53212 Phone: (414) 263-5450

www.wwbic.com

Since 1989, WWBIC has been offering quality business education, technical assistance, and access to capital to women, minorities, and low-income individuals pursuing entrepreneurship and business development as a means of self-sufficiency and economic independence. WWBIC trains, counsels, advises and mentors start-up entrepreneurs, small businesses and micro-businesses throughout Wisconsin. WWBIC offers a number of classes on how to start a business and WWBIC has also been a leader in micro credit in Wisconsin, helping to provide access to capital to women, people of color and low income individuals.

WWBIC also offers other programs, such as their personal money management program, Make Your Money Talk, a six-session series covering such topics as creating a personal budget, developing a savings plan, and dealing with past and future credit. Graduates of the program can open an Individual Development Account (IDA), a special savings account where WWBIC will match the participant's savings \$2 for every \$1 saved, with a maximum account level of \$6,000. The IDA's can be used to start a small business, purchase a first home, or further a person's education.

Community Advocates

728 N. James Lovell Street, Milwaukee, Wisconsin 53233, Phone (414) 449-4777

Community Advocates is a local nonprofit that helps people meet their most basic needs—like a roof over their heads, the lights and heat on at night, and healthcare for their kids. If you need help with basic needs, feel free to call Community Advocates to see if they can help.

IndependenceFirst

540 S. 1st Street, Milwaukee, Wisconsin 53204, Phone (414) 291-7520

IndependenceFirst is a nonprofit agency directed by, and for the benefit of, persons with disabilities. IndependenceFirst assists persons with disabilities in accessing services to help you in living independently, including skill-building classes, employment, accessible transportation, recreation opportunities, or simply helping you to make your home more accessible.

RESIDENT SERVICES (continued)

Lutheran Social Services

Lutheran Social Services of Wisconsin and Upper Michigan, Inc. is a local nonprofit agency that has served the community since 1882.

The service coordination program is designed to promote and support self-sufficiency and independence of those individuals residing in properties, facilitating a variety of support services within the residential communities throughout Wisconsin and Upper Michigan since 1989. This is especially important for assuring elderly residents and non-elderly residents with disabilities are linked to the specific supportive services needed to continue living independently.

Service Coordination Program Benefits

- Assist residents, especially those frail/at risk age in place
- Decrease early admission to nursing homes/assisted living
- Relieve conflicts between tenants
- Assist with residents returning home following hospital discharge
- Increase length of tenancy
- Develop new services, minimize gaps in services, improve current services
- Decrease evictions/turnovers - resulting in cost savings for the development
- Create and enhance informal support networks
- Link residents to services needed to live independently

Services offered include: Advocacy, assessment, benefits, case management, conflict resolution, crisis intervention, education, family support, general information, health care services, isolation intervention, lease education, legal assistance, mental health services, monitoring services, outreach services, and others.

If you live in a highrise development, please feel free to go visit with the Lutheran Social Services Service Coordinator. They have an office in many senior/disabled developments. They can help you out with these and many other issues.

Senior Meal Programs

<http://www.county.milwaukee.gov/Aging7705.htm>

For seniors 60 and older, the Milwaukee County Department on Aging has 27 meal sites that serve a hot lunch Monday through Friday at 11:30 a.m. Four meal sites are currently located in HACM highrise developments in their community rooms:

Arlington Court	1633 North Arlington Place
College Court	3334 W. Highland Blvd.
Lapham Park	1901 North 6 th Street
Convent Hill	455 E. Ogden Avenue

RESIDENT SERVICES (continued)

Neighborhood Network Centers

HACM currently has six Neighborhood Network Centers (community computer centers) located at:

Townhomes at Carver Park	650 W. Reservoir Ave.
Hillside Terrace	1452 N. 7 th Street
Highland Gardens	1818 W. Juneau Ave.
Cherry Court	1525 N. 24 th Street
Convent Hill	455 E. Ogden Ave.
Westlawn (in Silver Spring Neighborhood Center)	5460 N. 64 th Street

Each Neighborhood Network Center offers open labs when seniors, adults and youth can computers with internet access for job search, skills training, homework, or any other activity.

Social Development Commission (SDC)

1730 W North Avenue, Milwaukee Wisconsin 53204, Phone (414) 906-2700

Social Development Commission provides emergency food pantry, Milwaukee emergency rent assistance program, career, education, financial, mental health, Wellness , nutrition, residential, senior and youth services.

HACM's Homeownership Program

5125 West Lisbon Avenue, Milwaukee, WI 53210

Phone: (414) 286-5405

<http://www.hacm.org/programs/homeownership.htm>

This program is for HACM public housing residents. To qualify, residents must:

1. Have an income of at least \$15,000 per year.
2. Currently live in a HACM public housing apartment.
3. Have income that is at or below [80% of the county median income](#).
4. Be a first time homebuyer or not have owned property in the past three years (unless displaced through death or divorce).
5. Be current with rent and compliant with all lease obligations.

Participants will be referred to a HUD-certified homeownership counseling agency, where you will receive counseling and classes at no cost to you. They will also obtain your credit report and provide credit counseling to you to help you clean up your credit, if necessary. After the counseling and if eligible, you will be referred to a bank or other lending agency to obtain pre-approval of a mortgage loan. At this point, you will be ready to purchase a home, either on the outside market or from HACM. Qualified participants can purchase a newly rehabbed, single family home from HACM for appraised value and may receive grants and subsidies to assist with the purchase price and/or down-payment.

HOUSING AUTHORITY OF THE CITY OF MILWAUKEE

TABLE OF STANDARD SALES and SERVICE CHARGES

NON-STANDARD RENTAL PROVISIONS

Monthly Charges (Recurring)

Extra refrigerator	\$12.00 per month
Freezer	\$12.00 per month
Air conditioner(s) per household	\$40.00 per month (July-Sep) or \$10.00 per month (July-June)
Pet Deposit (Senior/Disabled Highrises).....	\$50.00
Pet Deposit (General Occupancy/Family Developments).....	\$100.00
Non-Refundable Nominal Pet Fee...\$10 per month in General Occupancy/Family developments only	

Periodic Charges (Resulting From Lease Violations)

Late payment	\$30.00 per occurrence
Returned checks for Non-Sufficient Funds	\$35.00
Failure to shovel snow/remove ice	\$75.00 per hour
Yard maintenance	\$75.00 per hour
Failure to dispose of garbage properly	\$75.00 per incident
Basement/hallway cleaning.....	\$75.00
Cost of Towing Vehicle from Parking Lot.....	Actual cost of Towing

Service Charges (Resulting From Labor Performed by Housing Authority (HACM) and/or Contractor Personnel)

Clog-Negligence Only	\$60.00 or Actual cost of labor and material
Lock change (family & elderly developments).....	\$25.00 per lock + \$3.00 per key replaced
Lock outs (head of household ONLY)	\$50.00 nights during the week & on weekends and holidays
Mailbox lock changes.....	\$25.00
Access card replacement.....	\$25.00
Additional painting to cover non-approved paint or cost to remove contact paper, wallpaper or borders.....	Actual cost of labor and material
Deliberate damage or damage due to negligence to HACM property (i.e. windows, doors, appliances, blinds, fixtures, appliances)	Actual cost of labor and material

All other services to be charged at labor rate per hour times number of hours (from work order).

Materials Charges

Materials charges will only be assessed when the affected material is being replaced for reasons other than normal wear and tear. Materials will be charged at actual cost.

(Rev. 07/2022)

IMPORTANT TELEPHONE NUMBERS AND RESOURCES

Milwaukee Police Department Emergency..... 911
Non-Emergency..... 414-933-4444

Milwaukee Fire Department..... 911
or 414-286-8948

Social Service Hotline.....211

OTHER HELPFUL RESOURCES

Health Department.....414-286-3521
 Hunger Task Force.....414-777-0483
 Legal Action of Wisconsin(855) 947-2529
 Legal Aid Society..... 414-724-5300
 Milwaukee County Crisis Line
 (Mental Health).....414-257-7222
 Milwaukee County Transit414-344-6711
 Milwaukee County Human
 Social Services (888) 947-6583
 Milwaukee Job Information414-286-5555

Pathfinders (Homeless Youth)414-271-1560
 IMPACT 211 (Homeless and Social Service referrals
 211
 Aging & Disability Resource Center 414-289-6874

Social Development Commission
 (SDC) 414-906-2700
 Sojourner Family Peace Center
 (Domestic Violence Crisis Hotline).....414-933-2722
 Social Security.....1-800-772-1213
 U.S. Department of Housing &
 Urban Development (HUD)414-297-3214
 Sixteenth Street Community
 Health Center414-643-1899
 Keenan Health Center (Health Dept) 414-286-8813
 MHS Isaac Coggs Health Center.....414-760-3900
 MHS MLK Heritage Health Center... 414-372-8080
 Southside Health Center(Health Dept) ..414-286-8821
 Women's Center
 (24 Hr. Crisis Line)414-671-6140

Please Respect and Take Care of your Unit / Home

See Something, Say Something



Call in ALL Work Orders



Pay Attention to the most
common deficiencies in your units

R³

R³ = Resident REAC Role

Bathroom	Sink Damaged/Missing, Plumbing Leaking, Shower/Tub Damaged
Call for Aides	Inoperable, Rolled up
Doors	Damaged Hardware/Locks, Damaged Surfaces (holes/paint/rust) Missing Screens/Storm/Security Doors, Damaged Frames
Electrical	Fire Exits Locked Unusable, Lights Inoperable, Exposed Wires
Hazards	Tripping, Uneven Sidewalks
Kitchen Items:	Refrigerator Missing, Damaged Range, Missing Stove or Inoperable Stove
Roofs	Damaged Soffits, Fascia, Missing Components from Downspouts, Gutters*
Smoke Detector	Inoperable/Missing Batteries
Walls	Missing Pieces, Paint Peeling/Needs Paint, Damaged
Windows	Damage, Missing Screens, Inoperable/Not Lockable, Deteriorated/Missing Caulk

*Only applicable to family developments

Housing Authority of the City of Milwaukee
Real Estate Assessment Center Activities

