

Dee, Patricia

From: Dee, Patricia on behalf of Hines Jr, Willie
Sent: Wednesday, May 31, 2023 4:54 PM
To: HACMteam; Shirley Wong (Shirley.Wong@hud.gov); Dee Schultz (diana.l.schultz@hud.gov)
Cc: Mark Wagner (markawagner71@gmail.com); Wagner, Mark (Mark.Wagner@hacm.org); Hines Jr, Willie; Nuss, Kaylin; Anderson, Gregory; Tina Wilson; Wilson, Tina; Dee, Patricia
Subject: RE: WI002 Recovery Plan Update

Ms. Wong and Ms. Schultz –

Attached please find a cover letter in response to your April 27th, 2023 letter requesting HACM update its Recovery Plan. Also included here is HACM's 2023 Updated Recovery Plan itself, both in its original Excel format, and as a PDF. For Item 4, related to the Physical Condition Assessments, we will provide that part of HACM's 2023 Updated Recovery Plan by Friday, June 23rd, per Matthew Hughes' May 25th email.



HACM Plan to HUD - HACM 2023
Cover Letter for... Updated Recovery... Updated Recovery...

There are two pdfs attached here which are referenced in HACM's 2023 Updated Recovery Plan, one related to Action Step 2e. and the other to Item 3.



Per HUD to... HACM 2023
HUD Request - Item 3... HUD Request - Item 3...

Please feel free to reach out to me with any questions. We look forward to working with you as we address these items.

Sincerely,

Willie L. Hines, Jr.
Secretary-Executive Director Housing Authority City of Milwaukee
Ph: (414) 286- 5824 / Fax: (414) 286-0833
Email: wlhines@hacm.org

From: HACMteam <HACMteam@hud.gov>
Sent: Wednesday, April 26, 2023 8:19 AM
To: Mark Wagner <markawagner71@gmail.com>; Wagner, Mark <Mark.Wagner@hacm.org>; Hines Jr, Willie <wlhines@hacm.org>; Nuss, Kaylin <Kaylin.Nuss@hacm.org>; Anderson, Gregory <Gregory.Anderson@hacm.org>; tina.wilson@travauxinc.com
Cc: HACMteam <HACMteam@hud.gov>
Subject: WI002 Recovery Plan Update

Good morning Mr. Wagner and Mr. Hines,

Attached is a request from the HUD Milwaukee Field Office for HACM to update its Recovery Plan to address additional conditions contributing to its Substandard PHAS score. Please see the attached letter for additional details.

If you have any questions or concerns, please feel free to contact me.

Best,



Diana "Dee" L. Schultz | Portfolio Management Specialist
Region V Grant Administrator
Region V FYI & FUP Point of Contact
Milwaukee FO PIC Coach & EPIC Administrator
Phone 414.935.6727 | Fax 414.935.6781
HUD | Milwaukee Office of Public Housing
diana.l.schultz@hud.gov | www.hud.gov
[PIH One Stop Tool Website for PHAs \(POST\)](#) | [PIC Job Aids Page](#)



HOUSING AUTHORITY OF THE
CITY OF MILWAUKEE

Cavalier Johnson
Mayor

Willie L. Hines, Jr.
Secretary-Executive Director

Board of Commissioners

May 31, 2023
SENT VIA EMAIL

Shirley Wong
U. S. Dept. of Housing & Urban Development
Office of Public Housing
310 West Wisconsin Ave Suite 950
Milwaukee WI 53203-2289

This letter and the included HACM 2023 Updated Recovery Plan are in response to the April 27, 2023 letter that you sent to Housing Authority of the City of Milwaukee (HACM) Board of Commissioner Chair Mark Wagner. First, I want to thank you and the local HUD team for working with HACM and providing extensions, as we faced unforeseen challenges implementing the Recovery Plan due to the COVID 19 global pandemic.

Secondly, in the letter you indicated that until the HUD Real Estate Assessment Center rescues HACM as Standard or above, that the agency will not be considered recovered and the Recovery Plan will remain open. Additionally, you indicated that as of April 25, 2023 HACM still has two open Recovery Plan goals:

- Achieve and maintain a Public Housing occupancy rate of 97%
- Reduce and maintain turnaround time of vacant units to 30 days.

As it pertains to the two goals above, HACM has worked very hard to meet the previous 96% occupancy goal by 6/30/21. While we were unable to sustain the 96% occupancy goal long after 6/30/21, as of May 7, 2023, our occupancy rate is 96.71%. Regarding reducing and maintaining the turnaround time of vacant units to 30 days, we are well on our way. At the start of the 2019 Recovery Plan, the unit turnaround time was 257 days. Our current vacant turnaround time is 49 days. While that is a reduction of more than 200 days, we will continue our efforts, until we achieve the 30 days unit turnaround time goal. For both of these items, new corrective action steps, as well as actions from the previous plan, are included in the HACM 2023 Updated Recovery Plan.

Your letter also referenced the HUD Real Estate Assessment Center inspections that occurred in 2022, in which seven of the ten inspected developments failed (i.e. had scores below 60 points). The scores were extremely low and adversely impacted by a number of variables resulting from COVID-19 (difficulties getting supplies, staffing challenges, limited access to units, etc.). However, as many of those variables have stabilized, we are already seeing that HACM's newest REAC scores are improving. Regarding the seven 2022 REAC failed inspections, as of May 3, 2023, all have now been corrected and verified. The email from HUD confirming no further action is required is included.

The MKE Field Office recently concluded a Physical Condition Assessment of Parklawn, Scatted Sites South and Scattered Sites Hope VI Cherry Court. The assessment of these properties will be based on



prior REAC inspections, REAC prevalence reports, maintenance program plans, and HACM's Capital Plans as submitted in the EPIC system. You indicate that at the conclusion of the Physical Conditions Assessment for each property, HACM will receive Recommendations, Concerns and Observations. We received those Assessments from Matthew Hughes just three working days before this response was due, on May 25th, so we are developing the action items for this piece of the Recovery Plan and will submit them to you by June 23rd. We will incorporate the Recommendations and the Observation included in the May 25th email when crafting the response.

Regarding the HUD Capital Funds Program Emergency Safety and Security Grant, HACM has since acknowledged receipt of the grant through submission of the ACC Amendment in a Document Package in the EPIC system per the award instructions, which was approved by HUD on 5/11/2023. HACM also submitted Revision 7 of the 2018-2022 5 -Year Action Plan to HUD on 5/12/2023. Once the 5-year Plan is accepted, HACM will be able to generate an Annual Statement/Budget in EPIC. HACM acknowledges the 90% obligation deadline is 9/30/2023 and the 100% expenditure deadline is 9/30/2024.

We have taken the two existing Recovery Plan goals – 1) *Achieve and maintain a Public Housing occupancy rate of 97%*, 2) *Reduce and maintain turnaround time of vacant units to 30 days* – and added the three new goals – 3) *Correct 2022's Seven Failed REAC Inspections of Ten Properties Inspected*, 4) *For the 2023 Physical Condition Assessments of Parklawn, Scattered Sites South and Scattered Sites Hope VI Cherry Court, a) incorporate all Recommendations, b) develop a plan to address Concerns, and c) develop a plan to address Observations*, and 5) *For the 2022 Emergency Safety & Security Grant, incorporate it into the Capital Five Year Action Plan, create a budget and provide detailed expenditures to MKE Field Office* – and created the HACM 2023 Updated Recovery Plan, which is included as an attachment to this letter.

If you have any questions regarding our Update Recovery Plan, please feel free contact Chairman Mark Wagner at (414) 286-5824 or mark.wagner@hacm.org. You can also contact me at (414) 286-5981.

Sincerely,



Willie L. Hines, Jr.
Secretary-Executive Director

HACM 2023 Updated Recovery Plan

Executive Summary

NARRATIVE

The Housing Authority of the City of Milwaukee (HACM) was designated Substandard with a PHAS score of 61 for the fiscal year ending in 2017. In September 2019, the HUD Milwaukee Field Office directed the HACM to develop a Recovery Plan which was developed and submitted in December 2019. While there were several goals and activities in the 2019 Recovery Plan that HACM completed and implemented, there are 2 goals that yet remain open. The 2 goals that are open and the 3 new goals identified by HUD will make up content of the HACM 2023 Updated Recovery Plan. The HACM 2023 Updated Recovery Plan will speak to how we will address the following items:

- Achieve and maintain a Public Housing occupancy rate of 97%.
- Reduce and maintain turnaround time for vacant units to 30 days.
- Correct 2022's Seven Failed REAC Inspections of Ten Properties Inspected
- For the 2023 Physical Condition Assessments of Parklawn, Scattered Sites South and Scattered Sites Hope VI Cherry Court, a) incorporate all Recommendations, b) develop a plan to address Concerns, and c) develop a plan to address Observations.
- For the 2022 Emergency Safety & Security Grant, incorporate it into the Capital Five Year Action Plan, create a budget and provide detailed expenditures to MKE FO.

HACM recognizes that housing stability is very important, especially for those who are most vulnerable. We therefore take tremendous pride in serving our residents and working exceptionally hard to house as many applicants as quickly as possible. In addition, we recognize the importance of ensuring that our housing is decent, safe and sanitary. We appreciate REAC and are fully engaged with learning the new Inspire inspection system as well. Additionally, HUD MKE did a 2023 Physical Conditions Assessment at various HACM properties and provided Recommendations, Concerns and Observations to HACM on May 24th. HACM will include our response to the recommendations, concerns and observations within the HACM 2023 Updated Recovery Plan by June 23rd. As it pertains to the Emergency Safety & Security Grants, HACM has integrated it into our Capital Five Year Plan and once approved, will continue its budget process.

Within this document, you will find the HACM 2023 Update Recovery Plan is laid out with the 5 Goals above. Each goal will include; Goal Date, Current Status, Completed Date, a Narrative and most of all the Action Steps. We present to you the HACM 2023 Updated Recovery Plan.

TIMELINE OF HACM'S RECOVERY PLAN

- 5/9/2019 HACM Designated Substandard / PHAS Score of 61 out of 100 for the fiscal year ending 12/31/2017, which included a Physical Score 22 (of 40), Capital Funds Score 5 (of 25), Management Score 10 (of 25) and Financial Score 25 (of 25) with a point reduction for a late audited financial submission
- 9/13/2019 HUD MKE sends a letter recommending that HACM implement a Recovery Plan to recover its PHAS score and ensure the long-term sustainability at an acceptable level of performance
- 12/18/2019 HACM submits its 2019 Recovery Plan.
- 6/16/2020 HACM requests extension due to COVID-19 pandemic to 12/1/20.
- 1/27/2021 HUD approves second extension to 6/30/21.
- 4/27/2023 HUD MKE sends letter asking for HACM to update its Recovery Plan.
- 5/31/2023 The HACM 2023 Updated Recovery Plan is submitted.
- 6/23/2023 Item #4 of the Recovery Plan, re: Physical Condition Assessments for three AMPs is submitted.

CURRENT ITEMS ON HACM'S 2023 UPDATED RECOVERY PLAN

Due Date/Status

Continuing from the 2019 Recovery Plan:

- 12/31/2023 1. Achieve and maintain a Public Housing occupancy rate of 97%.
- 12/31/2023 2. Reduce and maintain turnaround time of vacant units to 30 days.

New Additions for the HACM 2023 Updated Recovery Plan:

- | | |
|---|--|
| Completed | 3. Correct 2022's Seven Failed REAC Inspections of Ten Properties Inspected |
| Assessments
Rec'd 5/26 -
Will submittal
this item by
6/23 | 4. For the 2023 Physical Condition Assessments of Parklawn, Scattered Sites South and Scattered Sites Hope VI Cherry Court, a) incorporate all Recommendations, b) develop a plan to address Concerns, and c) develop a plan to address Observations |
| Awaiting
approval of
revised 5-Year
CFP to MKE FO. | 5. For the 2022 Emergency Safety & Security Grant, incorporate it into the Capital Five Year Action Plan, create a budget and provide detailed expenditures |

You will find the plan for each item at the same-numbered tab for its sheet in this document.

Item #1: Achieve and maintain a Public Housing occupancy rate of 97%.

OVERALL DUE DATE: 12/31/2023

CURRENT STATUS: In Work (as of May 7, 2023, it is 96.71%)

NARRATIVE:

HACM is committed to improving and maintaining our occupancy rate at 97% for the duration of 2023. We believe that the steps below will enable us to achieve and maintain the occupancy rate goal of 97%.

ACTION STEPS DUE DATE
ACTION STEPS STATUS

ACTION STEPS:

02/28/2018
Completed/Ongoing

a. CREATE A VACANCY WORKING GROUP
Greg Anderson

We created a working group that meets semi-monthly to review the status of vacancies. The work group consists of property management, the maintenance team responsible for turning units, and intake. The work group examines each AMP, identifies where problems are occurring and implements strategies to resolve them. Additionally, we use a shared google document where all departments can see the status of vacancies.

02/28/2018
Completed/Ongoing

b. TENANT EXIT INTERVIEWS
Greg Anderson

When there is an anticipated move out, we offer our residents a voluntary exit survey which asks the reason(s) the tenant has chosen to move out. Based on the information obtained, we use it to better align our management efforts in keeping residents in our units. While this had been interrupted during the pandemic, it has recently been reintroduced.

03/31/2023
Completed/Ongoing

c. ASSESSMENT & UTILIZATION OF THIRD-PARTY VENDORS
Greg Anderson

With the great resignation associated with the COVID-19 global pandemic, HACM had to stabilize operations by procuring additional vendors to supplement our maintenance operations team. We have a retainer with those businesses and contact them on an as-needed basis.

03/31/2023
Completed/Ongoing

d. INTAKE PROVIDES APPLICATIONS TO MANAGERS IN A 5:1 RATIO
Greg Anderson

HACM's intake team provides property management with names at a 5:1 ratio in order to get our vacant units leased within thirty days. This ratio submittal will remain. Intake is following up with any persons who do not move into our communities. This information can inform us where we need to improve.

through 12/31/2023
Completed/Ongoing

e. ONE-MONTH FREE RENT
Greg Anderson

HACM will continue to offer one-month free rent until 12/31/2023 in our effort to raise the occupancy rate of our units. As we approach the end of the year, we will evaluate ending or extending this opportunity.

03/01/2022
Completed/Ongoing

f. INCREASE CURB APPEAL
Greg Anderson

HACM will continue making a concerted effort to increase the curb appeal of our properties in an effort to engage applicants. We are focusing additional attention to our lobbies, common areas and grounds.

Item #2: Reduce and maintain turnaround time of vacant units to 30 days.

OVERALL DUE DATE: 12/31/2023
CURRENT STATUS: In Work: (as of May 7, 2023, it is 49 Days)
NARRATIVE: The goal of turning a unit within 30 days has been an ongoing challenge. In 2019, HACM created the Maintenance Operations Make-Ready Team and partnered with a third-party, community-based vendor that removed items left behind in the unit. While we had modest success with that model and saw signs of improvement, HACM had to bring activities executed by the third-party, community-based vendor in-house, due to the adverse impact that COVID had on them. Additionally, we have taken steps, listed below, that will help us to achieve a unit turnaround time of 30 days.

ACTION STEPS DUE DATE ACTION STEPS STATUS

ACTION STEPS:

09/30/2019
Completed/Ongoing

a. MAINTENANCE MAKE-READY TEAM **Greg Anderson**

Our Maintenance Make-Ready Team will be responsible for all physical work involved in turning units in preparation for occupancy (extermination, debridging of the unit, carpentry, painting, mechanical, minor repairs, cleaning).

09/30/2019
Completed/Ongoing

b. FREE UP SITE MAINTENANCE STAFF **Greg Anderson**

With the Maintenance Make-Ready Team targeting unit turnarounds and, if needed, other maintenance projects, site maintenance staff is now freed up to focus on standard work orders.

12/1/2022
Completed/Ongoing

c. MAINTENANCE STAFF UTILIZE YARDI ONE MOBILE APP **Greg Anderson**

Development managers are now able to send out work orders directly to staff in the field using the Yardi One mobile app, allowing them to work more efficiently.

12/1/2022
Completed/Ongoing

d. EXPECTED TURN DATES TO PROPERTY MANAGERS **Greg Anderson**

After initial review of the units, Maintenance Operations communicates expected unit turn completion dates to Property Manager so that property manager can begin the leasing process.

12/1/2022
Completed/Ongoing

e. IDENTIFY UNITS FOR MOD IN A TIMELY MANNER
Greg Anderson

Identify units that qualify for placement in a MOD (on hold) status in a timely manner. We created a standardized process for identifying these units. Please see the PDF included in the 5/31/23 email.

Item #3:

Correct 2022's Seven Failed REAC Inspections of Ten Properties Inspected

OVERALL DUE DATE: 5/31/2023

CURRENT STATUS: Completed 05/03/2023

NARRATIVE: REAC inspections are performed in accordance to set standards, to ensure that properties are decent, safe and appropriately maintained. Upon completion of an inspection, items to be corrected are identified and communicated to the authority. AMP scores are issued. If an AMP fails an inspection, as was the case with seven of HACM's properties, the inspection findings must be corrected within 90 days. If the corrections take longer than 90 days, then a plan acceptable to HUD must be put in place. At the time of the April 27, 2023 letter, HACM had not fully closed out all of the all REAC findings. However, all of the 2022 REAC failures were since corrected and Matthew Hughes, in his 5/3/23 email, affirmed that no further action is required. (Please see the PDF of the email confirmation, which was included in the 5/31/23 email.)

ACTION STEPS DUE DATE
ACTION STEPS STATUS

ACTION STEPS:

05/03/2023
Completed

a. CORRECT 2022'S SEVEN FAILED REAC DEVELOPMENTS **Tina Wilson**

On May 3, 2023, HUD confirmed the corrections have been accepted for all seven developments.

Item #4: **For the 2023 Physical Condition Assessments for Parklawn, Scattered Sites South and Scattered Sites Hope VI Cherry Court, a) incorporate all Recommendations, b) develop a plan to address Concerns, and c) develop a plan to address Observations.**

OVERALL DUE DATE: 8/1/2023 (current estimate contingent upon development of plan)

CURRENT STATUS: Awaiting Assessments.

NARRATIVE: We are in receipt of the Thursday, May 25, 2023 5:16pm email from Matthew Hughes with the letters and Physical Condition Assessments. Per the deadline listed in the letters, we are developing the action items for this piece of the Recovery Plan and will submit them to you by June 23rd.

ACTION STEPS DUE DATE **ACTION STEPS:**
ACTION STEPS STATUS

We wanted to acknowledge that the Recommendations and Observations listed in the Assessments from which we shall build are plan are:

Recommendation: Provide ongoing training for NSPIRE inspections, Wisconsin state requirements, and industry standard repairs. Implementing.

Recommendation: Review, update and implement the existing preventative maintenance plan. Submit a redlined copy of the revised preventative maintenance plan to the FO. Implementing.

Recommendation: Review inspection deficiencies in a timely matter to file appeals and when creating capital fund plan. Implementing.

Observation: All deficiencies from most recent inspection failure have been mitigated or are in process with planned target dates. CLOSED. (See Item #3.)

Item #5: **For the 2022 Emergency Safety & Security Grant, incorporate it into the Capital Five Yr Plan, create a budget and provide detailed expenditures to MKE Field Office.**

OVERALL DUE DATE: 6/30/2023 *

CURRENT STATUS: Awaiting approval of Revision 7 of HACM's 2018-2022 5-Year Action Plan

NARRATIVE: HACM acknowledged receipt of the FY 2022 Emergency Safety and Security grant through submission of the ACC Amendment in a Document Package in the EPIC system per the award instructions. The Document Management package was approved by HUD on 5/11/2023. To be able to generate an Annual Statement/Budget in EPIC, HACM had to first submit a revision to the 2018-2022 5 -Year Action Plan. Revision 7 was submitted to HUD on 5/12/2023. Once the 5-year plan is accepted, HACM will be able to generate an Annual Statement/Budget in EPIC. HACM acknowledges the 90% obligation deadline is 9/30/2023 and the 100% expenditure deadline is 9/30/2024.

ACTION STEPS DUE DATE
ACTION STEPS STATUS

ACTION STEPS:

09/30/2024
In Work

a. TIMELINE TO COMPLETE GRANT PROCESS
Kaylin Nuss

Currently Awaiting 2018-2022 5-Year CFP Approval. After that, we will perform the following subtasks:

6/30/2023* Submit ES&S 2022 Annual Statement to HUD in EPIC
9/30/2023 Obligate 90% Grant Proceeds (\$225,000)
9/30/2024 Expend 100% Grant Proceeds (\$250,000)

*Contingent on HUD approval of the 2018-2022 5 Year CFP

REQUEST FOR PLACING UNIT ON HOLD

Criteria: Any major rehabilitation or modernization work which prevents site staff from proceeding with the normal repair and clean-up of a vacant unit for leasing. Normal repairs or using a unit for storage does not constitute a reason for placing a unit on hold. Reason's must be consistent with 24 CFR § 990.145.

Procedure:

- 1) Manager determines at the time of the move out inspection if the unit may need to be placed on hold. Complete this form and email it within 24 hours of the inspection. The manager also makes any associated insurance claims (if applicable).
- 2) Manager emails the HOLD REQUEST to Marquette Treadway, (Modernization and Development if applicable) and Tina Wilson.
- 3) Marquette Treadway submits HOLD REQUEST TO HUD for approval and sends notice of approval or denial.
- 4) The manager proceeds with organizing unit repairs, regardless of the hold status.
- 5) Manager notifies Marquette Treadway via email once modernization work is complete to request removing unit from HOLD status.
- 6) Marquette Treadway requests HUD removes unit from HOLD and notifies manager and Tina Wilson.

HOLD REQUEST

AMP #		PIC UNIT #		ENTRANCE #		BLDG. #	
-------	--	------------	--	------------	--	---------	--

DEVELOPMENT		APT #:		ADDRESS	
-------------	--	--------	--	---------	--

EFFECTIVE DATE		EXPIRATION DATE (Date <u>site</u> staff starts repair)	
----------------	--	---	--

REASON FOR REQUEST	Exempt for Modernization
--------------------	--------------------------

UNIT REPAIRS REQUIRED (Please Be Detailed)

--

FORCE ACCOUNT LABOR OR WORK UNDER CONTRACT (Please Specify)

Housing Manager Signature		Date	

REQUEST FOR PLACING UNIT ON HOLD

UNIT REPAIRS REQUIRED

Ceiling Abatement (Asbestos): Living room, bedroom, kitchen

Chimney: Repair or Replace: If repair, give specifics

Countertop: Remove and replace in kitchen

Cove Base: Remove/Replace in All rooms, living room, bedroom(s), kitchen, bathroom, hallway

Electrical Circuit Breaker Box: Replace to repair or upgrade

Electrical Outlets and/or Switches: Replace throughout unit/house, bedroom(s), bathroom, kitchen, dining room, basement

Fence: Remove, repair or replace in front, side or backyard

Flooring Abatement (Asbestos): All rooms, living room, bedroom(s), kitchen, bathroom, hallway, basement

Foundation: Repair entire or specific area (scope provided by contractor)

Furnace and/or Ducts: Repair or replace specific item(s) in basement

Gutters and Downspouts: Repair or replace at which specific areas of the building

Kitchen Cabinets: Remove and replace (Upper and/or lower)

Landscaping: Reseed, replace grass, shrubs, remove tree(s)

Mold Remediation: Repair or replace specific area

Pipes Abatement (Asbestos): Specify location

Plumbing: Repair or replace specific item(s) in specific location

Porch: Repair or replace. If repair, give specifics

Retaining Wall: Repair or construct new (scope provided by contractor)

Roof: Remove existing roof and replace with new roof/shingles

Scope Provided by Contractor: You may need to use language provide in the scope of work provided by contractor

Siding: Remove and/or replace all or missing siding, entire building or specific area

Sink Abatement (Asbestos): Remove and replace - kitchen

Water Heater and Connections: Repair or replace specific item(s) in basement

Window Abatement (Asbestos): Sill mastic (Identify the location of the window)

Window Abatement (Lead): All rooms, living room, bedroom(s), kitchen, bathroom, hallway

Window(s): Repair and/or replace in All rooms, living room, bedroom(s), kitchen, bathroom, hallway, basement

INSTRUCTIONS FOR PLACING A UNIT ON HOLD

To get the info needed to place a unit on hold, go into the resident's account and on the main screen, follow the directions below.

- Unit, (click on the unit number, (6****)), go to Functions on the top of the screen, PHA Program Info, go to the Public Housing Only tab and it will display the needed info.
 - o 1d-AMP number (WI002000-***), on the form, the dash will not be included.
 - o 1e-Building number
 - o 1f-Entrance number
 - o 1g-Unit number
- Enter the Development/Property Name
- Enter the Apartment number – this number may be different from the unit number. In mid/highrises, it is the number on the door.
- Enter Address
- Effective Date – DATE OF MOVE OUT
- Expiration Date – A year from the date of Move out
- Reason for Request –Exempt for Modernization (already filled in on form)
- Unit Repairs requested – Please be detailed and make sure to refer to the list (page2) to see what qualifies. There may be additional repairs not listed that qualifies as well. If you are unsure, please speak with your Asset Director. **Pest infestations does not qualify.**
- Force Account Labor or Work Under Contract – CONTRACT LABOR
- Sign and Date

Please submit the request as soon as the unit has been inspected and determination has been made that extensive repairs are needed. There is a 30-day time limit for submitting requests to HUD.

Debra Hampton

From: Hughes, Matthew D <Matthew.D.Hughes@hud.gov> on behalf of Hughes, Matthew D
Sent: Tuesday, April 25, 2023 5:12 PM
To: Debra Hampton
Cc: Tina Wilson; Wong, Shirley; Koegler, Scott C; HACMteam
Subject: RE: <External Message> FW: 702509 Locust Court REAC failure correction information

Good Evening Debra,

Thank you for this information. I have reviewed all the evidence provided and there are no further follow up actions at Locust Court regarding this failure.
Thanks again for all the hard work.

Respectfully,

Matthew



Matthew Hughes | General Engineer
(414) 935-6726
matthew.d.hughes@hud.gov
www.hud.gov

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Milwaukee Field Office
310 W Wisconsin Ave, Suite 950W | Milwaukee, WI 53203



"We strive to be the best housers in the Upper Midwest and beyond, because everyone deserves a respectable place to call home. We do this by leveraging our knowledge, partnerships, and influence to ensure Wisconsin PHAs are providing safe, affordable housing to as many families as possible and by developing innovative ways to manage workflows and processes in service of HUD's mission."

From: Debra Hampton <debra.hampton@travauxinc.com>
Sent: Tuesday, April 25, 2023 4:23 PM
To: Hughes, Matthew D <Matthew.D.Hughes@hud.gov>
Cc: Tina Wilson <tina.wilson@travauxinc.com>
Subject: <External Message> FW: 702509 Locust Court REAC failure correction information

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If you have concerns about the content of the email, please send it to phishing@hud.gov or click the Report Phishing Button on the Outlook ribbon or Phishing option within OWA.

Matt,
We look forward to your guidance and any further assistance you can provide.
Thank you!

Debra Hampton, ARM®
Administrative Assistant
Travaux Inc.
P: 414.286.2192
Debra.Hampton@travauxinc.com

CONFIDENTIALITY NOTICE: The information contained in this e-mail communication and any attached documentation may be privileged, confidential, or otherwise protected from disclosure and is intended only for the use of

the designated recipient(s). It is not intended for transmission to, or receipt by, any unauthorized person. The use, distribution, transmittal, or re-transmittal by an unintended recipient of this communication is strictly prohibited without our express approval in writing or by e-mail. If you are not the intended recipient of this e-mail, please delete it from your system without copying it and notify the above sender so that our e-mail address may be corrected. Receipt by anyone other than the intended recipient is not a waiver of any attorney-client or work-product privilege.

The City of Milwaukee is subject to Wisconsin Statutes related to public records. Unless otherwise exempted from the public records law, senders and receivers of City of Milwaukee e-mail should presume that e-mail is subject to release upon request, and is subject to state records retention requirements. See City of Milwaukee full e-mail disclaimer at www.milwaukee.gov/email_disclaimer

From: Debra Hampton <debra.hampton@travauxinc.com>
Sent: Tuesday, April 25, 2023 1:55 PM
To: 'Tina Wilson (tina.wilson@travauxinc.com)' <tina.wilson@travauxinc.com>
Subject: 702509 Locust Court REAC failure correction information

Debra Hampton, ARM®
Administrative Assistant
Travaux Inc.
P: 414.286.2192
Debra.Hampton@travauxinc.com

CONFIDENTIALITY NOTICE: The information contained in this e-mail communication and any attached documentation may be privileged, confidential, or otherwise protected from disclosure and is intended only for the use of the designated recipient(s). It is not intended for transmission to, or receipt by, any unauthorized person. The use, distribution, transmittal, or re-transmittal by an unintended recipient of this communication is strictly prohibited without our express approval in writing or by e-mail. If you are not the intended recipient of this e-mail, please delete it from your system without copying it and notify the above sender so that our e-mail address may be corrected. Receipt by anyone other than the intended recipient is not a waiver of any attorney-client or work-product privilege.

The City of Milwaukee is subject to Wisconsin Statutes related to public records. Unless otherwise exempted from the public records law, senders and receivers of City of Milwaukee e-mail should presume that e-mail is subject to release upon request, and is subject to state records retention requirements. See City of Milwaukee full e-mail disclaimer at www.milwaukee.gov/email_disclaimer

From: qualityassurance-copier@milwaukee.gov <qualityassurance-copier@milwaukee.gov>
Sent: Tuesday, April 25, 2023 1:37 PM
To: Debra Hampton <debra.hampton@travauxinc.com>
Subject: Attached Image

Debra Hampton

From: Hughes, Matthew D <Matthew.D.Hughes@hud.gov> on behalf of Hughes, Matthew D
Sent: Wednesday, April 26, 2023 2:42 PM
To: Debra Hampton; Tina Wilson
Cc: HACMteam; Wong, Shirley; Koegler, Scott C
Subject: RE: <External Message> 715047 Highland Park REAC failure correction information

Good Afternoon Tina,

Thank you for this information. I have reviewed all the evidence provided and there are no further follow up actions at Highland Park regarding this failure.
Thanks again for all the hard work.

Respectfully,

Matthew

From: Debra Hampton <debra.hampton@travauxinc.com>
Sent: Tuesday, April 25, 2023 4:59 PM
To: Tina Wilson <tina.wilson@travauxinc.com>
Cc: Hughes, Matthew D <Matthew.D.Hughes@hud.gov>
Subject: <External Message> 715047 Highland Park REAC failure correction information

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If you have concerns about the content of the email, please send it to phishing@hud.gov or click the Report Phishing Button on the Outlook ribbon or Phishing option within OWA.

Matt,

We look forward to your guidance and any further assistance you can provide.

Please note the SS RFP-REQ-PO file is the same information for each amp since we are utilizing this for all SS properties.
Thank you!

Debra Hampton, ARM®

Administrative Assistant

Travaux Inc.

P: 414.286.2192

Debra.Hampton@travauxinc.com

CONFIDENTIALITY NOTICE: The information contained in this e-mail communication and any attached documentation may be privileged, confidential, or otherwise protected from disclosure and is intended only for the use of the designated recipient(s). It is not intended for transmission to, or receipt by, any unauthorized person. The use, distribution, transmittal, or re-transmittal by an unintended recipient of this communication is strictly prohibited without our express approval in writing or by e-mail. If you are not the intended recipient of this e-mail, please delete it from your system without copying it and notify the above sender so that our e-mail address may be corrected. Receipt by anyone other than the intended recipient is not a waiver of any attorney-client or work-product privilege.

The City of Milwaukee is subject to Wisconsin Statutes related to public records. Unless otherwise exempted from the public records law, senders and receivers of City of Milwaukee e-mail should presume that e-mail is subject to release

upon request, and is subject to state records retention requirements. See City of Milwaukee full e-mail disclaimer at www.milwaukee.gov/email_disclaimer

From: qualityassurance-copier@milwaukee.gov <qualityassurance-copier@milwaukee.gov>

Sent: Tuesday, April 25, 2023 4:26 PM

To: Debra Hampton <debra.hampton@travauxinc.com>

Subject: Attached Image

Debra Hampton

From: Hughes, Matthew D <Matthew.D.Hughes@hud.gov> on behalf of Hughes, Matthew D
Sent: Monday, May 1, 2023 2:51 PM
To: Debra Hampton; Tina Wilson
Cc: HACMteam; Wong, Shirley; Koegler, Scott C
Subject: RE: <External Message> 715054 N&W

Good Afternoon Tina and Debra,

Thank you for this information and your time today on our call. I have reviewed all the evidence provided and there are no further follow up actions for N&W scattered sites regarding this failure.
Thanks again for all the hard work.

Respectfully,



Matthew Hughes | General Engineer
(414) 935-6726
matthew.d.hughes@hud.gov
www.hud.gov

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Milwaukee Field Office
310 W Wisconsin Ave, Suite 950W | Milwaukee, WI 53203



"We strive to be the best housers in the Upper Midwest and beyond, because everyone deserves a respectable place to call home. We do this by leveraging our knowledge, partnerships, and influence to ensure Wisconsin PHAs are providing safe, affordable housing to as many families as possible and by developing innovative ways to manage workflows and processes in service of HUD's mission."

From: Debra Hampton <debra.hampton@travauxinc.com>
Sent: Tuesday, April 25, 2023 5:06 PM
To: Tina Wilson <tina.wilson@travauxinc.com>
Cc: Hughes, Matthew D <Matthew.D.Hughes@hud.gov>
Subject: <External Message> 715054 N&W

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If you have concerns about the content of the email, please send it to phishing@hud.gov or click the Report Phishing Button on the Outlook ribbon or Phishing option within OWA.

Matt,

We look forward to your guidance and any further assistance you can provide.

Please note the SS RFP-REQ-PO file is the same information for each amp since we are utilizing this for all SS properties.
Thank you!

Debra Hampton, ARM®
Administrative Assistant
Travaux Inc.
P: 414.286.2192
Debra.Hampton@travauxinc.com

CONFIDENTIALITY NOTICE: The information contained in this e-mail communication and any attached documentation may be privileged, confidential, or otherwise protected from disclosure and is intended only for the use of the designated recipient(s). It is not intended for transmission to, or receipt by, any unauthorized person. The use,

distribution, transmittal, or re-transmittal by an unintended recipient of this communication is strictly prohibited without our express approval in writing or by e-mail. If you are not the intended recipient of this e-mail, please delete it from your system without copying it and notify the above sender so that our e-mail address may be corrected. Receipt by anyone other than the intended recipient is not a waiver of any attorney-client or work-product privilege.

The City of Milwaukee is subject to Wisconsin Statutes related to public records. Unless otherwise exempted from the public records law, senders and receivers of City of Milwaukee e-mail should presume that e-mail is subject to release upon request, and is subject to state records retention requirements. See City of Milwaukee full e-mail disclaimer at www.milwaukee.gov/email_disclaimer

From: qualityassurance-copier@milwaukee.gov <qualityassurance-copier@milwaukee.gov>

Sent: Tuesday, April 25, 2023 4:55 PM

To: Debra Hampton <debra.hampton@travauxinc.com>

Subject: Attached Image

Debra Hampton

From: Hughes, Matthew D <Matthew.D.Hughes@hud.gov> on behalf of Hughes, Matthew D
Sent: Monday, May 1, 2023 2:52 PM
To: Debra Hampton; Tina Wilson
Cc: HACMteam; Wong, Shirley; Koegler, Scott C
Subject: RE: <External Message> 715050 Milwaukee REAC failure correction information

Good Afternoon Tina and Debra,

Thank you for this information and your time today on our call. I have reviewed all the evidence provided and there are no further follow up actions for Milwaukee scattered sites regarding this failure.
Thanks again for all the hard work.

Respectfully,



Matthew Hughes | General Engineer
(414) 935-6726
matthew.d.hughes@hud.gov
www.hud.gov

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Milwaukee Field Office
310 W Wisconsin Ave, Suite 950W | Milwaukee, WI 53203



"We strive to be the best housers in the Upper Midwest and beyond, because everyone deserves a respectable place to call home. We do this by leveraging our knowledge, partnerships, and influence to ensure Wisconsin PHAs are providing safe, affordable housing to as many families as possible and by developing innovative ways to manage workflows and processes in service of HUD's mission."

From: Debra Hampton <debra.hampton@travauxinc.com>
Sent: Tuesday, April 25, 2023 4:59 PM
To: Tina Wilson <tina.wilson@travauxinc.com>
Cc: Hughes, Matthew D <Matthew.D.Hughes@hud.gov>
Subject: <External Message> 715050 Milwaukee REAC failure correction information

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If you have concerns about the content of the email, please send it to phishing@hud.gov or click the Report Phishing Button on the Outlook ribbon or Phishing option within OWA.

Matt,

We look forward to your guidance and any further assistance you can provide.

Please note the SS RFP-REQ-PO file is the same information for each amp since we are utilizing this for all SS properties.

Thank you!

Debra Hampton, ARM®

Administrative Assistant

Travaux Inc.

P: 414.286.2192

Debra.Hampton@travauxinc.com

CONFIDENTIALITY NOTICE: The information contained in this e-mail communication and any attached documentation may be privileged, confidential, or otherwise protected from disclosure and is intended only for the use of the designated recipient(s). It is not intended for transmission to, or receipt by, any unauthorized person. The use, distribution, transmittal, or re-transmittal by an unintended recipient of this communication is strictly prohibited without our express approval in writing or by e-mail. If you are not the intended recipient of this e-mail, please delete it from your

system without copying it and notify the above sender so that our e-mail address may be corrected. Receipt by anyone other than the intended recipient is not a waiver of any attorney-client or work-product privilege.

The City of Milwaukee is subject to Wisconsin Statutes related to public records. Unless otherwise exempted from the public records law, senders and receivers of City of Milwaukee e-mail should presume that e-mail is subject to release upon request, and is subject to state records retention requirements. See City of Milwaukee full e-mail disclaimer at www.milwaukee.gov/email_disclaimer

From: qualityassurance-copier@milwaukee.gov <qualityassurance-copier@milwaukee.gov>

Sent: Tuesday, April 25, 2023 4:24 PM

To: Debra Hampton <debra.hampton@travauxinc.com>

Subject: Attached Image

Debra Hampton

From: Hughes, Matthew D <Matthew.D.Hughes@hud.gov> on behalf of Hughes, Matthew D
Sent: Tuesday, May 2, 2023 9:55 AM
To: Debra Hampton; Tina Wilson
Cc: HACMteam; Wong, Shirley; Koegler, Scott C
Subject: RE: <External Message> 715051 Cherry Hope VI REAC failure correction information

Good Afternoon Tina and Debra,

Thank you for this information. I have reviewed all the evidence provided and there are no further follow up actions for HOPE VI Cherry sites regarding this failure.
Thanks again for all the hard work.

Respectfully,



Matthew Hughes | General Engineer
(414) 935-6726
matthew.d.hughes@hud.gov
www.hud.gov

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Milwaukee Field Office
310 W Wisconsin Ave, Suite 950W | Milwaukee, WI 53203



"We strive to be the best housers in the Upper Midwest and beyond, because everyone deserves a respectable place to call home. We do this by leveraging our knowledge, partnerships, and influence to ensure Wisconsin PHAs are providing safe, affordable housing to as many families as possible and by developing innovative ways to manage workflows and processes in service of HUD's mission."

From: Debra Hampton <debra.hampton@travauxinc.com>
Sent: Tuesday, April 25, 2023 5:15 PM
To: Tina Wilson <tina.wilson@travauxinc.com>
Cc: Hughes, Matthew D <Matthew.D.Hughes@hud.gov>
Subject: <External Message> 715051 Cherry Hope VI REAC failure correction information

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If you have concerns about the content of the email, please send it to phishing@hud.gov or click the Report Phishing Button on the Outlook ribbon or Phishing option within OWA.

Matt,

We look forward to your guidance and any further assistance you can provide.

Please note the SS RFP-REQ-PO file is the same information for each amp since we are utilizing this for all SS properties.

Thank you!

Debra Hampton, ARM®

Administrative Assistant

Travaux Inc.

P: 414.286.2192

Debra.Hampton@travauxinc.com

CONFIDENTIALITY NOTICE: The information contained in this e-mail communication and any attached documentation may be privileged, confidential, or otherwise protected from disclosure and is intended only for the use of the designated recipient(s). It is not intended for transmission to, or receipt by, any unauthorized person. The use, distribution, transmittal, or re-transmittal by an unintended recipient of this communication is strictly prohibited without our express approval in writing or by e-mail. If you are not the intended recipient of this e-mail, please delete it from your

system without copying it and notify the above sender so that our e-mail address may be corrected. Receipt by anyone other than the intended recipient is not a waiver of any attorney-client or work-product privilege.

The City of Milwaukee is subject to Wisconsin Statutes related to public records. Unless otherwise exempted from the public records law, senders and receivers of City of Milwaukee e-mail should presume that e-mail is subject to release upon request, and is subject to state records retention requirements. See City of Milwaukee full e-mail disclaimer at www.milwaukee.gov/email_disclaimer

From: qualityassurance-copier@milwaukee.gov <qualityassurance-copier@milwaukee.gov>

Sent: Tuesday, April 25, 2023 5:06 PM

To: Debra Hampton <debra.hampton@travauxinc.com>

Subject: Attached Image

Debra Hampton

From: Hughes, Matthew D <Matthew.D.Hughes@hud.gov> on behalf of Hughes, Matthew D
Sent: Wednesday, May 3, 2023 1:41 PM
To: Debra Hampton; Tina Wilson
Cc: HACMteam; Wong, Shirley; Koegler, Scott C
Subject: RE: <External Message> 715044 Parklawn REAC failure correction information

Hi Tina and Debra,

I'm sorry for the double email, this response is for the Parklawn failure. I will follow up with a separate email for the southside scattered sites.

Respectfully,

Matt

From: Hughes, Matthew D
Sent: Wednesday, May 3, 2023 1:40 PM
To: Debra Hampton <debra.hampton@travauxinc.com>; Tina Wilson <tina.wilson@travauxinc.com>
Cc: HACMteam <HACMteam@hud.gov>; Wong, Shirley <Shirley.Wong@hud.gov>; Koegler, Scott C <Scott.C.Koegler@hud.gov>
Subject: RE: <External Message> 715044 Parklawn REAC failure correction information

Good Afternoon Tina and Debra,

Thank you for this information. I have reviewed all the evidence provided and there are no further follow up actions for southside scattered sites regarding this failure.
Thanks again for all the hard work.

Respectfully,



Matthew Hughes | General Engineer
(414) 935-6726
matthew.d.hughes@hud.gov
www.hud.gov

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Milwaukee Field Office
310 W Wisconsin Ave, Suite 950W | Milwaukee, WI 53203



"We strive to be the best housers in the Upper Midwest and beyond, because everyone deserves a respectable place to call home. We do this by leveraging our knowledge, partnerships, and influence to ensure Wisconsin PHAs are providing safe, affordable housing to as many families as possible and by developing innovative ways to manage workflows and processes in service of HUD's mission."

From: Debra Hampton <debra.hampton@travauxinc.com>
Sent: Tuesday, April 25, 2023 4:23 PM
To: Tina Wilson <tina.wilson@travauxinc.com>
Cc: Hughes, Matthew D <Matthew.D.Hughes@hud.gov>
Subject: <External Message> 715044 Parklawn REAC failure correction information

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If you have concerns about the content of the email, please send it to phishing@hud.gov or click the Report Phishing Button on the Outlook ribbon or Phishing option within OWA.

Matt,

We look forward to your guidance and any further assistance you can provide.

Thank you!

Debra Hampton, ARM®

Administrative Assistant

Travaux Inc.

P: 414.286.2192

Debra.Hampton@travauxinc.com

CONFIDENTIALITY NOTICE: The information contained in this e-mail communication and any attached documentation may be privileged, confidential, or otherwise protected from disclosure and is intended only for the use of the designated recipient(s). It is not intended for transmission to, or receipt by, any unauthorized person. The use, distribution, transmittal, or re-transmittal by an unintended recipient of this communication is strictly prohibited without our express approval in writing or by e-mail. If you are not the intended recipient of this e-mail, please delete it from your system without copying it and notify the above sender so that our e-mail address may be corrected. Receipt by anyone other than the intended recipient is not a waiver of any attorney-client or work-product privilege.

The City of Milwaukee is subject to Wisconsin Statutes related to public records. Unless otherwise exempted from the public records law, senders and receivers of City of Milwaukee e-mail should presume that e-mail is subject to release upon request, and is subject to state records retention requirements. See City of Milwaukee full e-mail disclaimer at www.milwaukee.gov/email_disclaimer

From: qualityassurance-copier@milwaukee.gov <qualityassurance-copier@milwaukee.gov>

Sent: Tuesday, April 25, 2023 4:07 PM

To: Debra Hampton <debra.hampton@travauxinc.com>

Subject: Attached Image

Debra Hampton

From: Hughes, Matthew D <Matthew.D.Hughes@hud.gov> on behalf of Hughes, Matthew D
Sent: Wednesday, May 3, 2023 1:42 PM
To: Debra Hampton; Tina Wilson
Subject: RE: <External Message> 715049 Southside REAC failure correction information

Good Afternoon Tina and Debra,

Thank you for this information. I have reviewed all the evidence provided and there are no further follow up actions for Southside Scattered sites regarding this failure.
Thanks again for all the hard work.

Respectfully,



Matthew Hughes | General Engineer
(414) 935-6726
matthew.d.hughes@hud.gov
www.hud.gov

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Milwaukee Field Office
310 W Wisconsin Ave, Suite 950W | Milwaukee, WI 53203



"We strive to be the best housers in the Upper Midwest and beyond, because everyone deserves a respectable place to call home. We do this by leveraging our knowledge, partnerships, and influence to ensure Wisconsin PHAs are providing safe, affordable housing to as many families as possible and by developing innovative ways to manage workflows and processes in service of HUD's mission."

From: Debra Hampton <debra.hampton@travauxinc.com>
Sent: Tuesday, April 25, 2023 5:12 PM
To: Tina Wilson <tina.wilson@travauxinc.com>
Cc: Hughes, Matthew D <Matthew.D.Hughes@hud.gov>
Subject: <External Message> 715049 Southside REAC failure correction information

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If you have concerns about the content of the email, please send it to phishing@hud.gov or click the Report Phishing Button on the Outlook ribbon or Phishing option within OWA.

Matt,

We look forward to your guidance and any further assistance you can provide.

Please note the SS RFP-REQ-PO file is the same information for each amp since we are utilizing this for all SS properties.

Thank you!

Debra Hampton, ARM®

Administrative Assistant

Travaux Inc.

P: 414.286.2192

Debra.Hampton@travauxinc.com

CONFIDENTIALITY NOTICE: The information contained in this e-mail communication and any attached documentation may be privileged, confidential, or otherwise protected from disclosure and is intended only for the use of the designated recipient(s). It is not intended for transmission to, or receipt by, any unauthorized person. The use, distribution, transmittal, or re-transmittal by an unintended recipient of this communication is strictly prohibited without our express approval in writing or by e-mail. If you are not the intended recipient of this e-mail, please delete it from your

system without copying it and notify the above sender so that our e-mail address may be corrected. Receipt by anyone other than the intended recipient is not a waiver of any attorney-client or work-product privilege.

The City of Milwaukee is subject to Wisconsin Statutes related to public records. Unless otherwise exempted from the public records law, senders and receivers of City of Milwaukee e-mail should presume that e-mail is subject to release upon request, and is subject to state records retention requirements. See City of Milwaukee full e-mail disclaimer at www.milwaukee.gov/email_disclaimer

From: qualityassurance-copier@milwaukee.gov <qualityassurance-copier@milwaukee.gov>

Sent: Tuesday, April 25, 2023 4:59 PM

To: Debra Hampton <debra.hampton@travauxinc.com>

Subject: Attached Image