

HOUSING AUTHORITY OF THE CITY OF MILWAUKEE



Recover Plan Quarterly Report to HUD

For the period 10/1/2019 – 12/31/2019

Due Date: January 20, 2020

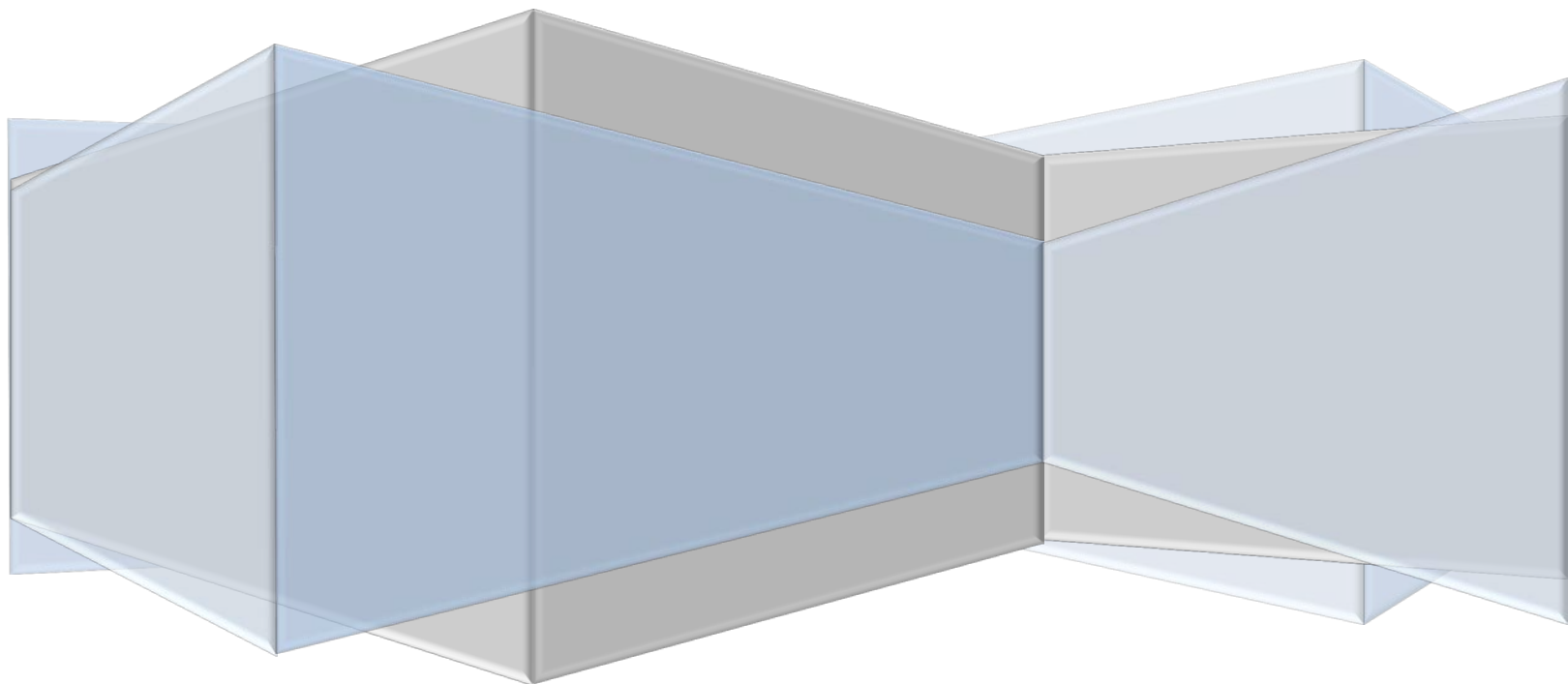


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Executive Summary

On September 13, 2019, the Housing Authority of the City of Milwaukee (HACM) received a letter written from Shirley Wong, PIH Director for the U.S. Department of Housing and Urban Development (HUD) to HACM's Board of Commissioners. The letter informed stated that as of May 9, 2019, HACM was designated Substandard by HUD. HUD lowered HACM's designation based on the 2017 Public Housing Assessment System (PHAS) score, 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, for a total of 61 of 100.

In response to the letter and substandard designation, HACM submitted a Recovery Plan to HUD on December 18, 2019 outlining the action steps to increase the PHAS scores and to achieve a long-term sustainable level of performance. Enclosed is the quarterly report for the period October 1, 2019 – December 31, 2019.

Below are the highlighted agency metrics as of December 31, 2019:

Occupancy Rate: [91.51%

HACM Goal through Recovery Plan is 96% by 7/1/2020.

Average Unit Turnaround Time: 85 Days

HACM Goal Through Recovery Plan is 30 days or less by 9/30/2020.

Additional highlights from the period of October – December 2019 include:

- Rehabilitation and leasing of the 127 long term vacant units identified in the 2018 carryover initiative.
- Creation of a Quality Control Team which will ensure that we delivering a quality product to residents, confirm annual inspections are completed timely, confirm that REAC findings are addressed and our tenant files are in compliance.
- Held the first in a series of REAC trainings for Housing Mangers and Maintenance staff.(Held on Nov.1st- REAC training)
- Established a make ready turn team to focus on efficient turning of vacant units.

Update on Recovery Plan Action Items

PHYSICAL INSPECTION ACTION STEPS	Due By
1. Creation of a Quality Control Team to ensure that all maintenance mechanic work on work orders is executed fully and in accordance with UPCS standards.	Already done as of August 2019
Update as of 12/31/2019: Ongoing Activities- we will modify systems as needed.	
2. Review prior REAC Reports and develop development-specific Action Plans to address noted deficiencies. These REAC Action Plans will be shared with the local HUD office.	3/31/2020
Update as of 12/31/2019: In Progress	
3. Summarize common findings/themes in REAC reports to help refine training/education needs and to include these common issues as part of our Annual or Biannual inspections.	3/31/2020
Update as of 12/31/2019: In Progress	
4. Develop and provide refresher REAC training to existing maintenance staff, including REAC video training, REAC USPC Manuals, and information from the review of HACM-specific REAC reports. This will include ensuring that staff use a "REAC eye" when performing normal work orders or maintenance in apartments or common areas---that is, actively looking for and immediately addressing potential REAC deficiencies that are outside the scope of the current work order. This training will also be incorporated into any onboarding training of new employees	1/31/2020
Update as of 12/31/2019: -Complete. Operations staff attended a webinar "Transitioning from UPCS to NSPIRE" on November 1, 2019.	
5. Hold a series of special meetings in each housing development to engage and educate residents on the importance of reporting deficiencies and work orders, and on what residents can do to assist with REAC inspections. We will use Managers Newsletters, written literature, resident meetings, a brochure and HTVN Videos to educate residents	2/1/2020 to 3/31/2020
Update as of 12/31/2019: Housing managers will meet with residents on a monthly basis to talk about how to care for their units, all staff has been informed if they enter a resident unit and observe deficiencies they are to either make repairs or create a work order.	

PHYSICAL INSPECTION ACTION STEPS	Due By
<p>6. HACM will realign our annual inspections with a stated goal date of completion for both the inspection and work orders issued. We will focus significant attention on completing the annual inspection work orders. The annual inspections will be completed by May 31st with related work orders from the inspection to be finalized by August 31st. Additionally, when HACM is notified of a REAC inspection, we will send a senior representative from Housing Operations and Maintenance operations to conduct a pre-REAC walk-through of all common areas and selected units. HACM believes that a combination of additional REAC Training, a realignment of our annual inspections, a focus on completing the annual inspection work orders more timely, and pre-REAC walk-throughs of properties will help improve our REAC score.</p>	1/1/2020
<p>Update as of 12/31/2019: Ongoing Activities –Annual Inspections date have been added to staff's performance evaluations.</p>	
<p>7. HACM will continue to use any major capital deficiencies in the annual and REAC inspection results to help us prepare and project budgets for capital work in our housing developments.</p>	Ongoing
<p>Update as of 12/31/2019: Ongoing</p>	

MANAGEMENT ACTIONS ALREADY TAKEN	Timetable
<p>1. Partnerships with Community Organizations: In September 2017, HACM began partnerships with various community service organizations such as Milwaukee Christian Center, Northcott Neighborhood House, and Milwaukee Community Service Corps to contract out work to speed up some of the steps to unit turnaround, such as removing debris from an apartment or basic cleaning. This allowed HACM staff to focus on the other steps related to unit turnaround.</p>	Starting in September 2017
<p>Update as of 12/31/2019: Ongoing</p>	
<p>2. Creation of Occupancy Work Group: In February 2018, HACM created the Occupancy Work Group to bring together representatives from all HACM divisions that impact occupancy. We work together as a coordinated team to discuss and streamline occupancy processes. We also determine effective solutions to quickly and substantially improve the occupancy rate.</p> <p>This work group included Willie Hines (Associate Director), Greg Anderson (Senior Asset Manager), Beverly Johnson (Senior Asset Manager), Nyles Walker (Senior Asset Manager), Jim Wellman (Maintenance Director), Jim Hoeffler (Senior Maintenance Supervisor), Pat Schmidtknecht (Intake Manager) and Ken Barbeau (Director of Community Programs).</p>	Ongoing, beginning in February 2018
<p>Update as of 12/31/2019: Ongoing</p>	

MANAGEMENT ACTIONS ALREADY TAKEN	Timetable
<p>3. Scattered Sites Portfolio Assessment: Beginning in November 2018, HACM staff performed an Internal Assessment of HACM's Scattered Sites portfolio (387 units).</p>	<p>November 2018 to Present</p>
<p>Update as of 12/31/2019: HACM expanded the Scattered Site Management Team and included Dario Romero and Jeanne Dawson to help manager the portfolio and prepare for disposition. Dario and Jeanne have worked in the Quality Assurance Special Project Division and executed the Scattered Sites Portfolio Assessment. They joined the current Scattered Site Team and will play a significant role, as we continue our disposition strategy. Their knowledge, familiarity with HACMs' housing stock and their experience will be an asset to the team.</p>	
<p>4. 2018 Occupancy Initiative: Additionally, as of December 17, 2018, HACM's Occupancy Work Group identified 127 vacant units in need of capital repairs. We allocated \$1,478,000 of Capital Funds to repair these 127 long-term vacant units during calendar year 2019. The scope of work for the units included but was not limited to the replacement of cabinets, countertops, cove base, floors, doors, tub surrounds, etc. With the success of the 2018 Occupancy Initiative, the agency has adopted a new best practice which includes our Maintenance Make Ready Team. The new unit turnover process is detailed on page 9 of the Recovery Plan.</p>	<p>Ongoing</p>
<p>Update as of 12/31/2019: All of the units identified as part of the 2018 Carryover Initiative were rehabbed and leased.</p>	

MANAGEMENT: UNIT TURNOVER ACTION STEPS	Due By
1. Creation of a Centralized Maintenance Make-Ready Team that will be responsible for all physical work involved in turning units in preparation for occupancy (extermination, carpentry, painting, mechanical, minor repairs, cleaning).	9/30/2019
Update as of 12/31/2019: Ongoing	
2. Site maintenance staff will now be freed up to focus on standard work orders.	9/30/2019
Update as of 12/31/2019: Ongoing	
3. After initial review of the apartment, Maintenance Operations communicates expected unit turn completion dates to Property Manager so that property manager can begin to engage potential residents in setting up lease dates.	10/31/2019
Update as of 12/31/2019: Ongoing – The Maintenance Operations Team communicates and works well with the Property Managers. However, to further strengthen our communication and work flow, a work flow chart was created.	
4. Review and refine if necessary standardized procedures for identifying any units to be “on-hold” in PIC.	12/31/2019
Update as of 12/31/2019: Team met to review the vacant unit workflow ensuring clear distinction of roles and responsibilities. The workflow chart and modified on-hold form can be found in Attachment 4 and 5.	

MANAGEMENT: LEASING AND COMPLIANCE ACTION STEPS	Due By
1. Establish a contract with an external PIC Specialist to ensure that any PIC errors are reconciled with HUD and corrected. We will keep the PIC Specialist on retainer and use as needed.	9/30/2019
Update as of 12/31/2019: Complete as of September 30, 2019. HACM will continue to monitor and reconcile as needed.	
2. Creation of a new Leasing and Compliance Department, with creation of two new positions (Leasing and Compliance Manager, Quality Control Specialist) and three existing Senior Housing Assistants. These duties are currently being executed by Conyunn West, Beverly Johnson, Greg Anderson and Nyles Walker and will continue until the implementation of the new positions.	1/31/2020

MANAGEMENT: LEASING AND COMPLIANCE ACTION STEPS	Due By
<p>Update as of 12/31/2019: As of 1/2/2020 all request for applications for our vacant units will be requested from the Quality Control Team. The QC team will track request for names and follow up with Housing Manager on the status of the application within 30 days. The Quality Control has created a "Request for Names" form which will be completed by Housing manager and forwarded to the QC who will then forward to the Intake team, Intake will forward those names to the QC team who will then record and track the progress of the lease up.</p>	
<p>3. Prepare standard process and/or reports for communication between Intake and Property Managers.</p>	<p>2/28/2020</p>
<p>Update as of 12/31/2019: Quality Control Team is working with our recertification clerks to ensure that all tenant files have all of the required HUD forms and are in the file in the same order. All Recertification clerks will attend COS-P certification training within the first quarter of 2020.</p>	
<p>4. Begin to perform periodic file audits</p>	<p>6/30/2020</p>
<p>Update as of 12/31/2019: Ongoing</p>	

MANAGEMENT: INTAKE AND WAIT LIST MANAGEMENT ACTION STEPS	Due By
<p>1. HACM will continue to assess our waiting list and tenant selection processes to ensure they are efficient and will contribute to a quicker lease-up.</p>	<p>Ongoing</p>
<p>Update as of 12/31/2019: We continue to review our wait list management and tenant selection procedures. At this point, we have not made any additional changes other than those described in #3 below.</p>	
<p>2. By December 31, 2019, HACM will conduct a review of its tenant unit turndown policy to see if any change would make it more effective. HACM's current ACOP policy is that applicants are made a unit offer (usually from a development that had been pre-selected by the applicant as a preference) and if a household rejects the unit without good cause, they will be dropped from the waiting list. If they reject with good cause, they will remain on the waiting list. Good cause currently includes reasons related to health and proximity to work, school, or childcare.</p>	<p>12/31/2019</p>
<p>Update as of 12/31/2019: After our review of the ACOP offer acceptance/rejection policies, we believe that the current system is working effectively (an applicant can turn down the unit only with good cause or lose their spot on the list). Since offers are usually made taking into account the applicant preference (pre-selected at their forms meeting), they have already given thought to this and are not just offered a random development.</p> <p>However, since we will be centralizing the holding of approved applications (see #3 below), we will also offer one additional option to applicants for those in need of housing urgently ("I want the first available apartment in any housing development").</p> <p>We will continue to review this unit offer/acceptance/rejection policy and if, at some point, it makes sense to make additional changes to it, we will inform you.</p>	

MANAGEMENT: INTAKE AND WAIT LIST MANAGEMENT ACTION STEPS	Due By
<p>3. HACM's Intake Section currently approves applicants and forwards applications to a housing development that had been identified by an applicant as their preference as soon as they are approved, so that managers always have a group of approved applicants that have expressed interest in their housing development to contact for vacancies. One suggestion has been that it may be better to centrally hold the approved applications and only forward to Property Managers when requested to fill an immediate or upcoming vacancy. By December 31, 2019, HACM will evaluate whether such a process change will reduce or increase the time to lease a unit and will implement it if it is beneficial.</p>	12/31/2019
<p>Update as of 12/31/2019: During the past two years, an issue has been that approved applications were held in housing developments and have gotten stale since there had been delays in housing applicants. As of January 1, 2020, HACM has decided to keep approved applications centrally and only forward to a Property Manager when requested to fill an immediate or upcoming vacancy. We believe this will allow applications to refresh income verifications or criminal background check prior to forwarding to a housing development, if necessary.</p>	
<p>4. HACM's intake section has not done a purge of its waiting list in several years, partially because applicants on the senior/disabled waiting list are fairly recent and the family waiting list was opened in late 2017. At this point, however, an increasing number of family applicants pulled off the waiting list have bad addresses. HACM's Intake section will do an update and purge of its waiting lists during calendar 2020.</p>	6/30/2020
<p>Update as of 12/31/2019: Not yet completed.</p>	
<p>5. Evaluate whether to open public housing family wait list in 2020</p>	6/30/2020
<p>Update as of 12/31/2019: Not yet completed.</p>	

Occupancy Report

The December Occupancy Report is included as Attachment 1. The report shows as of December 31, 2019 HACM has 223 vacant units with an occupancy rate of 91.51%

Vacant Unit Turnover Report

Included in Attachment 2 is the vacant unit turnover report broken down by category for each site. At this time, HACM does not have the data to be able to report on averages by development and cumulative by category; down time, make-ready time, and lease-up time. Beginning January 1, 2020 we have developed a structure to capture this data and will be able to present averages in the next report due in April 2020.

Long-Term Vacancy Report

HACM currently has a total of 144 units which have been vacant for a period of 90 days or more. Of the 144 units, they have been broken out in the following planned method for addressing each unit vacancy:

Apply for HUD Approved Vacancy	15
Make Ready in Process	83
RAD Conversion Modernization Pending	8
Ready to Lease	2
Submit Application for Disposition	36

Of the units that are make ready in process, the average length of time vacant is currently 207 days and the primary reason for this length of time is due to the long-term vacancies at Parklawn.

The detailed report can be found in attachment 3.

Waitlist Status Report

Summary of Wait Lists as of 12/31/2019

List	1BR	2BR	3BR	4BR	5BR	6BR	Total
Public housing senior and/or disabled	1,892	14					1,906
Public housing family	4,076	1,082	293	259	66	6	5,782

Note: Please see an attachment standard YARDI report for wait list details (gender, race, etc.) by wait list and bedroom size.

Summary of Wait List Pull Activity during 2019

	Quarter 1 2019		Quarter 2 2019		Quarter 3 2019		Quarter 4 2019		2019 Totals	
	ph senior/ disabled	ph family	ph senior/ disabled	ph family	ph senior/ disabled	ph family	ph senior/ disabled	ph family	Ph senior/ disabled	ph family
# of applicants pulled off wait list	400	338	100	463	0	473	0	397	500	1671
# of applicants that responded and were invited to forms meetings*	420	103	110	178	0	234	0	90	530	605
# of applicants that attended forms meetings	128	58	31	91	0	121	0	45	159	315
# of applicants approved and transmitted to developments	75	49	128	56	46	74	25	46	274	225

* - Note that invites to forms meetings may include re-invites from prior wait list pulls

NOTE: During the 3rd and 4th quarter of 2019, there were no pulls off the senior/disabled waiting lists as we had enough applicants processed and approved already to fill available units, especially taking the Merrill Park and Becher Court relocations into account. In January 2020, we did another pull off of the senior/disabled waiting list.

Site and Unit Inspections

During the fiscal year 2019, we completed **42%** of our annual unit inspections. For the current year we are requiring that all managers provide the QC team with their plan of action in completing all of their inspection by August 31, 2020. The most common findings noted during our inspections were as follows:

- Housekeeping Issues
- Missing or inoperable smoke detectors
- Pull strings missing or inoperable
- Refrigerator missing gaskets
- Outlet covers missing or damaged
- Caulk needed in bathroom
- Stove burners inoperable
- Pest infestation

Attachments

Attachment 1 – Monthly Vacancy Report – December 2019

Attachment 2 – Vacant Unit Turnover Report – December 2019

Attachment 3 – Long Term Vacancy Report – 4th Quarter 2019

Attachment 4 – Vacant unit Flow Chart

Attachment 5 – HACM Request for Placing Unit on Modernization Hold Request Form

HOUSING AUTHORITY OF THE CITY OF MILWAUKEE
 VACANT UNIT STATUS REPORT AS OF 12/31/19

Handicap Accessible	Spec Units	UMA	DEVELOPMENT	1 BEDROOM			2 BEDROOM			3 BEDROOM			4 BEDROOM			5 BEDROOM			6 BEDROOM			VACANT SUBTOTALS		VAC HOLD APPRV	VACANCY RATE
				TOT VAC	VAC APPRV	HOLD PEND	TOT VAC	VAC APPRV	HOLD PEND	TOT VAC	VAC APPRV	HOLD PEND	TOT VAC	VAC APPRV	HOLD PEND	TOT VAC	VAC APPRV	HOLD PEND	TOT VAC	VAC APPRV	HOLD PEND	ELDERLY	FAMILY		
No	230	2	228	640E Arlington Court	8	0	0	2	28													8	8	0	3.51%
Yes	120	1	119	641E Becher Court	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	12	0	10.08%
No	69	69	693F	Cherry/SS																					
No	251	3	248	643E College Court	21	0	0	2	4													10	10	0	14.48%
No	56	56	625F	Highland Homes (SS)																					
No	49	49	681WF	Hillside Terrace	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No	421		421		2	0	0	1	2	16	0	0	0	0	0	0	0	0	0	0	0	27	27	0	5.74%
No	110	2	108	646M Lincoln Court	12	0	0	5	0													12	12	0	11.11%
No	230		230	647M Locust Court	15	0	0	0	20													15	15	0	6.52%
Yes	120		120	648E Merrill Park	11	0	0	1	0													11	11	0	9.17%
No	100	2	98	649E Mitchell Court	9	0	0	0	0													9	9	0	9.18%
No	180		180	650M Riverview	3	1	1	0	51													3	3	1	1.11%
Some Units	380	1	379	671F Parklawn	5	0	0	1	8	29	13	0	1	62	9	0	0	0	0	0	0	43	43	13	7.92%
Some Units	141		141	691F SS (N&W)																		20	20	2	12.77%
Some Units	56		56	694F SS Milwaukee																		11	11	2	16.07%
No	64		64	688F Southside SS																		13	13	0	20.31%
No	51	0	51	695F Townhomes at Carver Park																		6	6	0	11.76%
TOTAL	2628	11	2617	SUBTOTALS:																		91	131	228	
																						95	129	224	

312	APPLICATIONS ON HAND
0	ADJUSTED VACANTS

	UNITS	VAC	%
1390	ELDERLY	91	6.55%
1187	FAMILY	131	11.04%
2577	TOTAL	222	8.61%

TOTAL VACANT DWELLING	
1380	ELDERLY
1186	FAMILY
2577	TOTAL
MINUS SPECIAL USE UNITS	
1370	ELDERLY
1185	FAMILY
2566	TOTAL
OCCUPANCY %	
91.51%	

**VACANT UNIT TURNOVER REPORT
DECEMBER 31, 2019**

Arlington Court		230
Total Vacancies	8	
Downtime	0	
Make Ready	6	
Lease Up in Progress	0	
Leasing Date Identified	2	

Becher Court (NOT LEASING)		120
Total Vacancies	12	
Downtime	0	
Make Ready	9	
Lease Up in Progress	3	
Leasing Date Identified	0	

Cherry Court SS		69
Total Vacancies	10	
Downtime	0	
Make Ready	10	
Lease Up in Progress	0	
Leasing Date Identified	0	

College Court		251
Total Vacancies	21	
Downtime	0	
Make Ready	19	
Lease Up in Progress	2	
Leasing Date Identified	0	

Highland Homes SS		56
Total Vacancies	7	
Downtime	0	
Make Ready	7	
Lease Up in Progress	0	
Leasing Date Identified	0	

Hillside Terrace		470
Total Vacancies	27	
Downtime	0	
Make Ready	19	
Lease Up in Progress	1	
Leasing Date Identified	7	

Lincoln Court		110
Total Vacancies	10	
Downtime	0	
Make Ready	5	
Lease Up in Progress	5	
Leasing Date Identified	0	

Townhomes at Carver Park		51
Total Vacancies	6	
Downtime	0	
Make Ready	5	
Lease Up in Progress	0	
Leasing Date Identified	1	

Downtime Total	19
Make Ready Total	177
Lease UP In Progress Total	16
Leasing Date Identified Total	11

Locust Court		230
Total Vacancies	15	
Downtime	5	
Make Ready	10	
Lease Up in Progress	0	
Leasing Date Identified	0	

Merrill Park (NOT LEASING)		120
Total Vacancies	11	
Downtime	10	
Make Ready	0	
Lease Up in Progress	0	
Leasing Date Identified	1	

Mitchell Court		100
Total Vacancies	7	
Downtime	0	
Make Ready	6	
Lease Up in Progress	1	
Leasing Date Identified	0	

Scattered Sites		197
Total Vacancies	31	
Downtime	4	
Make Ready	23	
Lease Up in Progress	4	
Leasing Date Identified	0	

Parklawn		380
Total Vacancies	42	
Downtime	0	
Make Ready	42	
Lease Up in Progress	0	
Leasing Date Identified	0	

Riverview		180
Total Vacancies	3	
Downtime	0	
Make Ready	3	
Lease Up in Progress	0	
Leasing Date Identified	0	

Southside SS		64
Total Vacancies	13	
Downtime	0	
Make Ready	13	
Lease Up in Progress	0	
Leasing Date Identified	0	

Vacancy Total	223
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Total Units	2628
Vacancy Rate	8.49%
Occupancy Rate	91.51%

Housing Authority of the City of Milwaukee
 Long-Term Vacancy Report
 As of 12/31/2019

AMP ID NUMBER	DEV #	DEVELOPMENT NAME	APARTMENT NUMBER	UNIT	BEDR OOM SIZE	ADDRESS	DATE VACATED	DAYS VACANT	PLANNED METHOD FOR ADDRESSING EACH UNIT VACANCY	DATE ACTION WILL BE COMPLETED
W/002000001	681	HILLSIDE TERRACE	450	681450	4	714 W SOMERS ST	12/28/18	382	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	124	681124	1	669 W REV CECIL FISHER LN AVE	01/02/19	377	Ready to Lease	
W/002000001	681	HILLSIDE TERRACE	524	681524	4	823 W SOMERS ST	03/06/19	314	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	70	681070	4	609 W KNEELAND ST	03/18/19	302	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	523	681523	4	821 W SOMERS ST	03/20/19	300	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	551	681551	5	843 W SOMERS ST	03/27/19	293	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	208	681208	2	625 W GALENA ST	04/09/19	280	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	618	681618	2	814 W ESSEX LANE	04/15/19	274	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	326	681326	2	721 W VLIET ST	05/14/19	245	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	66	681066	1	633 W KNEELAND ST	05/24/19	235	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	591	681591	2	1350 N 9 ST	06/03/19	225	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	384	681384	2	1430 N 8 ST	06/21/19	207	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	593	681593	2	817 W VLIET ST	07/01/19	197	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	224	681224	2	1542 N 7 ST	07/02/19	196	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	306	681306	2	701 W. Vliet	08/03/19	164	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	440	681440	3	715 W. Galena St	09/01/19	135	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	607	681607	2	1347 N. 9th Street	09/01/19	135	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	14	681014	3	600 W. Vliet St.	09/03/19	133	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	560	681560	2	853 W. Somers	09/11/19	125	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	541	681541	2	1431 N. 8th St	09/19/19	117	Make Ready in Process	
W/002000001	681	HILLSIDE TERRACE	346	681346	2	1401 N. 7TH ST.	09/27/19	109	Make Ready in Process	
W/002000007	671	PARKLAWN	376	671376	2	4217 N SHERMAN	03/02/17	1048	Make Ready in Process	
W/002000007	671	PARKLAWN	350	671350	2	4222 N 44TH PL	01/03/19	376	Make Ready in Process	
W/002000007	671	PARKLAWN	394	671394	2	4230 N 44 WAY	02/19/19	329	Make Ready in Process	
W/002000007	671	PARKLAWN	413	671413	2	4327 N SHERMAN	02/20/19	328	Make Ready in Process	
W/002000007	671	PARKLAWN	395	671395	2	4232 N 44 WAY	03/04/19	316	Make Ready in Process	
W/002000007	671	PARKLAWN	387	671387	2	4210 N 44 WAY	03/05/19	315	Make Ready in Process	
W/002000007	671	PARKLAWN	34	671034	2	4628 W RICE WAY	03/14/19	306	Make Ready in Process	
W/002000007	671	PARKLAWN	138	671138	2	4215 N 46 WAY	03/19/19	301	Make Ready in Process	
W/002000007	671	PARKLAWN	97	671097	2	4618 W OLIVE WAY	03/19/19	301	Make Ready in Process	
W/002000007	671	PARKLAWN	518	671518	3	4355 W CONGRESS	04/04/19	285	Make Ready in Process	
W/002000007	671	PARKLAWN	189	671189	2	4206 N 46 WAY	04/08/19	281	Make Ready in Process	
W/002000007	671	PARKLAWN	412	671412	2	4329 N SHERMAN	04/24/19	265	Make Ready in Process	
W/002000007	671	PARKLAWN	87	671087	2	4267 N 46 WAY	05/02/19	257	Make Ready in Process	
W/002000007	671	PARKLAWN	427	671427	2	4267 N SHERMAN	05/06/19	253	Make Ready in Process	
W/002000007	671	PARKLAWN	363	671363	2	4313 W OLIVE WAY	06/06/19	222	Make Ready in Process	
W/002000007	671	PARKLAWN	60	671060	1	4323 N 46TH	06/10/19	218	Make Ready in Process	

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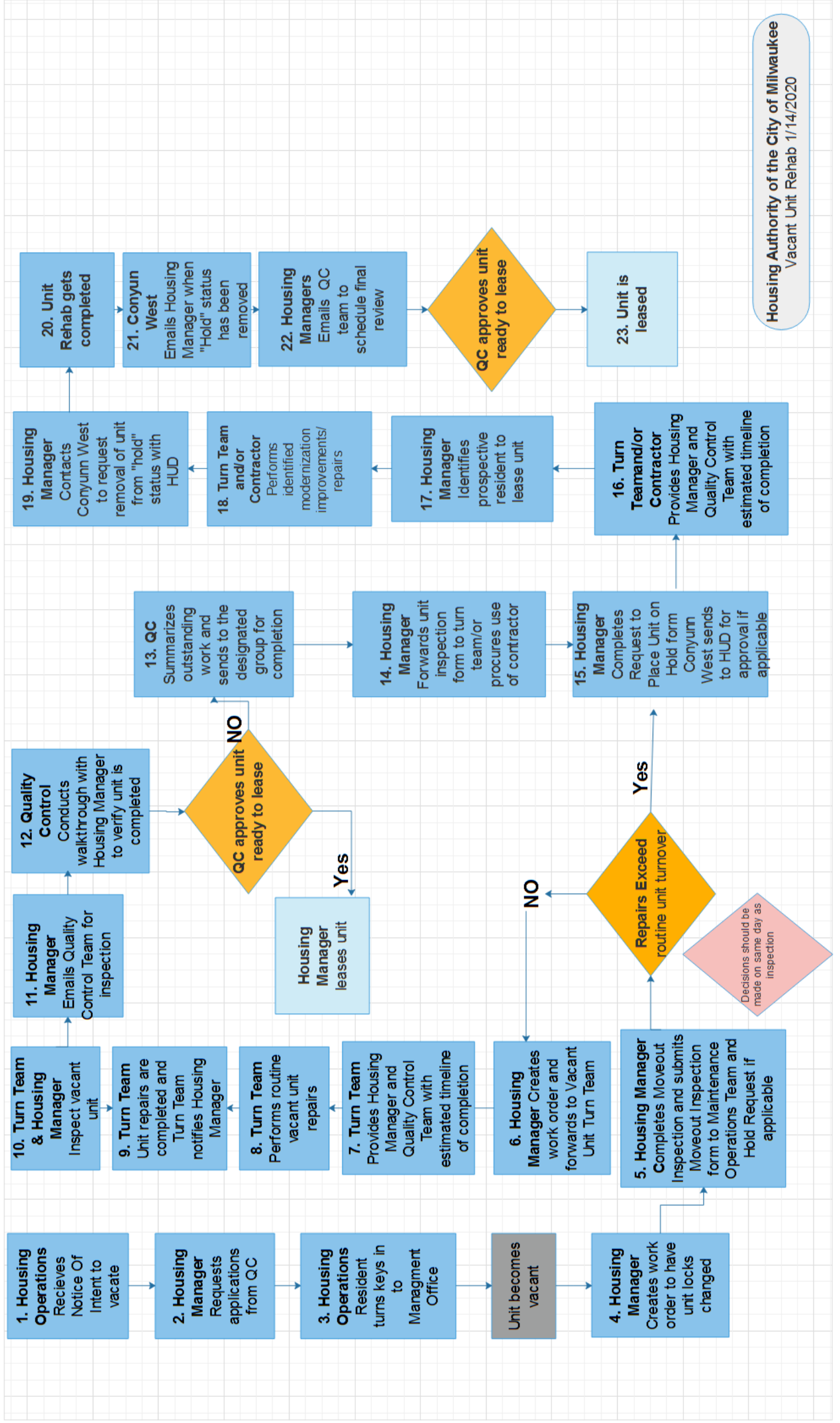
AMP ID NUMBER	DEV #	DEVELOPMENT NAME	APARTMENT NUMBER	UNIT	BEDR OOM SIZE	ADDRESS	DATE VACATED	DAYS VACANT	PLANNED METHOD FOR ADDRESSING EACH UNIT VACANCY	DATE ACTION WILL BE COMPLETED
W/002000007	671	PARKLAWN	325	671325	2	4239 N 44 WAY	06/18/19	210	Make Ready in Process	
W/002000007	671	PARKLAWN	331	671331	2	4227 N 44 WAY	06/19/19	209	Make Ready in Process	
W/002000007	671	PARKLAWN	38	671038	2	4640 W RICE WAY	06/27/19	201	Make Ready in Process	
W/002000007	671	PARKLAWN	355	671355	2	4236 N 44TH PL	07/16/19	182	Make Ready in Process	
W/002000007	671	PARKLAWN	362	671362	2	4315 W OLIVE WAY	07/17/19	181	Make Ready in Process	
W/002000007	671	PARKLAWN	4	671004	2	4641 W CONGRESS ST	07/30/19	168	Make Ready in Process	
W/002000007	671	PARKLAWN	93	671093	2	4610 W OLIVE WAY	07/31/19	167	Make Ready in Process	
W/002000007	671	PARKLAWN	503	671503	2	4334 W RICE WAY	08/01/19	166	Make Ready in Process	
W/002000007	671	PARKLAWN	197	671197	2	4228 N 46 WAY	08/01/19	166	Make Ready in Process	
W/002000007	671	PARKLAWN	183	671183	3	4506 W HOPE AVE	08/07/19	160	Make Ready in Process	
W/002000007	671	PARKLAWN	407	671407	2	4315 W RICE WAY	08/19/19	148	Make Ready in Process	
W/002000007	671	PARKLAWN	35	671035	3	4630 W RICE WAY	08/19/19	148	Make Ready in Process	
W/002000007	671	PARKLAWN	416	671416	3	4321 N SHERMAN	08/26/19	141	Make Ready in Process	
W/002000007	671	PARKLAWN	447	671447	1	4278 N 44 WAY	08/28/19	139	Make Ready in Process	
W/002000007	671	PARKLAWN	429	671429	3	4263 N SHERMAN	09/04/19	132	Make Ready in Process	
W/002000010	694	MILWAUKEE SS		690562	3	2788 S. Superior	07/01/06	4945	Submit Application for Disposition	12/31/2020
W/002000010	694	MILWAUKEE SS		690578	3	4987 N 58 St	06/12/14	2042	Submit Application for Disposition	12/31/2020
W/002000010	694	MILWAUKEE SS		690638	3	3356 N. 22nd St.	09/03/17	863	Submit Application for Disposition	12/31/2020
W/002000010	694	MILWAUKEE SS		690754	3	3242 N. Newhall St.	01/22/18	722	Submit Application for Disposition	12/31/2020
W/002000010	694	MILWAUKEE SS		690369	4	3384 N 22 St	04/05/18	649	Submit Application for Disposition	12/31/2020
W/002000010	694	MILWAUKEE SS		664947	3	2646 N 6 St	04/26/18	628	Submit Application for Disposition	12/31/2020
W/002000010	694	MILWAUKEE SS		664937	3	2336 N Booth	08/12/18	520	Submit Application for Disposition	12/31/2020
W/002000010	694	MILWAUKEE SS		690508	3	2144 N. Holton	10/01/18	470	Submit Application for Disposition	12/31/2020
W/002000010	694	MILWAUKEE SS		690708	4	3209 N 34 St	03/04/19	316	Submit Application for Disposition	12/31/2020
W/002000011	643	COLLEGE COURT	1305	643120	1	3334 W HIGHLAND BLVD	7/30/2019	168	Make Ready in Process	
W/002000011	643	COLLEGE COURT	1201*	643106	1	3334 W HIGHLAND BLVD	8/1/2019	166	Make Ready in Process	
W/002000011	643	COLLEGE COURT	306	643021	1	3334 W HIGHLAND BLVD	8/5/2019	162	Make Ready in Process	
W/002000011	643	COLLEGE COURT	612	643173	1	3334 W HIGHLAND BLVD	8/20/2019	147	Make Ready in Process	
W/002000011	643	COLLEGE COURT	1116	643227	1	3334 W HIGHLAND BLVD	8/20/2019	147	Make Ready in Process	
W/002000011	643	COLLEGE COURT	809	643074	1	3334 W HIGHLAND BLVD	8/29/2019	138	Make Ready in Process	
W/002000011	643	COLLEGE COURT	816	643197	1	3334 W HIGHLAND BLVD	8/31/2019	136	Make Ready in Process	
W/002000011	643	COLLEGE COURT	1213	643234	1	3334 W HIGHLAND BLVD	9/13/2019	123	Make Ready in Process	
W/002000011	643	COLLEGE COURT	108	643004	1	3334 W HIGHLAND BLVD	9/19/2019	117	Make Ready in Process	
W/002000011	643	COLLEGE COURT	201	643006	1	3334 W HIGHLAND BLVD	9/30/2019	106	Make Ready in Process	
W/002000013	640	ARLINGTON	1404	640124	1	1633 N ARLINGTON PLACE	4/5/2019	284	Ready to Lease	
W/002000013	640	ARLINGTON	603	640043	1	1633 N ARLINGTON PLACE	8/4/2019	163	Make Ready in Process	
W/002000013	640	ARLINGTON	1606	640146	1	1633 N ARLINGTON PLACE	9/5/2019	131	Make Ready in Process	
W/002000013	640	ARLINGTON	201	640001	1	1633 N ARLINGTON PLACE	9/9/2019	127	Make Ready in Process	

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W/002000013	640	ARLINGTON	404	640024	1	1633 N ARLINGTON PLACE	9/25/2019	111	Make Ready in Process	
W/002000013	640	ARLINGTON	703	640053	1	1633 N ARLINGTON PLACE	9/27/2019	109	Make Ready in Process	
W/002000013	640	ARLINGTON	206	640006	1	1633 N ARLINGTON PLACE	9/30/2019	106	Make Ready in Process	
W/002000015	647	LOCUST COURT	1409	647129	1	1350 E LOCUST ST	8/25/2019	142	Make Ready in Process	
W/002000015	647	LOCUST COURT	901	647071	1	1350 E LOCUST ST	8/26/2019	141	Make Ready in Process	
W/002000015	647	LOCUST COURT	805	647065	1	1350 E LOCUST ST	8/30/2019	137	Make Ready in Process	
W/002000015	647	LOCUST COURT	1207	647107	1	1350 E LOCUST ST	9/10/2019	126	Make Ready in Process	
W/002000015	647	LOCUST COURT	308	647018	1	1350 E LOCUST ST	9/24/2019	112	Make Ready in Process	
W/002000015	647	LOCUST COURT	1210	647110	1	1350 E LOCUST ST	9/30/2019	106	Make Ready in Process	
W/002000016	691	NORTH & WEST SS		690710	4	3156 N 24 PL	06/20/17	938	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690733	3	2537 N 41 St	08/31/17	866	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690318	3	5019 N 65 ST	04/03/18	651	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690012	3	1989 W. Lawrence	08/06/18	526	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690795	3	5845 N 79 St	08/08/18	524	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		664955	2	3216 N 13 St	09/06/18	495	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		664954	2	3207 N 12 St	12/01/18	409	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		664957	2	2806 N 17	12/05/18	405	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690314	3	5019 N 67 St	01/08/19	371	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690367	4	3048 N 29 St	01/17/19	362	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690004	3	1925 W. Cornell St	03/15/19	305	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690002	3	1917 W. Cornell St	04/02/19	287	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690309	3	8948 W WINFIELD AVE	04/02/19	287	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		664941	3	3537 N 9 St	05/13/19	246	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690722	3	1014 W Keefe	05/31/19	228	Submit Application for Disposition	12/31/2020
W/002000016	691	NORTH & WEST SS		690020	3	1975 W. Congress	06/03/19	225	Submit Application for Disposition	12/31/2020
W/002000017	649	MITCHELL COURT	507	649037	1	2600 W NATIONAL AVE	05/28/19	231	Make Ready in Process	
W/002000017	649	MITCHELL COURT	303	649013	1	2600 W NATIONAL AVE	06/07/19	221	Make Ready in Process	
W/002000017	649	MITCHELL COURT	202	649002	1	2600 W NATIONAL AVE	08/09/19	158	Make Ready in Process	
W/002000018	641	BECHER COURT	517	641285	1	1802 W. BECHER STREET	4/30/2019	259	RAD Conversion Modernization Pending	
W/002000018	641	BECHER COURT	513	641281	1	1802 W. BECHER STREET	5/6/2019	253	RAD Conversion Modernization Pending	
W/002000018	641	BECHER COURT	428	641274	1	1802 W. BECHER STREET	6/3/2019	225	RAD Conversion Modernization Pending	
W/002000018	641	BECHER COURT	123	641208	1	1802 W. BECHER STREET	6/3/2019	225	RAD Conversion Modernization Pending	
W/002000018	641	BECHER COURT	331	641256	1	1802 W. BECHER STREET	6/7/2019	221	RAD Conversion Modernization Pending	
W/002000018	641	BECHER COURT	425	641271	1	1802 W. BECHER STREET	7/1/2019	197	RAD Conversion Modernization Pending	
W/002000018	641	BECHER COURT	311	641237	1	1802 W. BECHER STREET	7/8/2019	190	RAD Conversion Modernization Pending	
W/002000018	641	BECHER COURT	223	641227	1	1802 W. BECHER STREET	9/6/2019	130	RAD Conversion Modernization Pending	
W/002000019	646	LINCOLN COURT	706	646056	1	2325 S HOWELL AVE	04/02/19	287	Make Ready in Process	
W/002000019	646	LINCOLN COURT	901	646071	1	2325 S HOWELL AVE	05/03/19	256	Make Ready in Process	

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W/002000019	646	LINCOLN COURT	303	646013	1	2325 S HOWELL AVE	07/15/19	183	Make Ready in Process	
W/002000019	646	LINCOLN COURT	1106	646096	1	2325 S HOWELL AVE	08/05/19	162	Make Ready in Process	
W/002000019	646	LINCOLN COURT	808	646068	1	2325 S HOWELL AVE	09/20/19	116	Make Ready in Process	
W/002000019	646	LINCOLN COURT	506	646036	1	2325 S HOWELL AVE	09/23/19	113	Make Ready in Process	
W/002000060	625	HIGHLAND HOMES SS		620333	4	2427 N 35 ST	4/2/2018	652	Apply for HUD Approved Vacancy	1/31/2020
W/002000060	625	HIGHLAND HOMES SS		620309	4	2450 N 36TH ST	8/3/2018	529	Apply for HUD Approved Vacancy	1/31/2020
W/002000060	625	HIGHLAND HOMES SS		620324	5	1623 W VINE ST	10/1/2018	470	Apply for HUD Approved Vacancy	1/31/2020
W/002000060	625	HIGHLAND HOMES SS		620351	4	1240 N 20TH ST	6/6/2019	222	Apply for HUD Approved Vacancy	1/31/2020
W/002000060	625	HIGHLAND HOMES SS		620326	4	1331 W KNEELAND ST	6/16/2019	212	Apply for HUD Approved Vacancy	1/31/2020
W/002000060	625	HIGHLAND HOMES SS		620354	3	2445 N 22ND ST	7/25/2019	173	Apply for HUD Approved Vacancy	1/31/2020
W/002000061	688	SOUTHSHIDE SS		690235	3	2722 S 12 ST	05/17/18	607	Submit Application for Disposition	12/31/2020
W/002000061	688	SOUTHSHIDE SS		690249	3	5818 S 14 ST	06/05/18	588	Submit Application for Disposition	12/31/2020
W/002000061	688	SOUTHSHIDE SS		690224	3	1310 S 23 ST	08/31/18	501	Submit Application for Disposition	12/31/2020
W/002000061	688	SOUTHSHIDE SS		690767	3	6630 HARRISON AVE	09/06/18	495	Submit Application for Disposition	12/31/2020
W/002000061	688	SOUTHSHIDE SS		690233	3	2718 S 12 ST	09/11/18	490	Submit Application for Disposition	12/31/2020
W/002000061	688	SOUTHSHIDE SS		690051	3	1582 W PLAINFIELD AVE	11/05/18	435	Submit Application for Disposition	12/31/2020
W/002000061	688	SOUTHSHIDE SS		690902	4	454 E HOLT AVE	03/18/19	302	Submit Application for Disposition	12/31/2020
W/002000061	688	SOUTHSHIDE SS		690513	3	1227 W LAPHAM BLVD	04/04/19	285	Submit Application for Disposition	12/31/2020
W/002000061	688	SOUTHSHIDE SS		690762	3	1624 S 31ST ST	04/26/19	263	Submit Application for Disposition	12/31/2020
W/002000061	688	SOUTHSHIDE SS		690049	3	1572 W PLAINFIELD AVE	07/31/19	167	Submit Application for Disposition	12/31/2020
W/002000061	688	SOUTHSHIDE SS		690039	3	1563 W PLAINFIELD AVE	09/09/19	127	Submit Application for Disposition	12/31/2020
W/002000062	650	RIVERVIEW	409	650029	1	1300 E KANE PLACE	09/06/19	130	Make Ready in Process	
W/002000063	693	HOPE VI SS(CHERRY CT)		693048	3	2417 W. GALENA ST	12/19/2017	756	Apply for HUD Approved Vacancy	1/31/2020
W/002000063	693	HOPE VI SS(CHERRY CT)		693011	3	2470 W VILET ST	3/13/2018	672	Apply for HUD Approved Vacancy	1/31/2020
W/002000063	693	HOPE VI SS(CHERRY CT)		693019	3	2635 N 23 ST	3/29/2018	656	Apply for HUD Approved Vacancy	1/31/2020
W/002000063	693	HOPE VI SS(CHERRY CT)		693035	3	2637 N 23 ST	4/8/2018	646	Apply for HUD Approved Vacancy	1/31/2020
W/002000063	693	HOPE VI SS(CHERRY CT)		693065	3	3610 W HAMPTON AVE	10/24/2018	447	Apply for HUD Approved Vacancy	1/31/2020
W/002000063	693	HOPE VI SS(CHERRY CT)		693025	3	2645 N 20TH ST	10/24/2018	447	Apply for HUD Approved Vacancy	1/31/2020
W/002000063	693	HOPE VI SS(CHERRY CT)		693055	3	1636 N 20TH ST	11/8/2018	432	Apply for HUD Approved Vacancy	1/31/2020
W/002000063	693	HOPE VI SS(CHERRY CT)		693012	3	1502 N 28TH ST	12/4/2018	406	Apply for HUD Approved Vacancy	1/31/2020
W/002000063	693	HOPE VI SS(CHERRY CT)		693058	4	2431 W GALENA ST	12/13/2018	397	Apply for HUD Approved Vacancy	1/31/2020



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 forward it within 24 hours of the inspection. The manager **contacts Mark Clark if there are** insurance claims **associated with the HOLD REQUEST.**
- 2) Manager forwards the HOLD REQUEST to the Quality Control Team to review and forward to Conyunn West and Modernization and Development if applicable.
- 3) Conyunn West submits HOLD REQUEST TO HUD for approval.
- 4) The manager proceeds with arranging for site-controlled repairs, regardless of the hold status.
- 5) Managers and Quality Control Team are notified via email once modernization work is complete.
- 6) Quality Control Team sends email to Conyunn West (copying manager) to REQUEST TO REMOVE unit from HOLD status.
- 7) Conyunn West notifies Quality Control Team and manager when HUD removes HOLD status on unit.

HOLD REQUEST

AMP #	<i>[Choose AMP #]</i>	PIC UNIT #		ENTRANCE #		BLDG. #	
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DEVELOPMENT	<i>[Choose Dev]</i>	APT #:		ADDRESS
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EFFECTIVE DATE	<i>[Choose Date]</i>	EXPIRATION DATE (Date <u>site</u> staff starts repair)	<i>[Choose Date]</i>
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REASON FOR REQUEST	Exempt for Modernization
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UNIT REPAIRS REQUIRED (Please Be Detailed)

FORCE ACCOUNT LABOR OR WORK UNDER CONTRACT (Please Specify)

Housing Manager Signature	Date	<i>[Choose Date]</i>
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