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Transcript

**Housing Authority of the City of Milwaukee  
Board Meeting  
September 11, 2024 at 3:00 p.m.  
Public Hearing regarding the  
2025 – 2029 Five Year PHA Plan and 2025 Annual PHA Plan  
*See last page of document for a complete list of speakers***

00:00:01 - 00:00:03 **Ms. Larson, HACM's Administrative Assistant- Housing Management:**

HACM board meeting, Wednesday, September 11th, 2024, 3:00 PM.

00:00:10 **Ms. Larson:**

In case we have to, our public meeting is going to overflow. Um.

00:00:22 **Brooke VandeBerg, Vice Chair of HACM's Board of Commissioners:**

She is OK. So will she be part of roll call then? OK.

00:00:32 **VC VandeBerg:**

OK.

00:00:50 **Brooke VandeBerg, Vice Chair of HACM's Board of Commissioners:**

Is there anyone else who wants to sign up to speak? Because otherwise we're going to start the meeting.

00:00:56 **Patricia Dee, HACM's Administrative Services Supervisor:**

And they can continue to sign.

00:00:57 **VC VandeBerg:**

Oh, they can. Great. Feel free to still sign up if need be.

00:01:02 **Ms. Larson:**

Are we in it?

00:01:04 **VC VandeBerg:**

Are you ready? Yeah. OK. All right.

00:01:10 **Ms. Dee:**

Just a note, at the start of the meeting, Chair Daniels, Chair Daniels is participating today, she will not be running the meeting, but will be participating as Commissioner for this meeting. She will not, she will have passed the gavel to the Vice Chair to lead the meeting. Chair Daniels, is that correct?

00:01:29 **Ms. Dee:**

Oh, she's still we muted, OK. Chair Daniels, you may be muted.

00:01:38 **Sherri Daniels, Chair of HACM's Board of Commissioners:**

I'm here.

00:01:34 - 00:01:44 **Ms. Dee:**

All right. Pull the microphone down. Hold on, OK?

00:01:47 **Ms. Dee:**

Chair Daniels, could you affirm that again? Could you just say that you're here again?

00:01:57 **COB Daniels:**

Could you say that again?

00:01:59 - 00:02:06 **Ms. Dee:**

OK, so you are... Chair Daniels, I just wanted to confirm that, that Vice Chair VanderBerg is going to be chairing the meeting today. Is that correct?

00:02:15 Audience

Wow.

00:02:18 **VC VandeBerg:**

All right, I'm going to volunteer enthusiastically for that job, OK?

00:02:21 - 00:02:22 **Ms. Dee:**

OK, for the roll call.

00:02:24 - 00:02:37 **VC VandeBerg:**

So this is a regularly scheduled meeting of the Housing Authority of the City of Milwaukee. It's taking place at 3:00 PM on Wednesday, September 11th. A roll call, please

00:02:41 - 00:02:52 **Ms. Dee:**

Chair Daniels. I'll come back in case she's having phone problems, OK?

00:03:02 **Ms. Dee:**

Yeah, we don't have, we don't have control over channel 25.

00:03:05 - 00:03:14 **Willie L. Hines, HACM's Secretary-Executive Director:**

And they didn't make it, and they didn't make it available. You can call if you'd like. We tried 2998 is Owczarski. 2998.

00:03:15 **VC VandeBerg:**

Here I can call. What's the number 29?

00:03:16 - 00:03:22 **Mr. Hines:**

286-2998. Why don't you go ahead and start the meeting. I'll... I'll address that.

00:03:24 **Audience**

Sorry to interrupt.

00:03:26 **VC VandeBerg:**

OK. No, it's OK. Otherwise, we can look at trying to bring some more chairs into here, but I...I don't know what the maximum capacity of the room is, so, as long as we're careful about that.

00:03:38 **Ms. Dee:**

Continuing roll call, Commissioner Luckett.

00:03:41 **Darian Luckett, Commissioner on HACM's Board of Commissioners:**

Here.

00:03:44 **Ms. Dee:**

Commissioner Vanderburg.

00:03:49 **VC VandeBerg:**

Here. Oh, I'm sorry. It's my turn, right?

00:03:51 **Ms. Dee:**

And no, it's OK under B reports and discussion items. Item number one.

00:03:56 **VC VandeBerg:**

Do we not do the Consent Agenda? It's OK.

00:03:58 **Ms. Dee:**

Well, I'm sorry I forgot. I apologize.

00:04:03 -00:04:04 **VC VandeBerg:**

OK, would a commissioner...

00:04:04 **Audience:**

We have two board members here...

00:04:07 **Ms. Dee:**

Chair Daniels is on the phone with us.

00:04:14 **VC VandeBerg:**

So, all right, would a Commissioner like to move approval of all items within the Consent Agenda?

00:04:24 – 00:04:29 **Comm’r. Lockett:**

I move to move, move to accept the Consent Agenda.

00:04:30 **Audience**

We can’t hear you.

00:04:31 – 00:04:33 **Comm’r. Lockett:**

I move, I move to accept the Consent Agenda.

00:04:36 - 00:04:39 **VC VandeBerg:**

All right. Um, Chair Daniels, can you second?

00:04:49 – 00:04:53 **VC VandeBerg:**

Alright. Can I second. OK, then I will second. And we can do a roll call.

00:04:58 **Ms. Dee:**

Commissioner Lockett.

00:05:01 **Comm’r. Lockett:**

Aye.

00:05:03 **Ms. Dee:**

Commissioner VanderBerg.

00:05:03 **VC VandeBerg:**

Aye.

00:05:04 **Ms. Dee:**

Chair Daniels.

00:05:09 **COB Daniels**

Aye.

00:05:15 **Ms. Dee:**

Thank you.

00:05:18 **VC VandeBerg:**

OK,

0:05:22 **Ms. Dee:**

Under... go ahead.

0:05:21 **Mr. Hines:**

He's working on it.

0:05:22 **VC VandeBerg:**

He's working on it. OK. How... do we know how many people we have in the overflow room?

00:05:26 **Mr. Hines:**

No, I don't. Maria might know, she can get that for you.

00:05:28 00:05:29 **Audience:**

I think it's about 15 or 20

00:05:30 **VC VandeBerg:**

OK.

00:05:32 **Audience:**

About, how many people in the overflow room?

00:05:35 **Audience:**

About 15.

00:05:37 - 00:05:46 **VC VandeBerg:**

OK. Because we are going to start the public hearing so...um. Maybe we see how long we think until the we might have a feed, OK.

00:05:50 **Mr. Hines:**

Just get it going.

00:05:54 – 00:06:24 **VC VandeBerg:**

OK. We'll get started. We do, um, for the public hearing... Patty's probably going to cover this, but for the sake of those in the overflow room, that might not be able to hear right now, we do record the meeting and we will have, we can certainly provide transcription, as well, for anything that they may have missed. Um, if we don't, if they're in the overflow room and they're on the speaker list, we will make sure that we check before we move on to the next person. I think we need to officially move into it before I say all the directions, so...

00:06:25 - 00:09:20 **Ms. Dee:**

Item B1 is a public hearing regarding the submission to the U.S. Department of Housing and Urban Development of the Housing Authority of the City of Milwaukee's Public Housing Authority Five- Year Plan at for the period of 2025 to 2029. In the 2029, oh sorry, 2025 PHA Annual Plan, which includes the Admissions and Continued Occupancy Policy and the Section 8 Administrative Plan and other associated documents. The public hearing is scheduled for 3:00 PM on Wednesday, September 11th, 2024 at City Hall Room 301-A. The purpose of the hearing is to give interested persons a reasonable opportunity to be heard and to present their views regarding the plan.

I will provide a brief overview of the Agency Plan and its documents, and the public hearing process, then staff will provide some explanatory information about the plan. Next, Commissioners will be able to ask the staff questions and after that, members of the public will each be given an opportunity to speak about the plan. We're asking for two minutes so we can try and get everybody the opportunity to speak.

First, some information about the documents that are subject of this hearing. The 2025 to 2029, Five-Year PHA Plan delineates to HUD the goals and objectives of the Public Housing and Voucher programs which will help HACM serve the needs of low-income, very low-income and extremely low-income families for the next five years through HUD's, Public Housing and Voucher programs and provides brief updates on progress in meeting the current five-year plan goals.

The 2025 PHA Annual Plan and its associated documents includes: a summary of the Agency's Public Housing and Voucher Program Policies or programs, estimated total financial resources for the year, proposed new activities for the programs in 2025, and brief updates on progress in meeting the current year goals. Overall goals include, but are not limited to, continuing the transformation of the Westlawn neighborhood, maximizing the utilization of Section 8 vouchers, and optimizing HACM's, organizational policies and procedures to attain resiliency and sustainability. Changes from the last year are primarily to the Admissions and Continued Occupancy Policy which governs Public Housing and the Administrative Plan which covers the rent assistance voucher programs, to align the documents with HUD notices of a new policy guidance.

The Resident Advisory Board has been involved in the review of the draft PHA Five-Year and Annual Plans to provide feedback and recommendations. A draft of the Five-Year and Agency Plans and other documents were presented to the Resident Advisory Board at their July 25th and July 26th meetings. Their feedback has been detailed, I'm sorry detailed in an attachment to the plan. Additionally, any public comments received during the comment period or today will be acknowledged in the final document.

A draft of the PHA Five-Year and Annual Plans and other documents are in the binders...where are the binders? The binders before you.

00:09:22 **VC VandeBerg:**

Are they also available online?

00:09:25 – 00:10:33 **Ms. Dee:**

And they have also available for review at our Central Office located at 809 N Broadway, and on HACM's website at hacm.org.

The 2025 to 2029 Five-Year PHA Plan and the 2025 PHA Annual Plan and its associated documents are considered living documents which means that changes can be made as the need arises, with any significant amendment or modifications that are not regulatory having a review and receiving feedback from the Resident Advisory Board and presented to HACM's Board or Commission Board of Commissioners for review and approval. Persons who wish to speak about the PHA Five Year and Annual Plans should sign in on the sign in sheets located by Maria or the police officer at the back counter.

HACM is required, I'm sorry, wrong paragraph. If they've not already done so, for those who have prepared written comments, those comments will be accepted and a written response will be provided. Any public comments received today will be acknowledged in the final submission. At a public hearing, the Commissioners don't engage in a dialogue with the speakers, but we'll be listening to all comments. HACM is required to provide the Commissioners with response regarding the comments received.

Commissioners will review the materials and consider any in person or written comments. The Commissioners will then be voting on the submission of the final agency plan at the October 9th meeting of the Board.

00:10:43 **Ms. Dee:**

First HACM's, Chief Operating Officer for Program Services, Ken Barbeau, will provide some introductory information, summarize the comments from the Resident Advisory Board, and answer any questions from the Commissioners regarding the 2025 to 2029 Five-Year PHA Plan and the 2025 PHA Annual Plan and other documents.

00:11:07 - 00:11:57 **Ken Barbeau, HACM's Chief Operating Officer – Program Services:**

Thank you. Thank you, Commissioners. Ken Barbeau, Chief Operating Officer for Program Services. So, there's a lot of paper here and this is an annual document. The format is prescribed by HUD. We answer the questions that they want answered. Every Housing Authority does it a little differently. Some of them are shorter, some are longer and with the Annual PHA Plan, there's not a lot of changes to it. There were there was a marked up on our website version that had highlighted portions that were changed. We did update it for the 20 in the section on the progress review, we updated the 2024 results and what, what up-to-date in 2024 has been. We've also updated a couple other sections in there and I'll be happy to take any questions from the Board because I know that there's a lot of people wanting to speak.

00:12:06 00:12:13 **VC VandeBerg:**

Can you just hit on what the updates were and if it was driven by a HACM desired change or a HUD driven change?

00:12:14 - 00:12:52 **Mr. Barbeau:**

Sure. Some of the some of the changes are things that just have to be updated every year. What's the status of the waiting list? What are the financial resources expected? Financial resources for the next year? Those types of things. Other changes we may have changed some of the language, we may have, we changed language, for example, in the Security and Safety section to describe some of the new initiatives that are being underdone that are going on in public safety. So we added some of that in. We had updated for audit results. We made sure that those were the most recent audit results. So, there are various things that HUD wants us to update. A lot of the we did add...so, for example, in the we added some language in Dispositions and Demolition requests, potential dispositions and demolitions.

00:13:13 - 00:13:34 **Mr. Barbeau:**

We had some language just to update where we're at with those requests because it's been a year later.

So. We also, we presented it to the RAB Board, as well as, the Five-Year Plan. Well, I can go through that in just a minute. I can move on to the Five-Year Plan.

00:13:34 **VC VandeBerg:**

Any other questions on the annual plan from Commissioners?

00:13:42 - 00:16:52 **Mr. Barbeau:**

OK. In the previous Five-Year Plan, we had 14 different goals. We've synthesized that down to six important goals and worked some of the previous goals in as objectives under the six goals because we wanted to simplify it and make it a little easier to read and so, what the six goals are in the Five-Year PHA plan, and I'll just read through the main goals and not all the objectives underneath it.

Optimize, HACM's organizational structure, processes and procedures to attain resiliency and long-term sustainability is the first goal. The second goal is to maintain optimal occupancy rates for HACM's public and affordable housing developments. And improve our PHAS score, which is the score that public housing, that HUD gives us for our public housing to improve HACM back to a standard performer and eventually to a high performer.

The third goal is to maintain optimal utilization rates for the Housing Choice Voucher Program within the funding that is available from HUD and ensure that all policies and procedures have been updated to ensure that the voucher program assists applicants and participants to the greatest extent feasible. Also improved the SEMAP scores to return from a troubled status to a standard performer, and eventually to a high performer status.

The fourth main goal is to enhance housing quality, safety and security and resident quality of life through staff training, accountability, collaboration with partners, resident engagement and strong customer service.

And the fifth goal is to preserve and improve existing affordable housing resources and opportunities by implementing portfolio repositioning tools such as the RAD Program, Section 18 Disposition and other programs where possible.



00:13:42 - 00:16:52 **Mr. Barbeau:**

And number six is to continue to implement programming and collaboration to achieve self-sufficiency for residents.

Under each of those six goals, there are objectives that go into more detail as you can, as you've read in the drafts. In addition, we did present the progress report that's in the Five-Year Plan is exactly the same as what's in the Annual Plan, so you don't have to read it twice. It's the exact same language because they wanted a progress report on the previous five years.

We presented to the RAB. There were a number of questions that they had. Most of them are clarifications. There were some 1, 1-2-3-4 of them that we went back and changed some of the language in the Five-Year Plan and in the Annual Plan to respond to their recommendations. That I go through those if you need it, but they are outlined on a different sheet in addition. In addition, in addition, we have the ACOP. The admissions and continue... well, I'll ask if there's any questions on the Five-Year Plan first.

00:16:58 – 00:17:01 **VC VandeBerg:**

Commissioners. You know before...OK

00:17:01 – 00:18:23 **Mr. Barbeau:**

The Admissions and Continued Occupancy Plan is what governs our policies for public housing. We only recommended three changes. I'm not going to go into the detail, but one of them was ineligibility to change how we're looking at landlord performance under Previous Landlords, so that we're looking back to three years instead of one year. We had changed that a couple of years ago during COVID. We now want to change it back to three-year, look back because we think we'll get a better read on how people will, will be in housing.

In Chapter 8 Leasing Inspections, we changed a lot of the language to change it from Housing Quality Standards inspections, HQS inspections to NSPIRE. That's a HUD change, it basically just changes how we do inspections. That's on the public housing side. It hasn't been implemented yet on the voucher side. That's... HUD is still working on that.

And then in Chapter 9, Reexaminations, we changed our policy on performing interim exams, uhh exams Recertifications when there's an increase in income to change it back to what we had last year. For one year, we changed it so that we weren't doing interim recertifications on increases, so that if people had an increase, they didn't have to go through an interim re-exam and increase the rent. This year, we did move it back because of a recommendation from our Shortfall Team from HUD. That...so we did it for both Public Housing and the Voucher program.

00:18:40 - 00:18:53 **VC VandeBerg:**

How many, based on kind of current run rate, do we anticipate there's a lot of interim examination recertifications that would be needed? Just kind of wondering.

00:18:53 **Mr. Barbeau:**

Well, we would only do it moving forward in 2025...

00:18:57 **VC VandeBerg:**

Yeah.

00:19:00 - 00:19:09 **Mr. Barbeau:**

and in, in addition, when HOTMA comes in, HOTMA is a HUD, a congressional regulation that HUD is still implementing. When that comes in, they're going to change it again. But we did change it to be what we had before, which was if there's an increase of income of more than \$200 a month, which is \$2400 a year, that's when we would do it. If it's less than that, we would not do an interim recertification.

00:19:26 **VC VandeBerg:**

And how fast would the change happen after their income increase?

00:19:33 – 00:19:40 **Mr. Barbeau:**

When they report it to us, it would happen, believe it's the 1st of the month following.

00:19:43 **VC VandeBerg:**

OK. So, it's not... it's less than 30 days?

00:19:48 – 00:20:07 **Mr. Barbeau:**

No, I'm sorry, It's the 1st of the month, following the month. There's one month in between so. It's...so if you gave me a notice on the 15th of the month. We would have to give 30, uh, 30 days' notice so that would put the change to the first of like not the next month but the month, but the month after that.

00:20:08 **VC VandeBerg:**

OK.

00:20:09 **Mr. Barbeau:**

Sorry.

00:20:12 – 00:21:16 **Mr. Barbeau:**

That's on the ACOP. So, those are the three major things on the Public Housing. On the Voucher program, the Administrative Plan, government policies there, we had four changes. One was we had some inconsistency in the language in the chapter on our waiting list in terms of how we treated the waiting list. There was some language still in there that said things were done by date and time, even though we were doing a lottery system, so that there was one place where it mentioned lottery, one place where it mentioned date and time. We have now clarified that, so it's a lottery system.

And we just made some more clarifications in that section to make it very clear for people. In the Briefing section, we included the 15 ZIP codes that are part of opportunity zones where we have a higher payment standard and we use small area fair market rents and that's to allow people to rent in higher rent neighborhoods so that they don't have to live in areas of poverty.

In addition, in Chapter 11 Reexaminations, it's the same change that I described for Public Housing on the interim recertifications.

00:21:24 **VC VandeBerg:**

OK.

00:21:26 – 00:21:46 **Mr. Barbeau:**

And in Chapter 16, we included some additional language on SEMAP, the Section 8 Management Assessment Program, just to clarify some additional items. That is a quality control program that we do and that's how we're rated by HUD for the Voucher program. So, we added some additional information on how that's done.

00:21:49 **VC VandeBerg:**

OK.

00:21:53 – 00:21:59 **Mr. Barbeau:**

Those were the changes in the ACOP and Admin plan so, unless there's more questions, I'm actually done with the overview.

00:22:04 – 00:22:11 **VC VandeBerg:**

OK. Commissioners. Good. OK. Thank you, Ken.

00:22:12 **Mr. Barbeau:**

You're welcome.

00:22:14 00:22:15 **VC VandeBerg:**

Umm. So, Patty, I think that means we can proceed with the public hearing, correct?

00:22:21 **Ms. Dee:**

Yes.

00:22:14 00:22:23 **VC VandeBerg:**

And is this where it's my part?

00:22:24 **Ms. Dee:**

Yeah.

00:22:27 **Brooke VandeBerg, Vice Chair of HACM's Board of Commissioners:**

OK, before we get started with the public hearing, I certainly don't want to delay, but I just want to make a quick statement for the group's benefit. Can everybody hear me?

00:22:40 **Audience:**

No. Speak into the mic.

00:22:43 – 00:28:00 **VC VandeBerg:**

How about now? All right. I'm glad you're here today. We want to hear from you, and we want to provide opportunities for residents and community members to bring information directly to the Board. Along with that, I'm going to go through some directions because we do want to give everyone the chance to speak. And I want to tell you that today we're here to listen. So, it won't be a dialogue because we do want to give everyone a chance to speak, but we are here to listen. And I wanted to start by saying a few words about the Board and the HACM organization. We've received directly and indirectly, indirectly many complaints, concerns and requests for action and I want to say that we hear you and we are responding. Over the past several months, the Board has met with community groups, not together, but individually. So, I just want to be clear on that. We visited some of the HACM properties and we've talked with public housing experts, so those are invisible things to you, but I want to let you know that they're happening.

Because we're not meeting as a Board, so it's individual action. So that's why I'm saying they're invisible. Over to address the concerns we're hearing directly from residents, the public and through media outlets and social media, as well. We've challenged our HACM leadership to take action, to investigate and hold their teams accountable and above all, to strive to provide safe, clean and welcoming environments for residents.

Doesn't mean that all that's going to happen overnight, but I want you to know that the call has been made. As many of you are aware, HACM has been put on a corrective action plan by the Housing and Urban Development Department. That's our regulatory oversight due to financial and accountability issues. The Board has asked that this be a top priority for HACM leadership to get back on track.

As Ken just mentioned, as well, to strive towards a stand, a standard rating and higher performer. This is a big facet of our Annual Plan and our long-term Agency Plan. It's also part of some of the increased spending that we've approved in the last year or so, which is part of finding a viable group to run our Section 8 Housing Voucher Program, as well as, some additional audit needs that were required.

So, in addition though, in response to those mounting public concerns, we'll also be introducing additional Board oversight as we determine what that will look like and seek to build fill our vacant Board seats, hopefully by the end of this month. I can assure you that we'll review every aspect of the organization.

We will conduct performance appraisals of our current HACM leadership and we will be transparent with our findings and our recommended actions. We will also be visible and will ask HACM department leadership to be visible as well.

We will ensure our residents can contact leadership and can receive information regarding past complaints or service requests and will visit all of the HACM properties and allow residents to provide feedback and comments. We will also meet in person. We've had some meetings that have not been in person, but I want to assure you that we'll be meeting in person. We'll also work to provide additional public comment periods, not just around our Agency Plans, but because we want to hear from you. We want to rebuild trust in the Housing Authority.

00:24:31 – 00:28:00 **Brooke VandeBerg, Vice Chair of HACM’s Board of Commissioners:**

All right. So, with that, let's get started. I have some more directions. I need to read about how this will run, but in short, there's a, a pretty long list of speakers. We're glad that you're here again, I said that already because of that and because of respecting everyone's time. We will have a 2-minute speaking limit for our speakers.

So, Patty will be keeping time and will give you a forewarning on how you're doing as far as time. Again, I mentioned at the beginning that we do record this meeting and we could, I think I'm volunteering some things without getting staff approval, so I'm going to look at them and they can nod yes or no, but that we could also get a transcription if that was needed.

And let's see, I just want to make sure I covered everything else. There are some other items on our agenda that because of the turnout today, we're going to choose not to address in our Board meeting today and those items, I think we do have to take action to push this off or...

00:28:01 **Ms. Dee:**

We don't because they're just reports.

00:28:03 – 00:28:44 **VC VandeBerg:**

OK. All right, so those items are #3 on the agenda, which is the report from the Secretary-Executive Director. We would, of course, like to hear from Mr. Hines, but we want to hear from you since you're here today. So, all of the things that he and his staff would be presenting, there's links to those that you can find within the agenda. The second part that was noticed was a closed session and we won't be going into closed session today.

So, so, we will, we will use our time today for the public hearing.

I think that we do have to actually take a motion to go into public hearing. So, would a Commissioner like to move approval to open the public hearing?

00:28:57 **Comm’r. Lockett:**

Sure, I'll make a motion that we move into public hearing.

00:29:00 – 00:29:32 **VC VandeBerg:**

OK, for the sake of just being present, I'm going to go ahead and 2nd that. And then if all in favor of opening the public hearing can signify by saying aye, aye. And if Sherri is able to say I on the phone, that would be great.

OK, I think we can proceed even without the aye, correct? Yes. OK.

All right. Is there anything I've missed?

00:29:36 – 00:29:39 **Ms. Dee:**

Oh, I'll probably cover it in my...

00:29:42 00:30:27 **VC VandeBerg:**

OK, I do want to. I apologize, I'm also a coach for my kids' sports teams in my other life and a rule we employ is, if someone speaking, don't speak at the same time. Please. If you want a yell over me, that's OK, but I'll try not to do the same. So again, if someone else is speaking, please allow them their full time to speak and don't speak over them. If there's anything else it... we do expect it's going to take a little while for the public comment. So if there's a need, like a, a restroom need, etcetera for the Board members, we may have to go into a brief recess, but we'll do our best to keep that brief.

00:30:23 Speaker 3

That think we're ready. Is that right? You said you have a few more things, OK.

00:30:27 – 00:31:36 **Ms. Dee:**

Yeah, just a note to the speakers. All comments should be addressed to the Commissioners and should be relevant to the 2025 to 2029, Five-Year PHA Plan or the 2025 Agency Plan and its associated documents. In order to allow the maximum number of parties a chance to speak. Each speaker will have two minutes to present their comments. I will be holding a sign up when you have 30 seconds left and when your time runs out.

And this is a time to the Board for the Board to listen to your thoughts, so they won't be commenting at this time. Please avoid comments that are unrelated to the PHA Five-Year or Annual Plans or repetitive comments. If your comments are going to be similar to others that have already been made, you can simply just say that you voice agreement with those comments so the Board knows that. Speakers may be asked to return to their seat if they don't follow the instructions and it in order to ensure all of us in the room can hear as many speakers as possible, unruly or disruptive behavior is prohibited. I'm going to be reading off the list of speakers.

And the first I'll list a couple so folks can get ready or we can collect them if they are in the other room. First speaker is going to be Roy Chris Logan.

The next speaker is going to be Marianne Moore. Is Marian in the room here? OK. And then Mr. Harrell from Lapham Park, you'll be. You're on the on deck on deck circle.

00:31:50 - 00:31:56 **VC VandeBerg:**

And if you could please come to the table so you can speak into the mic, that would be greatly appreciated for everyone else's benefit.

00:31:58 **Ms. Dee:**

And for the recording, you know, so that we'll have be on have that for the transcription later on.

00:32:04 **VC VandeBerg:**

Please feel free to sit down.

00:32:13 **Ms. Logan – RO President, Mitchell Court:**

Good afternoon.

00:32:14 **Comm’r. Lockett:**

Good afternoon.

00:32:15 - 00:33:48 **Ms. Logan – RO President, Mitchell Court:**

I'm Chris Logan, as you heard, President Mitchell Court RO organization, I'm here with 70 tenants from across HACM and Common Ground.

For eight months we have tried to speak with you. We have spent, sent you dozens of emails. We have invited you to our properties. We have gone on the news. But you haven't responded to us. Instead you have moved and canceled meetings hiding from us.

Funny enough, last year you only had two virtual meetings all year. It's as if you don't even if we don't even matter to you, you know, we we just poor people who can can be ignored, who should be grateful. Well, today we have many questions for you.

Our first question is about accountability and culture. HACM’s biggest problem is bad management from the top down. Yet, nowhere in your Five-Year Plan does it discuss how you as the Board will hold staff accountable. Your CFO, Fernando Aniban, is involved with multi-level marketing schemes called weight wealth wave. Your Chief Public Safety Officer, Marlon Davis, dismisses us and tells us to police ourselves. Your head of HR, Crystal Reed Hardy, hired her own daughter to be an assistant manager at Locust Court who does drugs in the parking lot and behaves inappropriately with tenants. Your head business development of Travaux Scott Simon, spied on a meeting of ours and ran his business in bankruptcy. Your Executive Director, Willie Hines, ran the Section 8 program into the ground as Associate Director. And yet you promote him and gave him a raise.

Your property managers are abusive treating us as if we're prisoners and when we raise concerns, you merely move the managers around. Example, Mitchell Court to Riverview. From College Court to Hillside and so on. Your entire staff culture is rotten. Our first question is how are you going to hold staff accountable to us, the residents?

00:34:53 **Audience:**

That's right.

00:34:53 **VC VandeBerg:**

So, as I mentioned, we're here to listen, but I hope that the statement I made at the beginning is helpful.

00:35:09 **Ms. Logan – RO President, Mitchell Court:**

So, you're not planning on answering our questions?

00:35:11 **VC VandeBerg:**

Today is about us hearing from you.

00:35:14 **Ms. Logan – RO President, Mitchell Court:**

That is, hearing from us we. Want to know?

00:35:14 **VC VandeBerg:**

OK.

00:35:15 **Ms. Logan – RO President, Mitchell Court:**

So, are you going to answer my question?

00:35:24 **VC VandeBerg:**

I think I answered the majority of them in my opening statement.

00:35:25 **Ms. Logan – RO President, Mitchell Court:**

Which were?

00:35:29 **VC VandeBerg:**

I'm happy to reiterate some of it. We will have additional board oversight. We're still working to define that. We want to fill our vacant Board seats. We're going to hold HACM leadership accountable, conduct a performance appraisal, and be transparent about our findings and our recommended actions. We also mentioned as if we don't care because we don't meet, but what I said is we will be meeting in person. We'll also be visiting all of the sites and allowing residents to provide feedback and comment. For those who were who submit complaints, questions or needs to HACM leadership they're to take action and investigate and hold their teams accountable and be able to provide follow up should a resident contact them to ask about the status.

00:36:20 **Ms. Logan – RO President, Mitchell Court:**

So, you state you're going to be visiting sites. Are you planning on sneaking into the buildings as was done last week, or are you planning on letting the people know? Do you plan on talking to the people in the buildings, or do you plan on avoiding them as well?

00:36:35 **VC VandeBerg:**

So, we need to be fair to everyone who wants to speak because we can't answer everyone's questions. I don't know what you're referring to about sneaking into a building. But I want to thank you for bringing your questions and your comments and I appreciate coming back.

00:36:53 **Ms. Logan – RO President, Mitchell Court:**

So, my question is really of no concern to you.

00:36:56 **VC VandeBerg:**

I think I just answered a lot of them and they are of great concern. That's why we're here.

00:37:01 **Ms. Logan – RO President, Mitchell Court:**

But yet, I'm getting the brush off. I mean really, I am.



00:37:04 **VC VandeBerg:**

We have another. No, you're not. We have 20 plus more individuals that we need to hear from, so we have to make sure that we give time to do that.

00:37:14 **Ms. Logan – RO President, Mitchell Court:**

Well, as y'all can see, my questions aren't going to be answered.

00:37:20 **VC VandeBerg:**

Ken? Ken.

00:37:21 **Mr. Barbeau:**

No, I just want to reiterate that too and will be to every speaker we have to summarize. Sorry.

00:37:27 **Ms. Dee:**

Yeah, microphone.

00:37:32 **Mr. Barbeau:**

Part, part of the processes there were.

00:37:35 **Ms. Dee:**

Closer to the mic.

00:37:37 **VC VandeBerg:**

Oh yeah, so uncomfortably close.

00:37:38 – 00:38:03 **Mr. Barbeau:**

Sorry. There you go. So, for every speaker, we will be summarizing their statements in a and we will be providing a Housing Authority response. So that will be prepared before the October Board meeting.

00:37:54 **VC VandeBerg:**

OK. And do we have contact information to respond to those directly to individuals who spoke or how will we be responding?

00:38:04 **Mr. Barbeau:**

We it's going to be actually a a document that's going to be on our website and also it will be part of the record for the submission to HUD.

00:38:14 **VC VandeBerg:**

OK, I hope that helps the interior question Miss Logan.

00:38:20 **Ms. Dee:**

And then you're miss Moore?

00:38:22 **Ms. Moore – College Court:**

Ms. Moore.

00:38:23 **Ms. Dee:**

All right. And then...

00:38:23 **VC VandeBerg:**

If, if you could also make sure you speak really close into the mic, that would be really appreciated. Thank you.

00:38:29 **Ms. Moore – College Court:**

OK. Thank you. I'm Marion Moore from College Court.

00:38:32 – 00:38:45 **Ms. Dee:**

Let me just, I just want to get the next couple of speakers into the room. Just I want to make sure that we're ready to go with the next one. So, Mr. Harrell, you're in the room. Franz Meyer. All right. OK. Go ahead, Ms. Moore.

00:38:46 – 00:39:05 **Ms. Moore – College Court:**

Oh, OK. Our building isn't accessible. Me and many other tenants have to turn our stove sideways so we can fit our walkers into the kitchen if we can, all. If you come to our building, which we will invite you to do. You will see scrapings along the edges of the elevator because everything is too small. How come your plan don't address assessment issues? It does not matter.

00:39:22 **VC VandeBerg:**

Miss Moore, this won't take out of your time. What? What location are you speaking about?

00:39:26 **Ms. Moore – College Court:**

College, College court.

00:39:26 **VC VandeBerg:**

College Court?

00:39:26 **Ms. Moore – College Court:**

Yeah.

00:39:28 **VC VandeBerg:**

Thank you.

00:39:31 – 00:39:44 **Ms. Moore – College Court:**

You have to turn your wheelchairs and scooter sideways to get in because I have a scooter had to go sideways. Is that accessible for people with, you know those problem issues? So.

00:39:45 **VC VandeBerg:**

Are you referring to those doors that don't open automatically?

00:39:51 **Ms. Moore – College Court:**

Yeah. When you go into your apartment, you got to turn everything sideways.

00:39:54 **VC VandeBerg:**

OK.

00:39:57 **Ms. Moore – College Court:**

Yeah, it's not accessible for handicapped people or elder peoples that have to use them.

00:40:05 **VC VandeBerg:**

That's helpful to know. Do you have more? I'm sorry, I don't mean to interrupt you.

00:40:09 **Ms. Moore – College Court:**

Oh, that was it. OK, so you plan on doing something about, you know?

00:40:17 – 00:40:41 **VC VandeBerg:**

We will, yes. So how we're going to handle responses for everyone. We do care. I'm sorry we can't have a dialogue with everyone, but we have to get through the comments. So, we're capturing these and as Ken shared, they're going to be documented as well as responses, and they'll be made available in October, before the next meeting on HACM's website, Ken, is that correct?

00:40:47 **Mr. Barbeau:**

That's correct.

00:40:48 **VC VandeBerg:**

If you if you need a direct response, then please do we have a sheet where they can give us an e-mail?

00:40:49 **Ms. Moore – College Court:**

Yeah. Make it later.

00:40:58 **Ms. Dee:**

Yes, Maria, could you stand up in the back?

00:41:01 **VC VandeBerg:**

OK.

00:41:01 **Ms. Dee:**

So, Maria in the back, have some contact information if you do want to follow up with us on an item

00:41:06 – 00:41:19 **VC VandeBerg:**

And I just wanted to say both of you have mentioned being invited, inviting and I think you're inviting the Board to, to visit. Umm If that's something that you want to add for the follow up, we just we need your contact.

00:41:23 **Ms. Moore – College Court:**

Yeah, come see for yourself. See what the residents talking about.

00:41:26 – 00:41:36 **VC VandeBerg:**

I, I visited College Court a couple months ago. OK. I think we're done. Thank you for speaking today.

00:41:40 **Audience:**

Another question not answered.

00:41:42 **VC VandeBerg:**

Alright, next is...

00:41:43 – 00:41:57 **Ms. Dee:**

OK. Fran. Oh, I'm sorry, Mr. Harrell. And then we will have Franz and then Vivian Jones from Lapham Park. Is she in the room? OK. Thank you. Mr. Harrell.

00:41:57 – 00:41:59 **Minister Harrell – Lapham Park:**

Testing. OK. Ok, Hi esteemed Board. Thanks for having us today.

00:41:59 **VC VandeBerg:**

Hello. Thanks for coming down.

00:42:09 – 00:44:09 **Minister Harrell – Lapham Park:**

My name is Minister William Harrell. I am a retired City of Milwaukee Health Inspector, also community advocate since the 1970s, as a matter of fact, I was one of Willie Hines' mentors back in the day. I must have done a poor job.

OK, OK I have 3 bullet points though. The first one is about your Five-Year Plan, it says nothing about how you're going to hold staff accountable to actually doing their jobs and treating residents respectfully. Will you conduct a performance review of them and also Willie Hines, like any Board should of its Executive Director? Publicly share the results and publicly shared the results. Will you mandate that Mister Hines conduct performance reviews of his senior leadership team?

OK, my second bullet point is why can't Lapham Park's Resident Organization use the building intercom? We have meal programs, eye doctor and other important announcements like arts and crafts, food trucks, they come in once a month, resident events, even the social workers can't use the intercom.

Umm, and my third bullet point is, is there a seat that we, we don't even have enough Board members here, but we have a lot of residents, so can we is there is it possible that you can have residents on the

00:42:09 – 00:44:09 **Minister Harrell – Lapham Park:**

Board? And not the RAB Board, that's useless, but residents on this Board that can give some input onto what's going on, and maybe you won't have this problem of all these resident complaints because we come from the buildings and will come to the Board meetings and we'll voice the complaints. And with that I yield the floor.

00:44:27 **VC VandeBerg:**

Thank you, Mr. Harrell. As I mentioned to Ms. Logan, I'm hopeful that we answered some of your questions around accountability and performance reviews. And again, there's contact information at the back if you'd like a direct follow up.

00:44:46 **Ms. Dee:**

So, we have Franz, Vivian Jones is in the room. Gidget Aranda are you in the room? All right. And..OK, that's the next couple. Mr. Franz. Mr. Meyer.

00:44:57 – 00:45:22 **Mr. Meyer – 40/40 Member, Common Ground:**

My name is Franz Meyer I'm on the, a member of 40/40. In your Five-Year Plan, you state that you have hired only three out of five maintenance positions with the \$250,000 to the City of Milwaukee has given HACM. Three out of five? In a whole year? When are you going to hire the rest of those maintenance positions? Those are important staff, people who help keep the properties clean. I hope that's a priority for all of you. Umm, is three out of five acceptable to the Board? And I hope they have a timeline for hiring the rest, and I hope you think about like how taxpayers will feel knowing that you haven't made full and immediate use of the money that's been given to the Board or to HACM to address resident concerns. Thanks.

00:45:42 **VC VandeBerg:**

Can you tell me which maintenance positions these are specifically? Are they roving from one property to another, or do they service one specific property?

00:45:52 **Mr. Meyer – 40/40 Member, Common Ground:**

It's in the plan.

00:45:54 **VC VandeBerg:**

In the plan. OK. Thank you. Appreciate you coming down.

00:46:02 – 00:46:27 **Ms. Dee:**

Next is Vivian Jones. But then get you your next after her and then after Gidget is Brenda Lawrence Gillum. Are you in the room? And just Vivian, before you speak, Brenda Lawrence-Gillum, are you still here or are you in the, the overflow room? OK, Maria. Thank you, Ms. Jones.

00:46:31 – 00:48:06 **Ms. Jones – RO Treasurer Lapham Park:**

Good evening. I am Vivian Jones, Resident Leader at Lapham Park on 6th and Reservoir. I've been there for 11 years, almost 12 years in a few months, but we've been down here number of times. We haven't been able to speak to you guys. So, today you've given us this chance to speak. I know that you have heard the concerns and the issues that we're having living in HACM properties. There's nothing new to you guys, you know all about this and it's taking you over 365 days, over a year and a half, to come and see what's going on in these buildings.

These properties are not fitting for us to be living in, but yet and still we have to have somewhere to live. We shouldn't live in rats and roaches and bugs going around in our apartment. We shouldn't live with people was shaking on our doorknobs? We shouldn't live with drugs being sold in the building where we're living at. We shouldn't be living in a place where security is no help to us. We have security, but they tell you I'm not allowed to get involved in that. A guy was robbed, the car stolen right at my doorsteps in this building and security was there. We're not allowed to get involved. Why not? What is security good for us for? What are they doing for us? Nothing. Just like you guys. You sit here, you go home, you're comfortable. You don't have to worry about shaking Bedbugs off you. You don't have to worry about somebody knocking on your door at three, 4:00 in the morning. You can sleep peacefully, rest peacefully, but we can't do this.

We need y'all to get up and start helping us. Do what your job. Do your job. You're sitting here, your job is to help us live better. Now, that's what I'm saying you need to you need to get up and do what you're supposed to do and then with that I yield the floor.

00:48:09 **VC VandeBerg:**

Ms. Jones, thank you.

00:48:09 **Ms. Dee:**

Umm...Ms. Gidget is coming up, and then Brenda Lawrence-Gillum will be next and then Barb Valley of Lincoln Court. Is Barb Valley here? OK, thank you. Hold on just a second...

00:48:22 **Audience:**

We have someone who is going to read Brenda's comments. She had to leave. Is that OK?

00:48:25 **Ms. Dee:**

That's fine.

00:48:30 **VC VandeBerg:**

Do you have Brenda? Where is she? She coming up after Gidget?

00:48:31 **Ms. Dee:**

Correct.

00:48:31 **VC VandeBerg:**

OK.

00:48:32 – 00:48:41 **Ms. Aranda – RO Sgt-At-Arms, Becher Court:**

Hi, my name is Gidget Aranda and I'm Sergeant-of-Arms at Becher Court. We still have no access to the Kitchen.

00:48:42 **Ms. Dee:**

In the microphone.

00:48:31 **VC VandeBerg:**

Yeah, go uncomfortably close. That's what I can tell you.

00:48:46 – 00:49:53 **Ms. Aranda – RO Sgt-At-Arms, Becher Court:**

We still cannot access the kitchen at Beecher Court, we still have old nonfunctioning gym equipment. We still have systematic plumbing issues throughout the building. We still have washing machines that destroy our clothes are filled with water. We still have bedbugs, drain flies and rats crawling around our building.

We want to follow up with Director Hines and figure out how this is going to be resolved. I was my property was stolen in front of my apartment. And I made a report to Public Safety and they took a report and I called them the very next day to follow up and they did not know what I was talking about. Why is this happening? Why isn't? You know, there's cameras. Two of them in my hallway. Why? Do they not know what's going on? You know, why are they not following up on this? We do not feel safe. You know our property is not safe and we're not safe. We need these addressed and we want answers to this.

00:49:57 **VC VandeBerg:**

I have a question for you if you're done.

00:50:00 **VC VandeBerg:**

OK. And actually, if Miss Jones is still available, it's kind of the same question. Have you been have you reported these things you mentioned you reported the public safety incident. Have you reported the other the other pieces as well the rodents, the washer, dryer?

00:50:16 **Ms. Aranda – RO Sgt-At-Arms, Becher Court:**

Yes, yes. Well, other people have. Our clothes have been destroyed or they're filled with water.

00:50:17 **VC VandeBerg:**

OK.

00:50:21 – 00:50:41 **Ms. Aranda – RO Sgt-At-Arms, Becher Court:**

And it, it takes them months to come out and even look at it. Why is it taking months to come out? There's four washers for how many units? 120 units is already, you know a problem because there's so little and then they're breaking down. There's nothing.

00:50:42 **VC VandeBerg:**

OK, thank you.

00:50:43 **Ms. Jones – RO Treasurer Lapham Park:**

That question to me. Also, I would like to give a response.

00:50:45 **VC VandeBerg:**

Yeah.

00:50:46 **Ms. Jones – RO Treasurer Lapham Park:**

Can everybody hear me?

00:50:48 **VC VandeBerg:**

I can hear you.

00:50:48 – 00:51:08 **Ms. Jones – RO Treasurer Lapham Park:**

OK, when we complain about the bed bugs situation in apartment you wind up getting evicted and that's not fair. We complain about the big welfare there ought to be something done about it not getting evicted from it. And sometimes we can't even go to our, our relatives' places because of the bed bug. We don't want to infest somebody else's home

00:51:08 **Ms. Aranda – RO Sgt-At-Arms, Becher Court:**

Right. or have somebody visit us.

00:51:11 **Ms. Jones – RO Treasurer Lapham Park:**

Everything's not a pandemic epidemic. Whatever you want to call it. But we need somebody to come in and take care of the bed bugs.

00:51:15 **VC VandeBerg:**

Vivian, one other question for you. You mentioned that there's drug activity and people knocking on the doors in the night time. Are these non-residents that are in the building?

00:51:28 **Ms. Jones – RO Treasurer Lapham Park:**

People coming out the door to leave rocks in the doors, anybody can come in. If you're selling drugs and then you're going to make a wait for your people to come in and buy your drugs.

00:51:36 **VC VandeBerg:**

OK.

00:51:37 **Ms. Jones – RO Treasurer Lapham Park:**

And that that's been that's known too also with security.



00:51:41 **VC VandeBerg:**

OK. Thank you both for your, your comments.

00:51:49 **VC VandeBerg:**

I think Brenda is... speaker for Brenda.

00:51:54 **Ms. Dee:**

And then after her, it's going to be Barb Valley. And then after that, it's Sandra Eagle. Is Miss Eagle in the room? OK.

00:52:06 – 00:52:28 **Ms. Drake-Jones of Common Ground on behalf of Ms. Lawrence-Gilliam – Lamb of God:**

Good afternoon. I'm Eleanor Drake-Jones. I'm a member of Common Ground, and although I do not live in one of the housing that that we're referring to, I am very concerned about those who do. You know, because we all should be concerned about each other, having said that.

This is what Brenda would be addressing to you.

00:52:35 **VC VandeBerg:**

Eleanor, can you go a little closer a little closer? Thank you. That's better.

00:52:38 – 00:53:24 **Ms. Drake-Jones of Common Ground on behalf of Ms. Lawrence-Gilliam – Lamb of God:**

Is that better? Thank you. In your Five-Year Plan, you state that HACM will ensure appropriate documentation of inspections of Section 8 properties. Your 2022 audit found that 10% of voucher properties hadn't been inspected in 24 months and 40% of the inspections were overdue. Once they happen, most of the inspections are quick, check the box inspections and that that don't really look at the real conditions. How will you make sure that the inspections happen and are done properly? How will you as the Board check the progress and quality of the inspections?

00:53:36 **VC VandeBerg:**

Thank you for your questions. I think this gives us some food for thought.

00:53:44 **Ms. Drake-Jones of Common Ground on behalf of Ms. Lawrence-Gilliam – Lamb of God:**

Thank you.

00:53:48 **Ms. Dee:**

So, Miss Valley is coming up and Miss Eagle is going to speak next and then Carmella Holloway. Are you in the room? OK. Thank you.

00:53:56 **VC VandeBerg:**

Oh, Eleanor was Brenda, a resident that you are speaking on behalf of.

00:53:57 **Ms. Drake-Jones of Common Ground on behalf of Ms. Lawrence-Gilliam – Lamb of God:**

No.

00:53:58 **VC VandeBerg:**

OK, thank you.

00:54:07 **Ms. Valley – Lincoln Court:**

My name is Barb Valley. I'm a resident about three years now of Lincoln Court and this next comment was going to be directed directly to Mr. Hines. But I can touch on other things.

00:54:11 **Audience:**

Close to the mic.

00:54:22 **VC VandeBerg:**

Yeah, you want to go to the other parts and come back to that?

00:54:24 – 00:55:40 **Ms. Valley – Lincoln Court:**

Yeah. Yeah. OK. Recently we've had some people that they're evicted, but they still somehow get in the building. They're friends, they're staying with friends and they were evicted for reasons some of them were violent. The fellow there was a fellow that poured gasoline on the 3rd or 4th floor because he wanted to get rid of the bed bugs. That was his thinking on that, seriously. And then people that are evicted it, why does it? OK, they do a major altercation like in the hall where there's this woman that was just beating up tenants for no reason and it took like over a month for her to get evicted and out the door. The guy with the gasoline problem that was more like 6 to 8 weeks before he was gone. Why is this taking so long? That's, I mean, I asked my manager about it. And by the way, her name was Crystal she's doing a bang-up job at Lincoln Court. OK. I mean, I witnessed people dealing drugs right in the parking lot. I witnessed it and I, I couldn't believe what I was seeing. Comment here is says your Public Safety Department has more, more administrators than security guards. What a what about?

00:55:50 **VC VandeBerg:**

Sorry, can we shut that off? We won't take this out of your time, Barb. No problem. Thank you for doing that. OK, Barb.

00:56:00 – 00:56:36 **Ms. Valley – Lincoln Court:**

About a year and a half ago, I talked to one of the security guy, excuse me, one of the guys installing security cameras, and I said when are we going to get cameras throughout the building? And he said, oh, it's coming, coming soon. Year and a half, still waiting for extra cameras. It's also been brought to my attention that most of the security cameras in the building aren't on, they're not working. What could why? All right, and Mr. Hines, do you remember re emailing you about a year and a half ago? My name is Barb Valley. I emailed you. I had some questions.

00:56:38 **Mr. Hines:**

And I remember meeting with you, as well. In the cafeteria.

00:56:40 – 00:57:57 **Ms. Valley – Lincoln Court:**

Yes, OK. And do you remember saying to me? Oh, yeah. I just want to give a, you know, a complete answer, right. You, you deserve a complete answer. But and you said you would not forget about me. You forgot about me. Never heard from you again. You said, don't worry, I won't forget about you. That's exactly your words.

Also, where is the security? Your Five-Year Plan they're not talking about. I did read some of the Five-Year Plan. Why isn't there talk about more security? Security cameras? We need more eyes in these buildings so that we can feel safe. Right now, we have a big steel gate on our back door and the other side inside the building is unlocked, totally unlocked. The big steel gate was to purchased, apparently to keep intruders from coming up into the upper floors. But guess what? The other side for the stairs. There's two ways in and out of the building to go up on stairs. The left side is light, is unlocked. Totally unlocked. What's the purpose of this big black ugly ugly gate? Alright. And also I don't why do I have to carry pepper spray? I'm afraid to walk in the halls. I'm afraid to come out of the building. I shouldn't have to carry a pepper spray where I live.

00:58:12 **VC VandeBerg:**

I agree. Can I ask for one point of clarification in my understanding when you say bang-up job, it's actually a good thing? OK. I just want to make sure that I noted that right.

00:58:21 **Ms. Valley – Lincoln Court:**

Yes. Yes, she's generating some respect there.

00:58:26 **VC VandeBerg:**

OK. Thank you for coming down and speaking with us.

00:58:36 **Ms. Dee:**

Ms. Eagle is next. Carmella Holloway is also in the room. And yeah, I did just want to let you know that they do have the cameras on in the overflow room. 301-B. FYI, so.

00:58:40 **VC VandeBerg:**

What is Ms. Eagle's first name?

00:58:50 – 00:59:01 **Ms. Dee:**

Ms. Eagle is speaking now. Carmella is next, and then Ann Ritchey. Are you here? OK, we'll be on the on deck after that. Ms. Ms. Eagle?

00:59:02 **Ms. Eagle – College Court:**

Good afternoon. My name is Sandra Eagle and...

00:59:05 **Ms. Dee:**

Oh, you had to call way closer to the mic.

00:59:06 **VC VandeBerg:**

Uncomfortably close. This is my advice.

00:59:07 – 01:01:26 **Ms. Eagle – College Court:**

My, my name is Sandra Eagle. I'm at college Court. Four years ago, you said that you would have social workers looking for social workers. For college Court and for other courts, instead of getting more, you eliminated them and only have Lutheran church Social Service take care of thousands of people. And when you call, which I have in the past for social service, they, get back with me, maybe in about two weeks, and then I have to wait another two weeks to get an appointment. And from that they can solve. And the management turns around and says, well, it's your problem. It's not social service problem. You got to take care of it.

For a great example, in November 23 my car got vandalized three times in the parking lot of college court. Management did nothing. Absolutely nothing. The person that did it lived right next door to me. I live in 413, he lived in 412. And then in January, most of the residents suspected that he did it. Public Safety, management did nothing. Absolutely nothing. So, January, the person that did it, told me he did it. The day after Martin Luther King's birthday, the manager called me into the office and said Oh, we found out who vandalized your car. And gave me his name. I said, what are you going to do about it? Nothing! So, I've had to take the whole front of everything on myself, and HUD is doing nothing with the problem. And as I say, they can do it. He's been having guns and everything. Management says oh well, we're going to take care of it. He didn't get evicted till about four months. Let's see. I think he got evicted finally in March. So, what is HUD doing? Nothing.

01:01:41 **VC VandeBerg:**

Thank you for sharing that, Ms. Eagle.

01:01:49 **Ms. Dee:**

Ms. Holloway, Ms. Holloway's coming up next and then Ms. Ritchey and then Barbara Leigh. Ah, Barbara Leigh, are you in the room? All right.

01:02:07 **VC VandeBerg:**

Go very close to the mic.

01:02:09 – 01:03:06 **Ms. Holloway – College Court:**

Hello. Hi. My name is Carmella Holloway. I'm from College Court. I've lived there for 18 years. The bed bugs there, it's just an unbearable my apartment is inhabitable. I shouldn't even be paying rent if I'm living in inhabitable apartment full of bedbugs. Crawling in my ear, crawling all over me, all on the walls, on the floors, everywhere. But what has Willie Hines done? Nothing! Nothing at all! I can't. I haven't had a decent night of sleep in six months. Do you go home and you have a decent night's sleep? Why can't I have one? I'm a human, just like you are. But you don't care. You don't care at all.

01:03:11 **VC VandeBerg:**

Ms. Holloway, have you had them treated or reported? Did you did you report the bed bugs and have they treated it?

01:03:19 **Ms. Holloway – College Court:**

They spray five times!

01:03:22 **VC VandeBerg:**

OK.

01:03:23 – 01:03:40 **Ms. Holloway – College Court:**

Water down. I don't smell nothing. All I see is that we talk, but you ain't doing nothing. Why should I have to pay rent where I can't lay my head? But yet , Willie Hines does nothing about it.

01:03:52 **VC VandeBerg:**

I think it would be helpful if you could leave your contact information.

01:03:56 **Ms. Holloway – College Court:**

It's in the lawsuit.

01:04:03 **VC VandeBerg:**

Thank you for coming and speaking today.

01:04:06 **Ms. Holloway – College Court:**

Mm-hmm. Thank you.

01:04:08 **VC VandeBerg:**

But I agree you should be able to sleep.

01:04:11 **Ms. Holloway – College Court:**

Let him come sleep in my apartment for one night and he'll see how it is! He's at home sleeping comfortably. I'm up all night long because they're crawling everywhere! Nobody cares. All they do is get the money and put it in their pocket and they're happy. But I'm not!

01:04:36 **VC VandeBerg:**

Well, again, thank you for coming and sharing.

01:04:43 **Ms. Holloway – College Court**

Yeah, mm-hmm, my time up?

01:04:45 **Ms. Dee:**

Yes, it Ms. Ritchey is next and then Ms. Leigh and then Albert Washko. Is Albert Washko in the room? Thank you. Oh, yeah. You're kind of on the on-deck circle still. You're two people, but after Ms. Ann

01:05:08 **VC VandeBerg:**

Hi, Ms. Ritchey.

01:05:09 – 01:05:56 **Ms. Ritchey – Common Ground:**

Hi, my name is Ann Ritchey. I'm a Community member, also a volunteer with Common Ground. People who live in HACM properties are also community members as well as Section 8 participants. And we should, everyone should really have the opportunity to live in a, a decent place. You know where they can be satisfied with their lives.

In your Five-Year Plan, you say you will hire a third party to conduct a 100% review of all Section 8 participant files. Why are you authorizing HACM to hire a for profit company to do their job? Will you publicize the results of that review? And also how much money have you paid Nan McKay in total over the past five years?

01:06:01 – 01:06:36 **VC VandeBerg:**

I'm just capturing your questions. We did approve a contract for Nan McKay, I think it was last fall, but as Ken mentioned, we will have the responses available on the website as well before the October meeting. The other piece I'll just say quickly. Did you have more? OK is we're just referring back to my statement that our goal is to be transparent and to, to share the results of our organizational reviews. So, I don't know if that means everything that you've asked, but I would presume that it's at least the highlights.

01:06:43 **Ms. Ritchey – Common Ground:**

OK. Thank you. It's very important that you be transparent.

01:06:47 **VC VandeBerg:**

I agree.

01:06:53 **Ms. Dee:**

So, before Ms. Leigh speaks, so Elbert, you're next, and then after Albert is Keisha Tate, FYI, but Ms. Leigh.

01:07:05 – 01:08:47 **Ms. Leigh – County Commission for Person with Disabilities & Common Ground:**

Thank you. Thank you so much for doing this. My name is Barbara Leigh. I'm with the County Commission for Persons with Disabilities. And I've also had some experience with HACM. Our theater company worked with residents at Lapham Park, creating original theater and music and dance, and I have to say they are wonderfully talented people and we just totally enjoyed working with them.

**01:07:05 – 01:08:47 Ms. Leigh – County Commission for Person with Disabilities & Common Ground:**

And this is about 8 years ago. I'm just been so, so saddened by what seems to have disintegrated Lapham Park was a model agency, a beautiful place, and I just sick that this seems to be just falling apart.

As a person with the Commission, I'm, I'm the Chair of the Housing Access Committee and I really am concerned about the number of people that HACM serves who have a disability, some very major and many with some similar, some not so sever, but definitely with this disability. I think it's so important that there be someone on your Board, for example, who has a disability. Maybe in addition to being a resident, so that you really have that, that personal contact of knowing what needs to be happen and if they actually go into these apartments and take a look, make sure that they really are accessible because I can testify to you many a restaurant, many a public place that say they're accessible, when I go into that bathroom, there is just no way I can get in there without major embarrassment. So, please take that into consideration.

We greatly appreciate the fact that you're listening to us. I want to take a look at the Five-Year Plan and maybe we can address specifics in more detail. Thank you.

**01:08:54 VC VandeBerg:**

Thank you, Ms. Leigh.

**01:08:59 Ms. Dee:**

So, next will be Albert Washko, Albert Washko. Keisha Tate is after him. She's in the room, and then Kelly Barnes is after. Is Kelly in the room? See you. OK, Mr. Washko.

**01:09:13 – 01:10:49 Mr. Washko – Jim Luther New Hope Center:**

Thank you. As you designated my name is Al Washko. I'm a board member with the Jim Luther New Hope Center, which is one of the largest food pantries in Milwaukee. And you see we have some overlapping interests. You and the Jim Luther New Hope Center because we take care of some of the same people. We provide food insecurity, the solutions to our clients, many of whom are your clients.

I'm, I'm also a retired federal executive. I was with the VA Hospital system for 30 years. At one time, I was responsible for 23 VA hospitals. I had 23 CEO's reporting to me and one of my responsibilities was to be sure that there is a good customer service orientation, which is what public service is all about, of course. And it, it appears to me that listening isn't enough. And I have to tell you, I, I learned that the hard way over my 30 years. Good customer service requires dialogue. And it appears that that's missing because this, this turn out and the lawsuit and the other turnouts, kind of reflect that there is a pretty serious communication problem. Would you, you agree to that?

**01:11:09 VC VandeBerg:**

I would.

01:11:09 – 01:12:01 **Mr. Washko – Jim Luther New Hope Center:**

Yeah. So, so, what I think is needed is a structure for dialogue, a structure for community service dialogue and that means not only is there listening, but there is feedback that that comes back. So, I would be very happy, as someone that's had quite a bit of experience in that, to help you find models that will work for you and over and above that, I'd be happy to work with you on that.

And, so, I would be happy to, Mr. Hines, Sir, to give you my card, should you be interested in some models. I think it will help all of us. We, we need a structure.

01:12:03 **VC VandeBerg:**

Hey, I just, I just wanna say I'm going back to the rule. I apply it soccer practice. He was still speaking. I know it's happy clapping, but it's hard to hear. Mr. Washko, thank you for volunteering your services and time to and thanks for coming down today.

01:12:24 **Ms. Dee:**

Keisha Tate, you are next. And then Kelly Burns is after Ms. Tate and then Kelly Glustott. See you there. OK.

01:12:34 01:13:01 **VC VandeBerg:**

I did just want to reiterate one thing from the comments that I made at the beginning that Mr. Washko also hit on, which is we do want to come out and we do want to provide more opportunities for hearing and dialogue as well. And we, we agree that HACM needs to be transparent and accountable for follow up. So, I appreciate all of you who are sharing that and I think that that's something that's noted and while we don't have a solution that we are enacting today, but it's something that we're working towards.

01:13:15 **Audience:**

We have one.

01:13:18 **Audience:**

That's right.

01:13:20 **VC VandeBerg:**

Put your name on the list and come up and share.

01:13:22 **Ms. Dee:**

Ms. Keisha Tate you're here. So, OK. And then Kelly. You're Kelly. OK. All right. And then Kelly Glustott is is next after that. Miss Tate.



**01:13:33 – 01:15:07 Ms. Tate - Hillside:**

Hi. I'm Keisha Tate. I'm a resident of Hillside. Me and the residents over there are having a problem with the rats, prostitution and homeless people in the trash.

My kids are not able to go outside because of the homeless people are either sleeping on the playground, by the trash, they're undressing over there, they're breaking in our apartments, going in the basement to sleep, and then they also come in there to pick up drugs. I complained about a resident having her boyfriend there, selling to them and ain't nothing been done, and he also on the no trespassing list to be there and he still end up at.

And then the rats are attacking residents and the mail lady had got attacked Monday, by a rat, delivering mail. My kids are scared to go outside because of the drugs, the homeless. Numerous resident's packages getting stealed and then numerous of times I'll call and put in work orders for stuff to get done. Nothing getting done. I have to fix stuff myself. To get it done so my kids won't get hurt. My kids got locked in the bathroom. I put in a work order two months. Nothing's getting done. I complained about the carpet and my refrigerator. They have to come and inspect it to see if I was lying. It got done, but still, I shouldn't have to constantly call you and put in the same thing over here to get something done because of my kids.

**01:15:14 Audience:**

Right, right.

**01:15:15 Ms. Tate - Hillside:**

My kids come first. Why should I pay to be somewhere that I can't be comfortable or they can't live right?

**01:15:21 Audience:**

Exactly.

**01:15:24 – 01:15:37 Ms. Tate - Hillside:**

And then I'll complain about the same thing over again by my neighbor boyfriend selling, and they break in trying to break in our units and stuff. We shouldn't have to worry about that. That's all I have to say.

**01:15:38 VC VandeBerg:**

Thank you, Ms. Tate.

**01:15:44 – 01:15:51 Ms. Dee:**

So, Ms. Barnes is going to speak next. Ms. Miss Kelly Glustott is after that, and then Brittany Walker. Are you in the room? Gotcha. OK, Ms. Glustott.

**01:15:54 - 01:16:15 Ms. Barnes – Hillside:**

My name is Kelly Barnes. I reside in Hillside Terrace. My main issue is my grandkids. They go outside and they can seriously get hurt. There's a like a steel pipe just hanging up from the ground. I have told them numerous times. And nothing has been done. The jungle gym is dangerous for them.

01:16:19 **Ms. Dee:**

Oh, can you speak into the microphone, really close.

01:16:22 **Ms. Barnes – Hillside:**

Can y'all hear me?

01:16:23 **VC VandeBerg:**

Go a little closer, go a little closer. Yes, yes.

01:16:26 - 01:17:54 **Ms. Barnes – Hillside:**

Also, yeah, what about right here? OK, the jungle gym that they play on now it's dangerous because bars and stuff are loosened on there.

I also have a problem with the rat problem. We can't, we have to come in the house before 8 because the rats are so bad they're not even scared of you. I sent the video in showing how close they had come to you.

I have to be careful with sending my grandkids in the basement because homeless people are either down there or down there doing drugs, you know, and that's real scary to me, to have to come, come in my apartment building with my grandkids, not knowing what I'm, I'm you know, falling up to when I come in the house.

This is ridiculous and I just feel like if we complain or if we were asked to come on the news to talk, I'm being totally honest, but you wasn't honest. How can you sit up and say what's going on in our apartment building or our complex if you never even came to look or it came to either see what was going on, you know what we're going

01:16:26 - 01:17:54 **Ms. Barnes – Hillside:**

through. We shouldn't have to. OK. It's low-income, but we just like everybody in this room, you know? So, I just hope this help you guys understand what we're going through each and every day and that's all I have to say,

01:18:01 **VC VandeBerg:**

Ms. Barnes. Thank you. Have you reported the issues too? Just wanted to...

01:18:08 **Ms. Barnes – Hillside:**

Numerous times and nothing has been done. Thank you.

01:18:20 **VC VandeBerg:**

OK. OK. OK. Thank you. So I don't think I need a recess. I just need one minute.

01:18:24 **Ms. Dee:**

OK.

01:18:27 **VC VandeBerg:**

I apologize, I don't want to take the time to call it recess, but I need one minute, so if I'm not leaving the room, are we good to just say, OK, give me just a second, sorry.

01:18:42 **Audience:**

Gladly use that for a recess?

01:18:45 - 01:18:54 **Ms. Dee:**

No, it's not going to be that long. So... you're Kelly Glustott?

01:18:55 **Speaker 2**

And then next will be Britney Walker and then Nicole Burns. Binns. OK. Thank you. I wasn't sure, but so you're on deck. Just wanted to let you know your time is coming up.

01:19:09 **VC VandeBerg:**

Thank you. Sorry about that.

01:19:12 - 01:20:31 **Ms. Glustott – Common Ground:**

Good afternoon. My name is Kelly Glustott. I am a community member volunteer with Common Ground. I am an advanced practice nurse and served for 10 years, served patients in hospice and palliative care. In that time, something I learned is that regardless of what stage of life people are in their home is one of the most important things to them and their home is not just a place where they just can just close the door, a home is a place where they need to feel safe, feel secure, that's clean where they can feel they can support their best health. Since that time, I now serve as a volunteer manager for an agency that provides volunteer services to older adults, including some residents of Arlington Court.

I would like to point out that in your Five-Year Plan, you noticeably didn't discuss the progress you've made on the HUD Quality Assurance Division audit. As of the end of June, in fact, HUD reported that HACM had only closed 2 of 38 total findings from HUD's Quality Assurance Division reports. With two open concerns, that's 5% progress. If I hire an employee or a volunteer and they made only 5% of corrective actions I gave them a year ago, they would be fired. Is 5% progress a year acceptable to you?

01:20:36 **VC VandeBerg:**

No.

01:20:37 **Ms. Glustott – Common Ground:**

OK. Thank you.

01:20:38 **VC VandeBerg:**

Yeah. Thank you.

01:20:48 **Ms. Dee:**

OK, Ms. Binns. I'm sorry, I think I got one ahead of myself. Ms. Walker. Sorry, Ms. Walker is the next speaker Ms. Binns is following her and then Bob Chernow is after that. Is Bob Chernow in the room? Ms., Ms. Walker.

01:21:09 - 01:22:04 **Ms. Walker – Common Ground:**

Hi, I'm Brittany Walker. I've had the pleasure of organizing some really spectacular people here in this room, mostly fighting for things that they shouldn't have to fight for. But since we're here, I'd like to ask just a few questions.

I heard you mentioned a few things about your Five-Year Plan and how you're willing to commit to certain things, but just wanted to make sure, will you commit to having all your future meetings in person? Will you commit to having public comment at those meetings? Will you commit to reflecting those changes in the bylaws? Will you also commit to changing the definition of a quorum in the bylaws to a majority of seven? Not a major, not a majority of appointed Commissioners. Do you have an answer for any of those questions today?

01:22:08 **VC VandeBerg:**

Well, I think I could answer, but thank you for the crowd's answer. So, I hope you know I'm just being humorous on that, but so I think I stated in the beginning that yes, we do want to meet in person.

01:22:23 - 01:22:35 **Ms. Walker – Common Ground:**

Yeah. And I also find it disrespectful because these are very serious issues we've brought to the table many times before. And being that this is the first time you guys are willing to hear them in person, I think you should show us a little bit more grace.

01:22:38 **VC VandeBerg:**

That's fair.

01:22:40 - 01:23:00 **Ms. Walker – Common Ground:**

In addition, you mentioned that you will start conducting, because we don't really, truly believe that you've conducted a full tour of any of these HACM properties, anyhow, you said that you would conduct a full tour. Will you allow residents to lead this tour so you're not just going in circles? Touring vacant apartments with no real issues, will you allow the residents who have been tenants in some of these properties for multiple years to actually show you around and show you where the actual problems are?

01:23:17 **VC VandeBerg:**

So, a couple of things, I do want to go back to just the in person piece and say the Board fully supports meeting in person and quite frankly it has not always been the Board's decision whether we met in person or not, but the goal, while we have a smaller Board, has the goal...

01:23:35 **Ms. Walker – Common Ground:**

When, when the Board makes these types of decisions, does it consider the residents who have complaints that have been ignored for years now?

01:23:44 **VC VandeBerg:**

So, the other part I mentioned is we do want to have more chances for public comment. So, a lot of that is, yeah, we hear you and we want to do that. Absolutely. So, it's a, it's an all-out yes.

01:23:56 **Ms. Walker – Common Ground:**

Yeah. We hope your next actions reflect that.

01:23:59 **VC VandeBerg:**

I can't confirm we're going to change our bylaws, but that doesn't mean you can't put it in practice.

01:24:03 **Ms. Walker – Common Ground:**

We're talking about actions., because your bylaws mean nothing because none of you actually followed the bylaws or the laws that you've written, but I'm going to step aside and you're the floor to a resident. Thank you for your time.

01:24:18 **VC VandeBerg:**

I think, I think the Commissioners have individually either visited or been very open to visiting some of the properties. All of the properties. And so that just the other answer, Ms. Walker, is, yeah, we'd love to have residents take us around. Absolutely. So, next up we have... I'm sorry because I don't recall your name... Binns? OK.

01:24:53 **Ms. Binns – College Court:**

I'm Nicole Binns. I'm from College Court and to address this consultants thing consultant, what are we consulting?

01:24:58 **VC VandeBerg:**

Thanks, Nicole. We've met before.

01:25:06 - 01:25:41 **Ms. Binns – College Court:**

Why we got a Five-Year Plan about consult and what are we consulting? What are y'all consulting for? Because we need to be consulted for how we're getting treated and mis and misrepresented and, and mismanaged in our and HACM and ripped all the way off. I'm I'm I'm confused. I was just, I just want to know whether we consulting and who is Nan McKay? We don't even know her. We don't know if it's him or her. That's my concern and my concern is we y'all need more sympathy and empathy, and that's just real y'all have a good one.

01:25:54 **VC VandeBerg:**

Ms. Binns, so we there will be a response on your questions around the consulting that will be in the public response because I think that's a longer answer. And Nan McKay is a company. So, if that at least helps. And, and they, they do have expertise in public housing. All right. Sorry, sorry.

01:26:23 **Ms. Dee:**

So, hold on before you get started. So, Mr. Mr. Chernow was going to be speaking next. Mr. Sawyer, are you in the room? Could you raise your hand? OK, now I get that. And then Christlyn Stanley will be after Mr. Sawyer. Is Ms. Stanley in the room? OK, she'll get him. Then, too. All right, Mr. Chernow.

01:26:46 - 01:28:22 **Mr. Chernow – Common Ground:**

I'm a was a fuel commissioned officer during the Vietnam War and when I came back from Vietnam, I ran, for the first couple of years, the Milwaukee Veterans Stand Down for homeless Veterans and their families.

My question has a lot to do with Victory Manor, which was a new concept, new project put up basically for Veterans. Residents were using their ovens to keep warm last winter. What have we done to identify and fix the issues with the air conditioning units at Victory Manor? Your senior staff originally denied this issue, but then admitted it to the Journal Sentinel at a Traffic Board meeting. HACM has provided residents space heaters. They've had Southport Heating and Cooling out repeatedly to tinker with the individual apartments, but nothing seems to be working here. The problem is still not fixed.

This is not a way that we honor disabled Veterans like myself and others who are there. So, I'm, I don't expect you to answer me on this, but this is an area that needs to be addressed. Especially, I believe with VA money going into this project. And to see if there maybe it was conflicts of interest when the building was built, because the people who did the construction, when I was in the construction area, would have been responsible for fixing these major problems with the air conditioning and heating units, and they weren't. Thank you.

01:28:22 **VC VandeBerg:**

Thank you and thank you for your service.

01:28:27 **Ms. Dee:**

So, Mr. Sawyer is next, and then Christlyn Stanley. Is Christlyn Stanley in the room? OK. And then after her is Bonnie Cooper. Is Bonnie Cooper in the room? OK, so you might want to see if Bonnie Cooper is in the other room then. Oh, she's here. OK. Sorry, I couldn't see you. Oh, thank you.

01:28:52 **Mr. Sawyer – RAB, Highland Gardens:**

How are you guys doing today?

01:28:52 **VC VandeBerg:**

Mr. Sawyer, have you have you spoken before? Did you come last year?

01:28:56 **Mr. Sawyer – RAB, Highland Gardens:**

I come here every year, I'm A RAB Board member.

01:28:58 **VC VandeBerg:**

Nice to see you again.

01:29:03 - 01:29:17 **Mr. Sawyer – RAB, Highland Gardens:**

Thank you. The first, first as far as policy, I want to ask have you guys ever been made aware, in effect, that I asked for the removal of the \$1,000,000 reporting limit where they don't have to report stuff under \$1,000,000?

01:29:22 **VC VandeBerg:**

Is this specific to a contract?

01:29:22 - 01:32:31 **Mr. Sawyer – RAB, Highland Gardens:**

At the exact time, the exact time that they implemented this policy is when the performance of the Housing Authority declined from high performing to troubled. So, since we know that that's coinciding with that, they need to start reporting, down to the micro dollar, what they're using money for. Umm.

The Housing Authority, thinks I'm taking it lightly, that they have staff members that have been union busting resident organizations. Even though they don't understand the fact that I've told staff and I don't know what they told Mr. Hines, but they were directly told in one instance, the person is on reporting. Because they took it so lightly, me and the different presidents that I worked with, the request is termination of those two employees.

I'm asking for money because in order for the resident organizations to operate properly, \$10,000 for each resident organization, and I'm asking for that because it seems like every charitable organization in the city that wants to do something that housing is happy with, other than the organization that housing has to work with, being the resident organizations gets funding. So, let's fund these resident organizations so we can afford to get lawyers and do what we have to do to operate properly.

I've requested to make things easier, especially dealing with people with cognitive issues, that we're trying to account, also for money, that's spent with resident dollars. This would be my second time asking for accounting software for the resident organizations.

We keep talking about bed bugs. Where you brought up the fact that every other major organization that has employees, even Spectrum, that goes from house to house, put footies on their feet when they go in people house so they won't cause the spread. Especially when you're going from apartment to apartment, doing an inspection and you know on the floors at least one or two of them got bed bugs and then you go walk in other people's house without the protective footies on your feet.

I will be addressing some of the other things that have been going on in my responses through the RAB Board as far as what I want done, but the Union busting that's been going on in housing is going to stop. And I'm going to let this be known because I want you guys, as Commissioners, to really step on this one, because when we did the president's meeting with HUD, they said it's not allowed at all. It's highly unallowed. So, if those employees want to keep their jobs, then you need to speak to me and other resident leaders about them keeping those jobs because I don't care how highly you perform when your performance includes criminal actions against people and their rights, they gotta go. Thank you for your time and do you have any questions for me?

01:32:35 **VC VandeBerg:**

I do. Just...do you mind sharing which location you reside in?

**01:32:43 Mr. Sawyer – RAB, Highland Gardens:**

I live at Highland Gardens. But because I'm a RAB Board member, I have not been privy to just the actions as far as the best thing at my building, I've seen it with other buildings.

**01:32:54 VC VandeBerg:**

OK. Thank.

**01:32:55 Mr. Sawyer – RAB, Highland Gardens:**

Thank you very much.

**01:32:57 Ms. Dee:**

OK. So, Ms. Stanley. Yes. OK. And then next will be, Bonnie Cooper. Is Bonnie Cooper in the building? OK. And then after that is Betty Newton. Is Betty in the room? All right. Gotcha. Ms. Stanley.

**01:33:11 - 01:35:15 Ms. Stanley – Common Ground:**

Good afternoon. I'm Christlyn Stanley. I'm a member of Common Ground and I'm a member of the community and retired. And I would say that as a public servant, we are called to do good, to seek justice and to correct oppression and so, some of the things I heard here today, I have to tell you it makes my heart really cringe. We have the responsibility to maintain the rights of those that we consider to be afflicted, poor and destitute. Milwaukee is a awesome city and I think we have the resources to do better.

In your Five-Year Plan, you say that you're contracting a third party to manage and operate the entire Housing Choice Voucher Program and that HACM will soon make a recommendation to the Board of Commissioners. How many candidates did you evaluate for the RFP? Who was a part of the evaluation team? How will you, as the Board, evaluate the recommendation that HACM staff put forth? Will you have a public meeting about the recommendation or recommendations? How will you hold that third party accountable and how soon will the decision be made? I heard you say that by October before the October meeting, we should have some information. We are substantially past our original RFP deadline, and tenants are stressed. I heard that and suffering because HACM's Section 8 office is so terrible. I do want to thank you for reiterating several times, that you are committed to rebuilding trust and for rebuilding transparency. Thank you for your time.

**01:35:19 VC VandeBerg:**

Yeah. Thank you, Ms. Stanley, for speaking. I think that those were good questions to ask about this decision, Ms. Stanley and definitely we will make sure those are part of the, the follow up. Everyone's are I don't mean to not say that about everybody's but those are more detailed than we can probably answer with a quick response. Hi.

**01:35:42 - 01:38:32 Ms. Cooper – Hillside Tower:**

Hi. My name is Bonnie Cooper. I am a resident of the Hillside Tower. I want to know when in this Five-Year Plan, is there room for us to get our building rehabbed or fixed or what's the plan with that? Because our boiler is so old, it's causing fire. Our basement is filled with garbage cans that's so dirty that when you go down there and wash, people have went to the hospital because they've been adjusting



01:35:42 - 01:38:32 **Ms. Cooper – Hillside Tower:**

the garbage cans that's dirty. Lakeidra Madison, we took her down there and she came in aromatics suit, like people said, and still nothing has been fixed. I mean, people look at the outside of our building of Hillside, but they never go in the middle and see the rats, the roaches, the garbage cans. Whereas so many family units and there's like 5 garbage cans for 10 units. That's not acceptable and that's not enough. So, where are people supposed to put the garbage? We have talked to housing about giving us more garbage for that place and just for the Family units, I mean, that's garbage is all over the floor.

So, we're basically feeding the rats and roaches and stuff like that. So how can we get rid of them if we're asking you guys to give us more garbage cans where we can put the garbage in, where they're not on the ground? For the Hillside building, I mean, you have elderly people and children, and we still have radiators. Those are not safe. I mean, if a child touched that, that's the CPS case and nobody is listening to that issue.

My other issue is you're saying you're going to hold the HACM accountable while they're walking in and out of our unit without letting us know. I literally had to put up a sign to let them know that this is a privacy law that you cannot come in my unit whenever you decide to. Let's talk about DNS. I've reported all this to DNS and haven't got nowhere. The lady, Jaime, excuse me I don't know her last name, but she works for HACM and I want to know if that's a conflict of interest. You're working for DNS and you're also working for HACM? We're trying to get to the bottom of that. And also. I mean, it's children in this building. I mean, this building is filled with, like I said, rats and roaches and I, I just want to know what's going to be done about this?

The, these radiators are too hot for people that have disabilities, as can't breathe. We have windows that can't even open, so if there's a fire in the building we can't get out the door. The only way we can get out is the window. If you can't open the window, how are we going to get out? How is the fire department going to get us out? People that can't go down the stairs?

01:38:38 Audience:

No AC.

01:38:39 **Ms. Cooper – Hillside Tower:**

Exactly, no AC.

01:38:42 **VC VandeBerg:**

Thank you. Can I ask just a couple of quick questions on the garbage cans, are you talking about regular size or like commercial size?

01:38:48 - 01:39:10 **Ms. Cooper – Hillside Tower:**

OK, so the first one I addressed with the family unit, it is regular size. For our unit, the Hillside Towers apartment, it is regular size, but they're, they're not being disinfected. And we're taking children down there to wash our clothes and stuff is elderly people and people have went to the hospital. That's also where the boilers that caused the fire. Like what, a month or two ago.

01:39:11 **VC VandeBerg:**

OK and Jamie, you referenced that to who you spoke to that's either with HACM or DNS?

01:40:00 **Ms. Cooper – Hillside Tower:**

Right, so I have a recording of that. And I mean I I just want to know, I know we, we spoke to the news about this. So, I just want to know what are you guys going to do because it's like we're getting the run around and the housing management have not been accountable. It's like you give them letters, they throw it away, and then you go back and ask them about it. We don't know, but then they give you a write up and it's like, whoa, what, what, what is this for? What is the write up for? So, retaliation because I called DNS? Retaliation because I'm going to the news and talking about this? I, I don't understand that. I mean that's. There's very unprofessional and the way they talk to us is like you heard, I mean, you could hear her in the recording and I'm just like, are you serious? You, you got to be kidding. You got to be kidding, right? That's very unprofessional and it's very rude.

01:40:14 **VC VandeBerg:**

Thank you for bringing this to our attention. And if you want to leave your contact info for follow up.

01:40:19 **Ms. Cooper – Hillside Tower:**

Absolutely, absolutely.

01:40:20 **VC VandeBerg:**

That would be great. Thank you.

01:40:20 **Ms. Cooper – Hillside Tower:**

Thank you.

01:40:30 **Ms. Dee:**

Next is Betty Newton.

01:40:32 **VC VandeBerg:**

And then is Betty the last one on our list for the Five-Year Plan? OK. And then there's an update. We have three on the list for our one-year plan. Is there anyone else who has signed up that we don't have already? Any new ones, Maria? No. OK. Hi, Betty.

01:40:55 - 01:44:10 **Ms. Newton – RO President, Becher Court:**

Hi, my name is Betty Newton. I'm the RO President of Becher Court. I wanted to talk about first, I want a formal response for everything that I asked you.

I want to know how much money is left over in the last Five-Year Plan? Because I question if there's money left over, and I've discussed this with Ken Barbeau, why aren't some of these issues being addressed, like the chronic bedbug issues? Because people should not have to go to wash their clothes and find bed bugs in their washers and dryers. They should not have to go to their community room and find bed bugs. Live bed bugs in their community room. That's my first one.

**01:40:55 - 01:44:10 Ms. Newton – RO President, Becher Court:**

I have asked the Chief of Public Safety, multiple times, to give us a report of all of the cameras in our building and the ones who work, the ones who do not work. Because I get sick of hearing oh, that wasn't captured on camera. They stole a fan that I bought out of our laundry room. I told them the day that it happened, they could never come back and tell me who stole it. They stole a table and chairs out of our lobby in front of our elevators by two exit doors. They never told us who stole it. And and and I've asked repeatedly. You can't tell me you don't put a camera by two entrance and exit doors?

My next thing is our, our Resident Board. I've heard that they're supposed to be two residents on the Board of Commissioners. Currently, for the last three or four years, you've only had one. And I'm questioning if you have that one now, because I asked Ken Barbeau that question previously whether the current tenant resident is actually physically able to fulfill her duties. You came to my building with the Mayor on June 17<sup>th</sup>, unannounced. You didn't come looking for me. You found me because my residents pointed out that you guys were there, but it wasn't with, with Ms. Daniels, it was with you, the Vice Chair. The Vice Chair whose term had expired already. OK. And I have a question, if they're supposed to be residents on this Commission, then I want to see them and I want to see them doing their job.

Number 2, you say you are holding HACM staff accountable. Are you holding this man accountable? Because you gave him a raise with all of the bad things that have been happening in the HACM buildings, you gave him a raise. He already made more than the Governor and the Mayor. So why did he deserve a raise when he won't even come and meet us? I have invited him to my building several times. Never call me up to hold a conversation, and I've given them both my numbers. I've written him. He knows exactly where I am. And as I've said before, if you ignore the Presidents of the RO's in these buildings, you definitely ignore the residents. I have no respect for somebody who does not...you're leading us, you're responsible for our livelihoods, but you won't come out and talk to us? We're not going to attack him, not physically, so why isn't it his job to come out and talk to us? He doesn't talk to the media, he runs from them. So, if you want to start holding, HACM accountable, we're holding you accountable because you're not holding him accountable.

**01:44:27 VC VandeBerg:**

Betty, before you leave the room, can we...I just wanted to address a couple of things really fast. I'm going to assume that there's no money left from the last Five-Year Plan. But I don't wanna speak out of turn.

**01:44:45 Ms. Newton – RO President, Becher Court:**

You should know that because you're deciding the next time your plan, so you should already know that.

**01:44:48 VC VandeBerg:**

I should. So the other pieces that I wanted to share was just A. thanks for bringing additional things to our attention and agreed, I think the entire Board would like to have resident representation. It's that's something that's not in our control, but the, the Board is appointed by the Mayor and he has...but let me, let me share one more piece with you. So, he can submit appointment recommendations. They also have to be approved by the Council and they were there were recommendations submitted several months ago. We are hopeful that they will be scheduled for September 30<sup>th</sup>. And the hope is that we

01:44:48 **VC VandeBerg:**

will have more members of the Board. We all absolutely agree with you that we want a full Board, and we wish there was a full Board every time.

01:45:52 **Ms. Newton – RO President, Becher Court:**

So, why has it taken over three years to achieve that? Why isn't there more residents on the Board like there's supposed to be?

01:46:00 **Audience:**

Where's Ms. Daniels?

01:46:02 - 01:47:32 **VC VandeBerg:**

So, I...I can't answer that other than we also have things in there beyond our control like COVID, right. So, during COVID, I think it may have been challenging to make appointments. But what I can tell you is that the Mayor has submitted some. We've heard from Council members with a strong desire to speak to all of those who are either being considered for reappointment or appointment.

And at this point I'm a volunteer. I volunteer my time and my term expired, but I didn't leave the Board because it would have left us with even fewer members. I continue to serve until I'm either reappointed or chosen not to reappoint. But again, I'm doing that because I think that HACM needs Board members to continue to function and operate, and I believe in providing safe housing to the city.

So, that's my goal and I'm hopeful that we're going to make progress in that arena. All right. There was one other thing. Sorry. Just... I wanted to say on that that we will make sure for Betty, I think she might have left, but that there will be follow up on the on the website about her questions on the Five-Year Plan, OK we have.

01:47:38 **Ms. Dee:**

There are no other speakers on the Five-Year Plan.

01:47:38 **Speaker 3**

There are no other speakers on the Five-Year Plan. So, for formality sake, we have to close this public hearing and reopen another one for the annual. My only concern is we've heard comments about both during this time, so, are we able to just continue to hear?

01:47:48 **Ms. Dee:**

There is a presentation from the staff about Capital fund plan.

01:48:07 **VC VandeBerg:**

OK. Because Ken did present on the Annual Plan already.

01:48:14 **Ms. Dee:**

The second item is a significant amendment on the Capital Fund Program Action Plan.

01:48:20 **VC VandeBerg:**

OK, so we need to close the public hearing for the Five-Year Plan. We will hear from staff on a revision to the Annual Plan related to the Capital Plan.

01:48:33 **Ms. Dee:**

It's the, it's the s it's the 23. It's a significant amendment for the 2023 to 2027 Capital Fund program, Five-year Action Plan. So, so we have a motion to close this public hearing?

01:48:46 **Comm'r. Lockett:**

I make a motion that we close the five-year public hearing.

01:48:50 **Brooke VandeBerg, Vice Chair of HACM's Board of Commissioners:**

Also, I'll second that motion. And so, we can say aye if we're in favor? Aye.

01:48:55 **Darian Lockett, Commissioner on HACM's Board of Commissioners:**

Aye.

Audio file

[HACM Board Mtg 09-11-24 HACM Brd Mtg Disk.mp3](#)

Transcript

**Housing Authority of the City of Milwaukee**  
**Board Meeting**  
**September 11, 2024 at 3:00 p.m.**  
**Public Hearing regarding the**  
**2023 – 2027 Capital Fund Program Five-year Action Plan**  
*See last page of document for a complete list of speakers*

01:49:00 **VC VandeBerg:**

Alright, now we'll hear from staff. Sorry.

01:49:04 – 01:50:31 **Patricia Dee, HACM's Administrative Services Supervisor:**

That's OK. This will... I just have my little spiel to do, I'll try and keep it shorter. So, the next item is a public hearing regarding the submission to the U.S. Department of Housing and Urban Development of a significant amendment to the Housing Authority of the City of Milwaukee's 2023 to 2027 Capital Fund Program Five-Year Action Plan.

I'll provide a brief overview. Staff will provide some explanatory information. Commissioners can ask questions and then we'll have speakers. The Capital Fund Program Five-Year Action Plan delineates the budget breakdown for major work categories by public housing development or area. The significant amendment includes changes and additions to the list of work categories to address prioritized capital needs throughout the public housing system.

The Resident Advisory Board was also involved with this document at their August 22nd meeting and Ken will speak on that. A draft of the action plan is in the binders was in her office at 809 N Broadway and on our website at hacm.org. This is also considered a living document, so we may made changes and when we do, if there are significant amendment, we'll bring them to the Board and bring them to the Resident Advisory Board and the Board of Commissioners. That is the same.

So, first HACM's Associate Director for program services, Fernando Aniban and HACM's Chief Operating Officer for Program Services, Ken Barbeau, will provide some introductory information, summarize the comments from the Resident Advisory Board, and answer questions from the Commissioners. Fernando and Ken.

**Fernando Aniban, HACM's Assistant Secretary:**

Good afternoon, Commissioners, Fernando Aniban. The Housing Authority currently has a Capital Fund Program Five-Year Action Plan covering.

01:50:54 **Ms. Dee:**

Oh, into the microphone.

01:50:55 – 01:54:49 **Mr. Aniban:**

Covering 2023 to 2027. This current five-year plan went through the same public consultation process and was approved by HUD on October 2023. This is a fixed five-year plan, which means we only have to go through public consultation process again when there are significant amendments to the currently approved five-year plan.

The yearly amount of the capital funds reflected in the plan includes actual amounts and projected amounts. In the case of the original plan for 2023 to 2027, which was approved on October 10, 2023, the fiscal year 2023 amount is the actual grant allocation. And the and the 2024 to 2027 are projected amounts. The amount the amounts in each year are then allocated or identified to each capital fund eligible items or activities based on the capital needs assessment or currently identified capital needs for each of the public housing developments. Given the limited amount of capital fund grant allocation, its years capital needs are prioritized. HUD regulations allows us to use up to 35% of the grant amount to support the operational needs of public housing developments, with the understanding that the operating subsidy in each year is not enough to cover the operating needs of the public housing developments. The remaining 65% must be expended on capital fund eligible activities. We call this work items in the plan. Which could include modernization of current units, capital major capital expenditures, assets procured to enhance public safety, creation of new units or rehab of existing units under the mix, finance development projects, emergency needs, as approved by HUD, among others.

It is important to note that HUD does not allow us to spend any work on of any work items that are not currently identified in the approved five-year plan. If there are new, new work items that are that will surface or as a priority that are not currently in the plan and are considered significant amendments as defined in the public housing authorities plan. The Housing Authority will have to go through the resident consultation and public hearing process to amend the five-year plan. This is where we are now.

HACM receive actual allocations for 2024. We have identified new work items which we think should be included in the current five-year plan. So, we can start addressing them as funding becomes available. As it stands, HACM, as the following projected actual and projected amount of Capital Fund for 2023 we have 8 million, 2024 we have around 8.3 million, 2025 we projected around 8.2 until 2027. Given that HACM is proposing amendments to the currently approved five-year plan and the Capital Fund Program Five-Year Action Plan delineates the budget breakdown of each major work categories or work items by public housing developments or area.

The significant amendments include changes and additions to the list of work items to address prioritize capital needs throughout the public housing developments. The new work items are highlighted in yellow in the in the revised or proposed five-year plan that was included in the Legistar per year review. In summary, this includes... and if you want some details on each work item later on, Greg Anderson and Warren Jones can speak to them. These items include facade repair in public housing high rises, elevator modernization, safety related equipment and modernization or rehabilitation of units that have been placed under long term vacancy status. This revised plan will was made available as, as Patty earlier described, in the in the website and was presented to the Resident Advisory Board. Ken will speak - as we presented to the RAB, there were some comments that was received and Ken can speak to it.

**01:55:40 - 01:56:57 Ken Barbeau, HACM's Chief Operating Officer – Program Services:**

Sure. So Ken Barbeau, Chief Operating Officer for Program Services. We presented to the RAB Board and the RAB had three, three major more clarifications and one comment.

The clar, the first clarification was whether the money, if this is money that is already that we're getting or we're intending to apply to HUD. And the answer is these Capital Funds are Formula Grant that HUD gives to housing authorities for public housing specifically every year. Sorry.

The second one is whether Resident Organizations will get a copy of the budget as well. And while a lot of the Resident Organizations weren't meeting during the summer, we are distributing copies to each of the public housing Resident Organization leadership and will be responding to the questions that they have on it.

And then the third one had to do with whether the money for 2025 through 2027 has been received yet. And the answer to that is was no, that that money will be received in those future years. HUD allocates it as their fiscal year comes up, so. Those were the three questions from the RAB.

**01:56:57 VC VandeBerg:**

Question and it ties to several of the comments today. So, there's several new expenses listed for pest control of all the units of various locations. How many, I guess, treatments do the additional funds allocated cover?

**01:57:23 Mr. Aniban:**

So, I don't know that. That would be the evaluated on a property per property basis, I would say. The case we have to identify the work item in the plan so that we can spend money on it..

**01:57:37 VC VandeBerg:**

OK. And so, like for example, one of them says, Mitchell Court pest control conduct pest control in all 98 units, \$10,000. So, do we think that's one visit and then do we have additional ones like do we have additional funds for additional visits?

**01:58:01 Mr. Aniban:**

That that would be... I I can respond to that because that's the technical aspect of it. My,our role here is that, yeah, we said in the plan that we will treat pest control on Mitchell Court for example, \$10,000. We just put in \$10,000. It could be \$50,000. It could be \$100,000. It could be less, but the key is we have if once we have the funds, we can easily move on it. When I say we have the funds, we have the allocation proposal.

**01:58:25 VC VandeBerg:**

But if that's the allocation, how much flexibility is there on the amount?



01:58:31 **Mr. Aniban:**

Depending on the amount, we have basically. So, it, we have to get it from other source basically. Because we only have to deal with we have a part of money that we have to allocate.

01:58:43 **VC VandeBerg:**

OK, what about?

01:58:44 **Willie L. Hines, HACM's Secretary-Executive Director:**

The line item, if I may, Madam Chair, the line item, it, it really is a placeholder, and so that's what it serves as. If you don't put it in as a placeholder, then you don't have the opportunity to upload it or decrease it when a bid may come back.

01:58:50 **VC VandeBerg:**

OK.

01:58:57 **Mr. Barbeau:**

Right. I would just add, yeah, if it wasn't in there as a placeholder, we'd have to go through another public hearing to add that line item in.

01:59:07 **VC VandeBerg:**

OK. Do we have. Oh, sorry. Go ahead, Ken.

01:59:08 **Mr. Barbeau:**

No, that's it.

01:59:10 **VC VandeBerg:**

Do we have it here camera? I know there was some funds for cameras.

01:59:15 **Mr. Aniban:**

Yeah, cameras are a part of that.

01:59:17 **VC VandeBerg:**

Those are new line items that are in here. So, for the new line items, especially relevant to the comments we're hearing today, there's several around smoke detectors, pest control, some physical improvements. And then do we have? How many I guess question would be with the line items, do you have this covered for the majority of our properties? For some of the new line item entries.

01:59:53 **Mr. Aniban:**

Yeah, that was that. That was the goal actually, to put it in there to the extent that we know they don't exist as a work item in those developments, that we put them in there, so that we can move them when the needs arise.

02:00:07 **VC VandeBerg:**

So, based on feedback we hear today, we can consider if any additional line items need to be added and we would approve this next month is that right?

02:00:16 **Mr. Aniban:**

Yes, and that's part of the, that's part of the consultation process, because there are some items that might surface or brought up to our attention that we were not able. But we have to make sure that its an eligible Capital Fund item because it's governed by regulation.

02:00:32 **Ms. Dee:**

And actually, the significant amendment process does include a public notice period. So, we couldn't before the next month, but because there's a 45-day public notice period, so we'd have to present that, Show, present it to the RAB. Do the notice and then bring it to the Board.

02:00:47 **VC VandeBerg:**

OK, so this list, for those who are still here, will be presented to RAB which would...

02:00:55 **Ms. Dee:**

Oh, I'm sorry. This has been, but if you wanted to do new things that aren't in here.

02:00:59 **VC VandeBerg:**

Then they would go back and be presented, which could be a consideration based on feedback today and then those would go back and we'd have 45 days for notice and then approve in November?

02:01:13 **Mr. Barbeau:**

If, if if they are, if they are actually an outcome of some comments from today or that were received in writing or from the RAB, we wouldn't have to go through the new notice period. We would be able to pass that in October because we're putting something in that was in response to the public comments.

02:01:30 **Ms. Dee:**

I apologize, I had misunderstood.

02:01:32 **VC VandeBerg:**

OK. I think that's helpful feedback for the group that's still here. Any questions, Commissioner, did you complete your update? Yes. OK. Any questions from Commissioners?

02:01:44 **Mr. Aniban:**

Yeah, we're done.

02:01:49 **VC VandeBerg:**

I see the phone is still on, so I'm going to assume no questions. OK, so we are able to move into the public hearing, OK. So I assume we need to make a motion to do so. Is there a motion to move into the public hearing for the Capital Fund Program?

02:02:08 **Comm'r. Lockett:**

Make the most to move into the Capital Fund Program hearing.

02:02:11 - 02:03:08 - **VC VandeBerg:**

OK, I'll second all in favor. Say aye. Aye. For those that are here, the same rules apply that we had previously for the five-year plan of two minutes for comment. If there is any new names, Maria is standing at in the back, near the police officer and you. There's... she's been here the whole time, which is great. Thank you for being here today. But so, Maria can help you get signed up. If there's anyone else who wishes to speak. And again, goal here is for us to hear the feedback. We may ask some follow up questions.

We may not be able to answer all of your questions today, but what Ken Barbeau has shared is that all of this will be published with follow up on HACM's website prior to our October Board meeting. So, I think we can get started.

02:03:17 **Ms. Dee:**

Yes. Kelly Barnes. Is Kelly Barnes still here? Kelly Barnes? L. Washko?

02:03:24 **Mr. Washko – Jim Luther New Hope Center:**

Yes.

02:03:25 **Ms. Dee:**

Hi Al. Would you like to come up and speak about the Five-Year Capital Fund Action Plan? Gotcha. OK, Mr. Sawyer, would you like to come and speak on the Five-year Action Plan?

02:03:38 **VC VandeBerg:**

All right.

02:03:39 **Ms. Dee:**

And then I'll follow back to see if Kelly Barnes is here again.

02:03:44 **VC VandeBerg:**

I didn't get Mr. Sawyer's first name.

02:03:45 **Ms. Dee:**

Cornelius.

02:03:54 **VC VandeBerg:**

Thank you. Welcome back.

02:03:55 **Mr. Sawyer – RAB, Highland Gardens:**

Thank you very much.

02:03:59 - 02:07:08 **Mr. Sawyer – RAB, Highland Gardens:**

Because this the, the annual plan is immediate, being RAB Board member, we also represent the Section 3 workers. Which are low-income people living in housing and throughout the city that take house take they take jobs from Housing Authority. The Housing Authority does not give a pension anymore, which would happens with a lot of city and state facilities now. But the problem I've noticed I've, I've talked to some people. Can't help poor people buy paying them significantly less than the federally listed median incomes for the jobs.

People have come to me and told me they were getting and they show me they're getting \$10,000 less than what they're supposed to be getting paid. Indian houses up here like we can't get people to work for us or they leave. Of course, they're going to leave because you're paying them \$10,000 less than what they can get someplace else. We have to get the median income up as far as how these people are being paid. It and it should be a standard at least to least be no more than \$3,000 or \$4000 less than the median income for the area.

Everybody forgets that House's job is also to help people to...and they think kicking people out is how you go through the waiting list. Another way is you help people to be successful, to go out and be homeowners and things like that. I guess it was supposed to be addressed even in in the other planning, this one. The plan is too waiting list orientated. There is a mandatory 80% retention rate that is required. That does not exclude people that that meet financial levels to leave out of housing. That, that doesn't count the same, but when you're having people leave housing to be homeless. There's a difference.

So, I will be addressing this more. Some other things, like I said, I'll be addressing and hopefully in the future you guys will be a little bit more receptive to these issues and some other people tell me I'm like make sure they state this, but for now, as Commissioners, you do have the right to do certain things.

When people have complaints for you guys, especially when they're about the Executive Director or his staff, they shouldn't be venting them - it's a conflict of interest. Let's get rid of that policy. Let's get somebody else in place that takes these complaints, even if, hey, organization like Common Ground, they take the complaints anyway. Let the complaints go to them, and then , we'll have better communication at these meetings, when we do have them, about what's going on. Thank you very much. Thank you for hearing me.

02:07:10 **VC VandeBerg:**

Thanks, Mr. Sawyer.

02:07:15 **Ms. Dee:**

Is, is Ms. Kelly? Yeah. Is Miss Kelly Barnes in? OK, is Charlene Bell here?

02:07:15 **VC VandeBerg:**

I think we have one more.

02:07:30 - 02:10:21 **Ms. Bell – College Court:**

Now you know I have, I fall too much. That's another problem with my apartment. I fall in there. Yeah, I fall in my apartment a lot. It's unaccessible, as they said to y'all earlier. I agree with a lot of things they said earlier. Again, my name is Charlene Bell. I prefer to be called Peaches.

You might have seen me. I from College Court. I'm the one that the Washington Post did the story on. I've been on the news. I've been everywhere. I even told Mr. Hines when I first met him, at College Court, I'm a real fighter. I'm a true Sagittarius. If I get ticked off about something, I'm not going to give up. I'm going to keep on fighting until I see justice. I've being ate by Bugbear, bedbugs daily. I have a fresh bug bite right here, now, I can show you, it's daily. I have my apartment sprayed once a month, every month for the last two years and a half and it's still bugs in my house. I got the bed covers- I just my money \$100 on bed covers for what?

You know, we got these official people, supposedly on video, telling us things like those are our building, ma'am. That's Greg Anderson. But these, these are your corporate people talking to us as residents. They don't care. They had a man in the building and, and they told me I couldn't talk to him. There wasn't of my concern. And I made sure he understood, OK, you don't want me to talk to him because someone told me he's from HUD. I said you want to talk to him? I bet. You, the camera crews, want me to talk? I get. I bet you they're not gonna ask me to be quiet.

Your people do not know how to show respect to us as residents. And that's one of the reasons why your, your manager that was previously at our building, got attacked because she didn't know how to talk to people. She talked to me like I was a fifth, a fifth grader, a kindergarten student, go to the office, don't talk to me in the hallway. My mother is deceased even if she was still alive, she wouldn't holler at me. I'm grown. I'm very well grown. I'm closer to the 60 than I am 18. And you know, talk to a grown person the way Serena, whatever her last name is, was talking to us. And I made all of those complaints.

We do all of those phone calls. DNS is working with housing. They are not helping us. So I put that out there for you too, because I called DNS on them about the mice coming up the hole in the wall. And I almost broke my neck crawling off the toilet. I had to happen, just so happen to had diarrhea, so, guess what? It was, booboo, everywhere. And I had to call the DNS and then ask and they still didn't do nothing until the new manager that's here now came in.

He showed me that Serena put a check -I see this I'm doing, I'm, I'm wrapping up - her and she put a check mark saying that they solve my problem. They fixed my problem. The hole in the wall was still there and his pictures. I said, Sir, you're looking at the picture, do it look like they fixed? I said what she did was put a rat trap in my house and I told her I'm scared of mice, dead or alive, and I'm not touching no mice trap. Why you putting these down in my house? You're not, you're not, you're not, you're bandaging it.

You're not fixing the problem. You're putting band aids on it.

02:10:28 **VC VandeBerg:**

Thank you, Ms. Bell.

02:10:29 **Ms. Dee:**

Those are all the speakers.

02:10:31 **VC VandeBerg:**

Do we have anyone else that wishes to speak? Because that was the last name on the list.

02:10:37 **Mr. Solomon – Common Ground:**

We'd like to request that you have Mr. Hines speak as prepared on the agenda and then you demonstrate your words, which is that you're going to hold staff accountable right here, right now by asking them hard questions.

02:10:49 **VC VandeBerg:**

So, do you just want to recognize yourself because you spoke?

02:10:52 **Mr. Solomon – Common Ground:**

Sure. I'm Kevin Solomon, an organizer with Common Ground.

02:10:55 **VC VandeBerg:**

OK. Thank you, Kevin. So what Kevin mentioned is we did take the Secretary Report off of the agenda today because we wanted to make sure that we had time to hear from everyone who would come down today. And quite honestly, we had a time limit of 5:00 PM. So, I know that we do need to wrap up soon, but Mr. Hines, is there anything you want to say?

02:11:19 - 02:13:56 **Willie L. Hines, HACM's Secretary-Executive Director:**

Thank you, Madam Chairman. Let me first thank you for your leadership and your guidance. I want to thank the guests for coming and residents as well for having come to speak to us today. And it's clearly obvious that there's still a significant number of unresolved matters that we clearly will address.

But also, what I can say is that if you look at the Capital Fund Plan that was presented, we have listened to residents as well and we've been able to implement that into the Capital Fund. Residents today have talked about safety. Prior to the Capital Fund, we did upload some dollars for the Capital Fund in the Capital Fund for safety.

They've talked about bed bugs, rodents, and a number of other items. In the Capital fund item, we've also identified a placeholder for that because we will work to improve the current condition as it pertains to pest controls. We've also added it, as indicated by even what's been said today, we not only have an in-house Public Safety team, but we've also hired third party vendors. We will continue to engage them as resources allow and hopefully, by identifying in the Capital Fund, it would give us more resources to do that as well.

We've hired, we have it in-house, an in-house Pest Control team, one of the few in the country. But in addition to that, under my leadership, we've also brought in a third-party vendor to help us. We've added additional resources to the Capital Fund Program, so that, in the event there is some additional dollars needed, we are focusing on that to improve and increase those dollars in those areas as well.

02:11:19 - 02:15:47 **Willie L. Hines, HACM's Secretary-Executive Director:**

So, while I say that I've heard you today and really thank you for coming down, much work yet lies ahead. We are committed to addressing your concerns.

As the Vice Chair has indicated that we, we anticipate building on the transparency, building on accountability, performance reviews and all of it. A lot of that is going to be driven, not only by what we commit to today, we do recognize the challenge of not having adequate Board members. We're hopeful that the Council will put them forward, that will be very beneficial to seeing us operate as efficiently, not only as we'd love to be able to operate, but as efficiently as each of you would like us to operate as well. And so, with that, again, we are working closely with HUD for Corrective Action Plans and as well as other matters as it pertains to enforcement, and rules and regulations and policies, and we will continue to do that, but we'll also continue to work with our residents as well.

Under my leadership, we put a Resident Liaison Division on board to improve those relationships. Again, it's new. As we continue to scale it up, it will hopefully give the residents an opportunity to be able to voice their concerns. I think Mr. Al talked about a dialogue. Thank you, Sir. I do look forward to speaking with you because I think a dialogue is warranted, not a monologue, not a directive, but the ability to be able to exchange with ideas and concepts for the betterment and the greater good of our residents. That is what we've done in times past.

We have tremendous partnership with others. We look forward to the partnership with Common Ground. Building on what's been established and look forward to, like I said, speaking with Mr. Al, because what he said was very important. I appreciate that. So, with that, Madam Chairman, this is one phase of the process, which really is a process that allow for resident, for us to listen and hear, this isn't the first time we've listened and heard our residents.

As you've indicated, you've been out there. I've been out there. Many of you I've met with and spoken to. We will build on that. Just so you know that and it is reflected in the action that we submit today, where that we've heard today that we will submit to HUD and we will continue those efforts. So, thank you, Madam Chairman, and, and the other Board Commissioners for the job that they've done. And we do look forward for continuing this process as indicated, the information that was shared will clearly be a part of the dialogue moving forward. And it will be reported on and will be continued throughout the process until adoption is made.

We've heard some things today. We will examine and see our ability to be able to improve upon them. That we will do. But again, it's a process and we appreciate the active role that you've played and thank you for coming out today.

02:15:51 - 02:17:49 **VC VandeBerg:**

I'm, I'm not sure. So the question that Betty just raised is does HUD get an audio of today's meeting? I don't know the answer, but they will get a transcription, as well as, all of the concerns raised and then the documented follow up that would be published on the website. That's the piece that Ken mentioned at the beginning. If I missed anything, I'm looking at him to see. Did I cover at all? I covered it, he says. Good idea. We can ask them if they'd like it.

The other piece I wanted to just bring up, there were a number of people who mentioned they were part of Common Ground or working with Common Ground, and I think that's great. I just wanted to say I

02:15:51 - 02:17:49 **VC VandeBerg:**

think that this document in particular, which is titled the Capital Fund Program Five-Year Action Plan has a detailed list of all the capital expenditures and so this is not final, so I highly encourage since it's it looks like it's an organized effort to work together and bring some additional feedback back on that list.

If you'd like, Kevin, if you want to meet and talk about it, happy to do so. If you want to speak for the group, but just I think it would be great to hear, specifically, if you have more thoughts.

One thing I will share with you and just because, quite frankly, we have media attention to go with it right now, budgets are always really challenging. So, quite honestly, one of the questions I've asked of the organization in the past and again recently is, is there an opportunity to seek some private funds to help support some of the things that we need to do? So, it's hard when you're an organization that's being scrutinized, to go out and fundraise to meet some of those needs, but I think it's something that we we'd like to look at doing.

Hey, Kevin, if you're going to speak, would you mind just coming up to the microphone? OK. And we technically didn't close the meeting, right? The the public hearing. So we'll just capture it as public hearing comment.

02:18:10 - 02:18:58**Mr. Solomon – Common Ground:**

Great. Kevin Solomon, Common Ground. Two points.

One - HUD and Baker Tilly said they cannot determine the financial net position of the Housing Authority. You don't even know the status of your own books. There's \$3,000,000 missing, there's 1000 plus illegal self-payments. You claim poor, but you can't even figure out your net position. So, that excuse frankly feels vapid.

Two - I'm more concerned that you had no questions for Mr. Hines. Mr. Lockett, you've asked no questions this entire Board meeting, Ms. Yépez Klassen isn't even here. Ms. Daniels, who knows if she's here and how many meetings has she missed now? No transparency, no justification given.

So, let me just ask you - you don't have any questions right now for Mr. Hines? They've made 5% progress on HUD's corrective actions in a year and you don't have any questions for him?

02:19:05 **VC VandeBerg:**

We certainly have questions for him.

02:19:07 **Mr. Solomon – Common Ground:**

Can you ask him. We're here. We'll wait. Will you wait everybody raise your hand.

02:19:12 **Mr. Hines:**

It's a public, it's a public hearing.

02:19:14 **Mr. Solomon – Common Ground:**

What are your questions for him?



02:19:16 - 02:20:49 **VC VandeBerg:**

So, I'll just make a quick summary of my questions.

There are many things that I captured today in my notes. I took the names and details of everybody that spoke today and I want to go back and talk to him about all the concerns. From the site visits that I did with the Mayor over the summer, we talked to some residents who are here today and some who are not, and there are still questions that remain from those too.

Bedbugs is something that came up a lot and the way that we treat for bed bugs came up a lot. And while as a Board member, it shouldn't necessarily be my job to dive deep into how we treat for bed bugs, I should be listening to the aggregated feedback on that, right? I should be saying how many are we doing? How many complaints do we still have? Have the complaints been reduced? Is it no longer an issue? So those are the types of questions that we ask as Board members.

One of the things that came out of starting to ask those questions more was getting a monthly report out on the types of service requests we have. Now, is that good enough? No, but it's a good starting point so we can start to understand trends. But what I keep hearing is what we're doing isn't working and it's a problem. And so yes, every single thing that came up, we want to talk to him about it. And I don't want to keep everyone here all night to do that, because I think part of that is, we don't want to just talk about the problems. We need to talk about solutions.

02:21:06 **Mr. Solomon – Common Ground:** Yeah, the problem is that you talked to him behind closed doors and you cancel and avoid meetings. You talk about dialogue. You don't do it. You don't dialogue with the community.

02:21:10 **VC VandeBerg:**

He... I don't cancel or avoid meetings, there's not a person...

02:21:11 **Mr. Solomon – Common Ground:**

It's been 8 months. This is the first in person meeting since January. You had two virtual meetings all of last year.

02:21:14 **VC VandeBerg:**

So, it is not been the Board's choice not to meet in person. I have actually asked to meet in person on multiple occasions. So, as I said, we are now being very transparent and sharing that with you to say you're going to meet in person, the organization decides. Leadership decides so.

02:21:20 **Mr. Solomon – Common Ground:**

Who makes that decision?

02:21:33 **Mr. Solomon – Common Ground:**

You're sharing vaguely, but not specifics.

02:21:39 **Mr. Solomon – Common Ground:**

So, Mr. Hines decides.

02:21:43 **VC VandeBerg:**

I would need to leave that to him to say for sure.

02:21:46 **Mr. Solomon – Common Ground:**

You have to defer to him. I thought you're Board.

02:21:49 **VC VandeBerg:**

We are the Board, but OK. So, to be fair, it's been more than two minutes. But again, I think a good working opportunity is let's talk about what's in here and what might be missing.

02:22:04 - 02:22:22 **Mr. Solomon – Common Ground:**

And one helpful thing would be if you actually question him publicly and not go talk to him behind closed doors. Because you're not doing your job and holding them accountable.

We're glad that you're going to do a performance review. You didn't say when. We're glad you're going to hold him more accountable. You didn't say how you're going to do that, but we're glad for that. That's a result of our pressure for two years, but you haven't demonstrated it here.

02:22:24 **VC VandeBerg:**

So. So Kevin, it shouldn't be about exactly how we have the conversation. It should be about the outcomes and if you want to call me out specifically.

02:22:37 **Mr. Solomon – Common Ground:**

These are bad outcomes.

02:22:39 **VC VandeBerg:**

You and I have conversed many times about me coming out to visit and the ball has been in your court for two months.

02:22:45 **Mr. Solomon – Common Ground:**

False. I'll share all the emails with media right now. Two emails you haven't responded to, Mr. Lockett, hasn't responded. Ms. Yépez Klassen hasn't responded.

02:22:48 **VC VandeBerg:**

About when I would come back, not true.

02:22:53 **VC VandeBerg:**

We, we.

02:22:54 -02:22:58 **Mr. Solomon – Common Ground:**

Hey media, I will share any emails you'd like to see any of them I, and I think we're finished here.

02:22:58 **VC VandeBerg:**

Great. So yeah, I think we are too, excuse me, actually we do have another Commissioner who's going here.

02:23:01 - 02:23:28 **Comm'r. Lockett:**

Well, the only thing I want to say is, you know, today I there's a lot of information that was taken in. And like you know, I took notes and yes, there's a lot of questions that I have, but I think just out of respect, I process things different. Yeah, I want to go back review my notes, and then I can have a one-on-one meeting with President Hines if.

02:23:33 **Audience:**

Have you started been listening to the media and us for a year and a half, two years? These same concerns for two years, two years, this man has never met me. Two years he's never met you. I've never met you and I question whether Ms. Daniels is physically fit to be running this Board right now.

02:23:56 - 02:24:15 **VC VandeBerg:**

All right. Thank you everyone. I, I don't want to seem like I don't care by wrapping up the meeting, but we've shared we've had the opportunity to share our concerns. We've captured those and they're not going unheard. So, with that I think that my formal action is to close the public hearing, OK, do we motion?

02:24:20 **Comm'r. Lockett:**

Yeah, I make a motion to close the...

02:24:24 **VC VandeBerg:**

OK, so I will second that motion all those in favor of closing it will say aye. Aye. And that was the last action on the Board meeting today. So again, I think many of our audiences left, but I do want to thank you very much for coming out today, and we will have follow up. Motion to adjourn? Moved. All right, let's say. Aye, adjourn. OK.

02:24:51 **Comm'r. Lockett:**

Aye.

02:24:51 **Comm'r. Lockett:**

Moved. Second. Aye.

Housing Authority of the City of Milwaukee  
September 11, 2024 Board Meeting  
List of Speakers

Willie L. Hines, HACM's Secretary-Executive Director:

Mr. Hines:

Fernando Aniban, HACM's Assistant Secretary:

Mr. Aniban:

Ken Barbeau, HACM's Chief Operating Officer –  
Program Services:

Mr. Barbeau:

Patricia Dee, HACM's Administrative Services  
Supervisor:

Ms. Dee:

Sherri Daniels, Chair of HACM's Board of  
Commissioners:

COB Daniels:

Brooke VandeBerg, Vice Chair of HACM's Board of  
Commissioners:

VC VandeBerg:

Darian Lockett, Commissioner on HACM's Board of  
Commissioners:

Comm'r. Lockett:

**Public Hearing 1 Speakers:**

Ms. Logan – RO President, Mitchell Court:

Ms. Moore – College Court:

Minister Harrell – Lapham Park:

Mr. Meyer – 40/40 Member, Common Ground:

Ms. Jones – RO Treasurer Lapham Park:

Ms. Aranda – RO Sgt-At-Arms, Becher Court:

Ms. Drake-Jones of Common Ground on behalf of

Ms. Lawrence-Gilliam – Lamb of God:

Ms. Valley – Lincoln Court:

Ms. Eagle – College Court:

Ms. Holloway – College Court:

Ms. Ritchey – Common Ground:

Ms. Leigh – County Commission for Person with  
Disabilities & Common Ground:

Mr. Washko – Jim Luther New Hope Center:

Ms. Tate - Hillside:

Ms. Barnes – Hillside:

Ms. Glustott – Common Ground:

Ms. Walker – Common Ground:

Ms. Binns – College Court:

Mr. Chernow – Common Ground:

Mr. Sawyer – RAB, Highland Gardens:

Ms. Stanley – Common Ground:

Ms. Cooper – Hillside Tower:

Ms. Newton – RO President, Becher Court:

**Public Hearing 2 Speakers:**

Mr. Sawyer – RAB, Highland Gardens:

Ms. Bell – College Court:

Mr. Solomon – Common Ground: