

Housing Authority of the
City of Milwaukee

Resident Handbook
Low Income Public Housing

W E L C O M E

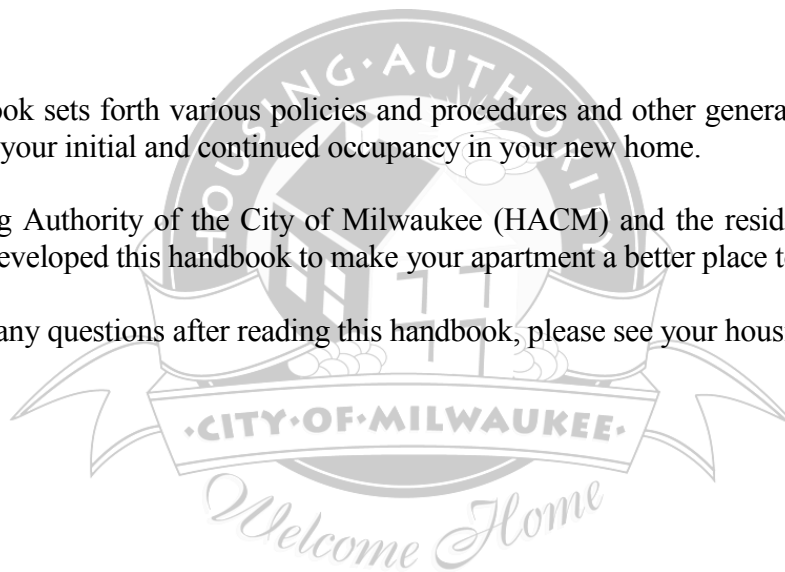
T O Y O U R

N E W H O M E

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

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

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



April 2013

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

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

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

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

FAMILY

| | | | |
|---|----------|---|----------|
| Hillside Terrace & Addition 1419 N. 8 St. Milw. WI 53205..... | 286-8857 | Scattered Sites 5003 W. Lisbon Ave. Milw. WI 53210..... | 286-8534 |
| Townhomes at Carver Park 1901 N. 6th St. Milw. WI 53212..... | 286-8859 | Westlawn – interim office 6419 W. Custer Ave. Milw. WI 53218..... | 286-8868 |
| Parklawn 4434 W. Marion St. Milw. WI 53216..... | 286-8865 | Westlawn Garden 5555 N. 62 nd Street Milw. WI 53218..... | 461-8388 |
| Highland Homes 1818 W. Juneau Ave. Milw. WI 53205..... | 344-1107 | | |

HIGHRISE/MIDRISE

| | | | |
|---|----------|--|----------|
| Arlington Court 1633 N. Arlington Pl. Milw. WI 53202..... | 286-8850 | College Court 3334 W. Highland Blvd. Milw. WI 53208..... | 286-8854 |
| Becher Court 1802 W. Becher St. Milw. WI 53215..... | 286-8851 | Convent Hill 455 E. Ogden Ave. Milw. WI 53202..... | 220-4690 |
| Cherry Court 1525 N. 24th St. Milw. WI 53205..... | 286-8853 | Highland Gardens 1818 W. Juneau Ave. Milw. WI 53205..... | 344-1107 |

Hillside Highrise
 1545 N. 7th St.
 Milw. WI 53205.....286-8857

Holton Terrace
 2825 N. Holton St.
 Milw. WI 53212.....286-8858

Lapham Park
 1901 N. 6th St.
 Milw. WI 53212.....286-8859

Lincoln Court
 2325 S. Howell Ave.
 Milw. WI 53207.....286-8860

Locust Court
 1350 E. Locust St.
 Milw. WI 53212.....286-8861

Merrill Park
 222 N. 33rd St.
 Milw. WI 53208.....286-8862

Mitchell Court
 2600 W. National Ave.
 Milw. WI 53204.....286-8863

Olga Village
 722 W. Washington Ave.
 Milw. WI 53204.....463-3371

Riverview
 1300 E. Kane Pl.
 Milw. WI 53202.....286-8866

Westlawn Garden
 5555 N. 62nd St.
 Milw. WI 53218.....461-8388

**Senior Asset Managers
 286-5825/286-5126
 Senior Housing Manager
 286-5129**

Housing Management Division

Executive Director.....286-5670
Senior Asset Manager286-5126

Friends of Housing Cherry Court/Convent Hill/Highland Gardens/Highland Homes/Lapham-Carver Park/
 Olga Village/Parklawn/Scattered Sites/Westlawn Garden
 P.O. Box 772, Milwaukee, WI 53201
Armando Gutierrez, Executive Director 463-3371
Anissia Robertson, Deputy Executive Director..... 463-3371

Housing Authority Emergency After Hours Maintenance286-5100
Public Safety Communications Center286-5100

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HANDBOOK CHANGES AND LEASE VIOLATIONS

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



AGENCY PLAN

The Housing Authority has a copy of its Agency Plan on file and available for review at each development management office.

Each resident council/organization also has received a copy that should be available for inspection by request.

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

The Agency Plan was developed through consultation with the Housing Authority Resident Advisory Board and will be updated on an annual basis.

LEASE

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

Section 1: Parties, Premises, and Term

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

Section 2: Rental, Security Deposit, and Other Charges

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

Section 3: Utilities

- HACM to furnish all utilities such as gas, electric and water.
- Scattered Sites, Parklawn, Townhomes at Carver Park, and Highland Homes residents furnish all necessary utilities (except water) but the base monthly rent will be reduced by a monthly utility allowance.

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

- Rent is based on income.
- Rent is recalculated at least annually.
- Resident must reside in appropriate sized apartment.
- Minimum rent.
- Residents have a choice to pay flat rent.

Section 5: Resident Obligations

- Guest policy.
- To keep premises in a clean and safe condition.
- Notify HACM promptly of needed repairs.
- Refrain from destroying, defacing, or damaging dwelling.
- Pay all reasonable charges.
- Pet policy.
- Snow removal and lawn cutting.
- Consequences of drug related and criminal activities.
- Not to sublet or transfer the lease to the apartment.
- Compliance with community service work requirement.
- Foster care/live-in aide.

Section 6: HACM Obligations

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

YOUR LEASE cont.

Section 7: Inspections

- Move-in and move-out inspections. Annual Inspections.
- Emergency entry.
- 48-hour written notice prior to entry.

Section 8: Notices

- Notices to residents and HACM must be in writing.

Section 9: Termination

- Fourteen-Day Notice to Pay or Quit for failure to pay rent.
- Thirty-Day Notice for a lease violation with specific grounds for termination.
- Resident must give 30-day notice to vacate.
- No right to grievance procedure for drug-related and violent criminal offenses.
- Protection for victims of abuse.

Section 10: Grievance Procedure

Section 11: General Provisions

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

3. It is very important that you read and understand your lease.
4. The Hope VI lease addendum must be executed by all adult household members residing at the Hillside Terrace, Parklawn, Townhomes at Carver Park, Highland Homes, Westlawn Gardens and certain Scattered Site developments.

SECURITY DEPOSIT

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



MOVE-IN

1. When you lease, your housing manager will inspect your new home with you. At that time, you will be given a move-in inspection form for listing the condition of the walls, floors, cupboards, appliances, plumbing fixtures and other areas. You may have up to 14 days to complete and sign the form and return it to the management office. Both you and the housing manager must sign the inspection form.
2. Do not have your mail come to the development office. The housing manager is not responsible for delivering mail to you. Fill out a change of address card so the Post Office can forward your mail to your new address.
3. You are responsible for your own telephone service. Please report your phone number to the development office -- it will be useful in case of an emergency.
4. When you move in, you will be given one or two keys. It is very important that you keep track of your keys so the security of your apartment will not be jeopardized. Give a copy of your key only to those living in your apartment or a responsible adult who is overseeing your well being in housing for the highrise/midrise.
5. Residents are encouraged to obtain renter's insurance.

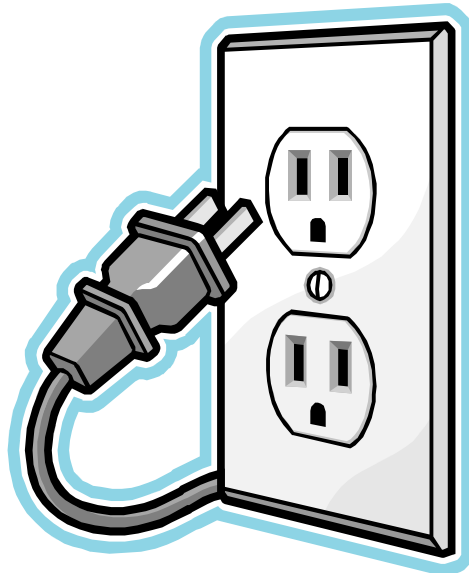


RENT POLICY

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

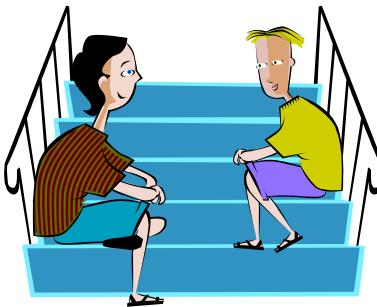
UTILITIES

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



GUEST POLICY

1. You will be responsible for the actions and conduct of your visitor(s), whether invited or uninvited. All guests must be escorted in the highrise/midrise buildings.
2. If you have a guest or visitor who will be staying with you for longer than seventy-two hours, you must notify your housing manager.
3. No guest or visitor will be allowed to remain in your apartment for longer than fourteen consecutive days without written consent from your housing manager. Furthermore, no guest or visitor may remain in your apartment in excess of twenty-eight days during a calendar year. "Guest" is defined as a person in the leased apartment with the consent of a household member.
 - * If the anticipated stay for your guest is going to be longer than fourteen days, you must fill out a guest form in the development office which will ask your guest's name and the length of time that your guest will be staying. This must be done within three days of the beginning of your guest's stay.
 - * If you would like your guest to stay longer than you first indicated, you must inform your development office in writing, and obtain the written consent of your housing manager.
4. Foster children may reside with you with written consent from the development office (family developments only).
5. A live-in aide may reside with you with prior written consent from the development office. A live-in aide is subject to the same screening criteria applied for admission of applicants into HACM's low rent public housing.
6. You may not sublet or transfer possession of your apartment to another party.
7. You may not allow others, including family members, to use your address as a mailing address, billing address, or property storage facility.



ADDING PERSONS TO THE HOUSEHOLD

1. To request permission to add someone to your household, you must make a written request with your development office along with the submittal of supporting documentation.
2. In most cases, you must be a resident for one year prior to applying to add someone to your lease.
3. The addition of anyone 18 years of age or older will require criminal, landlord and credit background checks. There will be a charge paid in advance with a money order or certified check. See your housing manager for further details.
4. If your request is approved, your housing manager will execute a new lease reflecting the change in family composition, income, and rent.
5. If your request is denied, the applicant may not request reconsideration for at least six months.
6. No person may be moved into the household including minors, other than through birth or adoption, until and unless they are approved.
7. You may not add a minor child to the household in any highrise/midrise buildings and you will not be transferred to a family development to accommodate such requests.



TRANSFERS

1. A transfer request may be submitted by you or by your housing manager when it is determined that the size of your family requires a larger or smaller apartment or for documented medical reasons or emergency situations.
2. To request a transfer, contact your housing manager.
3. Transfers will not be granted during your first year of occupancy.
4. If you are granted a transfer, you must leave your current apartment in an acceptable condition according to HACM standards and must comply with the following:
 - ❖ Have a good housekeeping record
 - ❖ Be current in your rent
 - ❖ Be lease compliant
5. When you have signed a lease for your new apartment, you have up to seven days to vacate and clean your old apartment and to return the keys and/or access card, if applicable.
6. After seven days, you may be charged rent for both apartments if you do not return the key to your old apartment.



RENT DETERMINATION

1. Monthly rent shall be 30% of adjusted monthly income.
2. Redetermination of rent will be done on an annual basis to take effect on the 1st of the month of your move-in month.
3. A family may be eligible for a one time earned income exclusion of \$2,000 if any adult member of the household, whose income contributes to rent, has earned income from full time employment.
4. Flat rents will be available at each housing development. Contact your manager for further information.
5. For residents that transition from welfare (W-2) or from public disability benefits (SSI) to work, HACM will phase in rent increases. There will be no increase in rent the first year, 50% of the amount that rent would normally have increased the second year, and the full amount of the increase the third year.
6. The current minimum rent shall be \$50.00 per month.
 - * A family can request a hardship exemption and HACM will suspend the minimum rent until it can be determined whether the hardship exists and whether the hardship is of a temporary or long term basis. Any rent payments suspended due to temporary hardship must be paid when income is restored.
7. The federal government requires HACM to annually reexamine your income. This is done by having you make an application for continued occupancy. You have a legal obligation to disclose all your household income and assets so you pay the correct rent.
 - * Failure to comply will result in HACM issuing a 30-day Notice, increasing your rent to the flat rent that has been determined by HACM for your apartment.
 - * If you are at the flat rate and fail to comply, HACM will issue a 30-day Notice, increasing your rent to the Section 8 fair market rent for the Metropolitan Statistical Area as determined by HUD.
8. Any changes in your family size or income increases of more than \$85.00 occurring prior to the annual review must be reported to your development office within ten days of the change and documented within 30 days.
9. Failure to report an increase in income may constitute fraud and subject you to prosecution.

GARBAGE DISPOSAL AND RECYCLING (Highrise/Midrise Buildings)

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



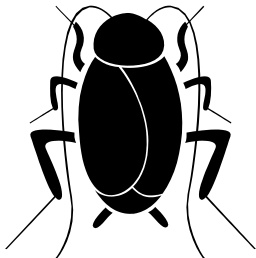
GARBAGE DISPOSAL AND RECYCLING (Family Developments)

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



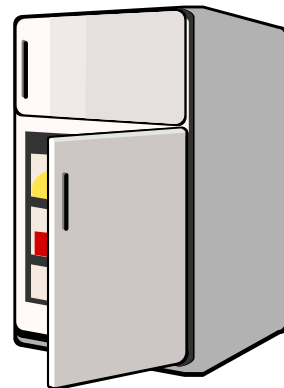
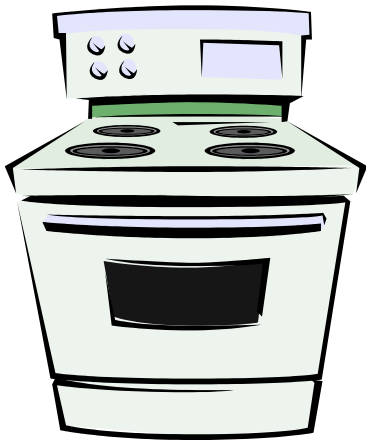
PEST CONTROL/EXTERMINATION PREPARATION

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



APPLIANCES/EXCESS UTILITY CHARGES

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



REPAIRS AND ALTERATIONS TO APARTMENT

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

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

WORK ORDERS

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

SELF-HELP MAINTENANCE

FLOORS

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

KITCHENS

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

BATHROOMS

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

SELF-HELP MAINTENANCE cont.

APPLIANCES

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

WALL & DOOR SURFACES AND WINDOWS

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

SHADES OR BLINDS

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

ELECTRICAL

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

RESIDENT'S SELF-HELP MAINTENANCE CHECKLIST

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

RESIDENT'S SELF-HELP MAINTENANCE CHECKLIST Cont.

| | | |
|--|--|--|
| <ol style="list-style-type: none"> 1. Clogged Kitchen Sink 2. Clogged Basin 3. Clogged Bathtub 4. Cannot Shut Off Faucet 5. Clogged Floor Drain | <ol style="list-style-type: none"> 1. Strainer Not in Use 2. Hair & Other Foreign Matter 3. Hair, Lint & Foreign Matter 4. Broken Stem 5. Plugged Sewer Lateral | <ol style="list-style-type: none"> 1. Use Plunger 2. Use Plunger 3. Use Plunger 4. Shut Off Water Valve Under Sink 5. Call Your Development Office |
| <ol style="list-style-type: none"> 1. Lock Out 2. Access Card Doesn't Work | <ol style="list-style-type: none"> 1. Lost Key 2. Defective Card/Card Deactivated/Systems Problem | <ol style="list-style-type: none"> 1. Contact Development Office or After Hours Emergency Number (Public Safety) 2. Contact Development Office or After Hours Emergency Number |
| <p align="center">Broken or Running Outside Water Faucet</p> | <p align="center">Vandals or Frozen</p> | <p align="center">Turn Off Shut Off Valve in Basement</p> |
| <p>Smoke Detector Goes Off or Beeps Continuously Without Apparent Cause</p> | <ol style="list-style-type: none"> 1. Defective/Needs Cleaning 2. Replace backup battery, if applicable. | <ol style="list-style-type: none"> 1a. Double Check for Cause b. Do Not Disconnect Smoke Detector c. Contact Your Development Office or After Hours Emergency Number |

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

SALES AND SERVICE CHARGES

1. If you comply with the terms of your lease and follow HACM rules, it should not be necessary to assess you a service fee or charge. Charges are applied when you cause damage beyond normal wear and tear or when you fail to comply with a lease responsibility that requires staff follow up; examples are:
 - * Charges for damage to HACM property.
 - * Failure to remove snow and ice or cut grass.
 - * Legal fees/court costs.
 - * Service fees for returned checks due to insufficient funds.
 - * Failure to comply with pest control.
2. You will be given written notice of any items billed.
3. Charges are due and payable when billed. (See "Table of Standard Sales and Service Charges".)
4. If you dispute the reason(s) for the sales and service charge(s), you may request an appeal hearing within five calendar days after you receive notification of the charge, but you must meet with your housing manager first, to discuss the charge(s). If you cannot resolve the dispute with your housing manager you may request a grievance hearing.
5. Your lease may be terminated if you fail to pay the charges billed to you.
6. Your lease also may be terminated if you enter into a written agreement with the development office to pay the charges and fail to adhere to the agreement.

SECURITY

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



ELEVATOR ALARM SYSTEM (Highrise/Midrise Buildings)

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

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



FIRE RESPONSE

(Highrise/Midrise Buildings)

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

1. If you discover a fire or smell smoke, sound the building fire alarm. Know the locations of the fire stations and how they operate. Do not attempt to put out a fire due to hazardous fumes produced by combustible materials.
2. Upon hearing a building fire alarm signal, call your development office, or the Public Safety Communication Center (286-5100) if the development office is closed. Then start immediate evacuation. Close the doors behind you. Use the nearest safe exit, but DO NOT use the elevators.
3. If the entire building is in alarm, leave the building and assemble in an area established by your manager, where you will not hinder firefighters and apparatus.
4. If caught in smoke or heat, stay low where the air is better and attempt to reach a safe exit or area of refuge.
5. Know the location of all exits from your building.
6. If you cannot leave your apartment, do not panic. Feel the door to detect for an unusually warm surface temperature. If the door feels hot, do not open it. Seal the cracks around the door with towels, tape, or something that will keep the smoke out. Go to the window and signal for help. Rescuers will be looking for you. If you have a telephone available, call 911, the development office or the Public Safety Communication Center (286-5100), state your emergency, and wait for further instructions.
7. An evacuation plan that explains your options during a fire emergency is located on the inside of your apartment entry door.
8. If the fire took place in your apartment, you may not re-enter without the authorization of your housing manager.
9. Use good judgment and remain calm.

SMOKE DETECTORS

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

CARBON MONOXIDE DETECTORS

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



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

1. Pull-cord stations are located in the bedrooms, bathrooms, and main living area of each apartment.
2. The signal is transmitted to the fire panel on the first floor of each building and alerts Housing Authority on-site staff and the Public Safety Communications Center (286-5100) of the distress signal.
3. Onsite Staff or Public Safety will respond. You should not have any other locking device on your door that will prevent quick access.

EMERGENCY IDENTIFICATION CARDS
(Highrise/Midrise Buildings)

1. At the time of leasing, you are issued an identification card with a plastic holder. Information requested includes:
 - * Person(s) to contact in case of an emergency
 - * Your doctor's name and telephone number
 - * Special conditions and instructions for paramedics or doctors
 - * List any medications you are currently taking
2. This card is to be affixed to a hook provided on the inside of one of your upper kitchen cabinet doors.
3. Confirmation or updating of the information on your card is done during your annual rent recertification.

EMERGENCY EVACUATION AND FIRE SAFETY

(Family Developments)

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

SAFETY

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



PREVENTION

FIRE

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

ACCIDENTS

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

NEIGHBOR COOPERATION

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



ILLEGAL ACTIVITIES AND INAPPROPRIATE BEHAVIOR

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

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

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

An incident or incidents or actual or threatened domestic violence, dating violence, or stalking will not be construed as a serious or repeated violation of the lease by the victim or threatened victim of that violence, and shall not be good cause for terminating the assistance, tenancy, or occupancy rights of the victim of such violence.

HACM may terminate the assistance to remove a lawful occupant or tenant who engages in criminal acts or threatened acts of violence or stalking to family members or others without terminating the assistance or evicting victimized lawful occupants.

UNACCEPTABLE BEHAVIOR AND PEACEFUL ENJOYMENT OF THE PREMISES

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

LEGAL ACTION

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

Non-Payment Of Rent

Failure to pay rent by the due date will result in your receiving a fourteen day eviction notice and you will also be assessed a late fee (See Table of Standard Sales and Service Charges). You have five days to appeal this action through the Housing Authority Grievance Procedure (a copy is available at your management office).

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

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

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

Violation of the Material Terms and Conditions of Your Lease

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

Treatment of Victims of Domestic Violence

A. An incident or incidents of actual or threatened domestic violence, dating violence or stalking will not be construed as a serious or repeated violation of your lease by resident or a household member if he or she is the victim or threatened victim of that violence.

B. Criminal activity directly relating to domestic violence, dating violence, or stalking, engaged in by a resident or a household member or any guest or other person under the resident's control, shall not be a cause for lease termination if resident or household member is a victim of that domestic violence, dating violence, or stalking.

C. HACM may, at its sole discretion, move to terminate the tenancy and evict any resident or household member who engages in criminal acts of physical violence against household members or others, by bifurcation of the lease or otherwise, without evicting or otherwise penalizing the victim of such violence who is a household member.

D. You may be required to certify that an incident or incidents of domestic violence, dating violence, or stalking are bona fide incidents of actual or threatened violence. The certification may be a federal, state, or local police or court record. The certification may also be a document signed by an employee, agent, or

LEGAL ACTION cont.

volunteer of a victim service provider, an attorney, or a medical professional from whom you sought assistance in addressing the violence or its effects. You and the professional must sign the certification. Forms are available in the development office.

The professional must attest that the incident or incidents are bona fide incidents of actual or threatened violence. The professional must provide their name, title, address and phone number and the name of the perpetrator. You must return a complete and fully signed certification form, or the police or court record, to the development office within 14 business days from the date you receive the form. If you do not certify the incident or incidents of abuse within 14 days, the Violence Against Women Act does not limit HACM from taking action to terminate your lease.

E. Information provided to HACM concerning incidents of domestic violence, dating violence, or stalking will be kept confidential by HACM. Information will only be disclosed if the victim of the violence requests or consents to the disclosure in writing; the information is required for use in a grievance hearing or eviction proceeding related to whether the incident qualifies as a serious or repeated violation of the lease or criminal activity directly related to domestic violence, dating violence or stalking; or the disclosure is otherwise required by law.

2. Move Out After Eviction

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

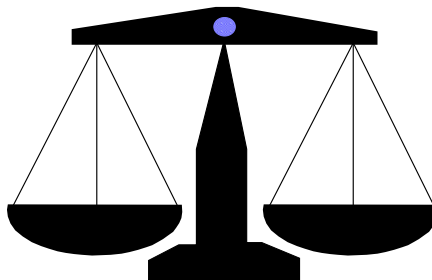
Failure to move out will result in your forcible removal by the Sheriff's Department including the removal of your personal property and belongings to a storage facility if there is a monetary value to those items.

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

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

3. Other Legal Action

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



RESIDENT COUNCILS/ORGANIZATIONS

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

Resident Advisory Board

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



CONTINUED OCCUPANCY AND COMMUNITY SERVICE

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

A. Residents exempt from Community Service include:

1. Family members who are 62 or older
2. Family members who are disabled
3. Family members who are the full time primary care giver for someone who is disabled
4. Family members engaged in full time work activity (at least 30 hours per week)
5. Family members who are exempt from work activity under Part A Title IV of the Social Security Act or under any other State welfare program, including the Welfare-to-Work Program
6. Family members receiving assistance under a State program funded under Part A Title IV of the Social Security Act or under any of the State welfare program, including welfare-to-work and who are in compliance with that program
7. Family members 18 or older and are full-time students.

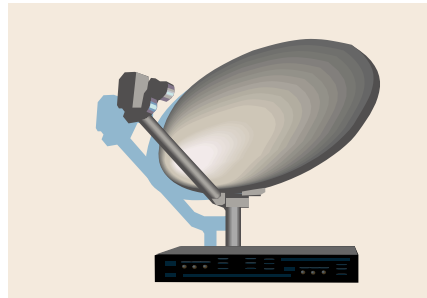
B. Residents who are not exempt must:

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

See your housing manager for further details.

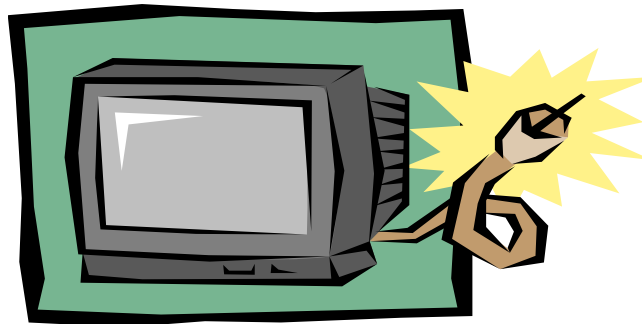
SATELLITE DISHES –FAMILY DEVELOPMENTS ONLY

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



CABLE TELEVISION

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



LAUNDRY FACILITIES (Highrise/Midrise Buildings)

1. Token or coin operated washers and dryers are located in all HACM buildings.
2. Use the equipment with care and make sure that it is clean after you are finished. Cleaning includes the room(s) where the washers and dryers are located.
3. Washers and dryers are provided for the benefit of residents only and not residents' families and/or friends.



SIGNAGE/SOLICITATION/BUSINESS

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



GROUNDS UPKEEP
WINTER
(Family Developments)

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



GROUNDS UPKEEP

SUMMER

(Family Developments)

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

NOTE:

Hillside, Parklawn and Townhomes at Carver Park will have contracted grass-cutting services.



TOOL LOAN

(Family Developments)

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



PETS
(Scattered Sites)

Dogs and cats are permitted only in the single-family homes at Scattered Sites. All pets must be registered with HACM. You must receive a written permit to keep any animal on or about the premises. This privilege may be revoked at any time subject to the HACM's grievance procedure if the animal becomes destructive, a nuisance, or a health or safety hazard to the other residents or staff persons, or if you fail to comply with the following:

- * A maximum number of two pets are allowed. Only one can be either a dog or a cat.
- * Permitted pets are limited to domesticated dogs, cats, birds (no more than two) and fish. No adult dog or cat weighing more than 30 pounds will be permitted.
- * Dogs and cats are to be licensed yearly with the City of Milwaukee (located in City Treasurer's Office, City Hall, Room 101), and residents must provide proof of yearly vaccinations. Dogs and cats must be current with vaccination yearly for distemper and rabies. No vicious or intimidating dogs are allowed.
- * All cats and dogs must be spayed or neutered within a year of acquisition.
- * No pet may be kept in violation of state humane or health laws, or local ordinances.
- * Dogs and cats must remain inside a resident's apartment unless they are on a leash and directly controlled by an adult.
- * You are to provide a litter box for cat waste to be kept in your home. You are not allowed to let waste accumulate. You are responsible for properly disposing of cat waste in plastic bags that are securely wrapped, tied, and placed in the garbage.
- * You are responsible for promptly cleaning up pet droppings from your pet outside of your home, and disposing of droppings, properly wrapped, in the garbage.
- * You shall take adequate precautions to eliminate any pet odors within or around your home and maintain your home in a sanitary condition at all times as determined by HACM.
- * You shall not permit any disturbance by your pet that would interfere with the peaceful enjoyment of other residents, whether by loud barking, howling, biting, scratching, chirping, or other such activities.
- * If pets are left unattended in your home for twenty-four hours or more, staff may enter to remove the pet and transfer it to the proper authorities subject to the provisions of Wis. Stats. s.951.15 or local ordinances. HACM accepts no responsibility for the pet under such circumstances.
- * You shall not alter your home or premises to create an enclosure for an animal.
- * You are responsible for all damages caused by your pets, including the cost of fumigation.
- * You are prohibited from feeding stray animals. The feeding of stray animals shall constitute having a pet without permission.
- * You must post a notice on the front and rear entrance to your apartment stating that you have a pet so that HACM staff, who may need to enter your apartment, are aware of the pet.
- * Whenever HACM staff are in your home, your pet must be secured and under control during that time.

Those who violate these rules are subject to:

- * Being required to get rid of the pet within fourteen days of notice by HACM; and/or
- * Being determined to be in violation of the lease.

PETS
(Family Developments)

Small birds, in cages, and fish aquariums are allowed at other family developments.

- * You will be responsible for any damage caused by leaking fish tanks or inappropriate care of authorized pets.
- * Your guests may not bring pets when they visit.
- * You may not keep pets on a temporary basis even though someone else owns the pet.
- * You may not keep stray animals. The repeated feeding of stray animals may be deemed as having a pet.
- * Contact your development office if you have any questions regarding keeping other pets in your apartment.

Animals used to assist an impaired person will be allowed if you or a member of your household has a documented need, provided:

- * Appropriate documentation is submitted to your housing manager requesting a reasonable accommodation.
- * You are responsible for any damage caused by the animal.
- * The animal must be licensed and vaccinated in accordance with local City ordinances.
- * You must post a notice on the front and rear entrance doors to your apartment stating that you have a service pet so that HACM staff or service providers who may need to enter your apartment are aware of the pet.

Those who violate these rules are subject to:

- * Being required to get rid of the pet within fourteen days of notice by HACM; and/or
- * Being determined to be in violation of the lease.



PETS
(Highrise/Midrise Buildings)

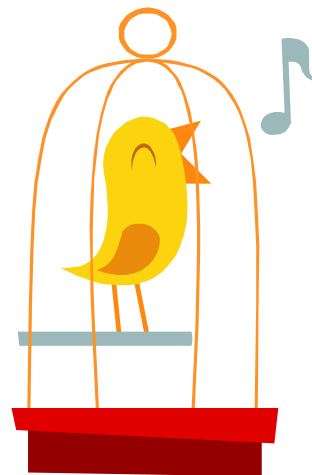
If you are residing in a highrise/midrise building, you are permitted to keep pets.

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

1. A maximum number of two pets are allowed. Only one can be either a dog or a cat.
2. Permitted pets are limited to domesticated dogs, cats, birds (no more than two) and fish. No adult dog or cat weighing more than 30 lbs. will be permitted.
3. Dogs and cats are to be licensed yearly with the City of Milwaukee (located in City Treasurer's Office, City Hall, Room 101), and residents must provide proof of yearly vaccinations. Dogs and cats must be current with vaccinations for distemper and rabies. No vicious or intimidating dogs are allowed.
4. All cats and dogs must be spayed or neutered within a year of acquisition.
5. No pet may be kept in violation of state humane or health laws, or local ordinances.
6. Dogs and cats must remain inside a resident's apartment unless they are on a leash and directly controlled by an adult. Birds must be confined to a cage at all times.
7. You are to provide a litter box for cat waste to be kept in your apartment. You are not allowed to let waste accumulate. You are responsible for properly disposing of cat waste in plastic bags that are securely wrapped, tied, and placed in the garbage container provided by HACM outside the building.
8. You are responsible for promptly cleaning up pet droppings from your pet outside of your apartment on HACM property, and disposing of droppings properly wrapped, in the garbage container provided by HACM outside the building.
9. You shall take adequate precautions to eliminate any pet odors within or around your apartment and maintain your apartment in a sanitary condition at all times as determined by HACM.
10. You shall pay a damage deposit for each pet. The deposit shall be paid in advance or upon acquiring your pet. The deposit is refundable if no damage is done, as verified by HACM, after you remove the pet or move. See your housing manager for further information.

PET POLICY cont.

11. You shall not permit any disturbance by your pet that would interfere with the peaceful enjoyment of other residents, whether by loud barking, howling, biting, scratching, chirping, or other such activities.
12. If pets are left unattended in your apartment for twenty-four hours or more, HACM may enter to remove the pet and transfer it to the proper authorities subject to the provisions of Wis. Stats. s.951.15 or local ordinances. HACM accepts no responsibility for the pet under such circumstances.
13. You must identify an alternate custodian for your pet in the event you become ill or for other absences from your apartment.
14. You shall not alter your apartment, or building premises to create an enclosure for an animal.
15. You are responsible for all damages caused by your pets, including the cost of fumigation.
16. You are prohibited from feeding stray animals. The feeding of stray animals shall constitute having a pet without permission.
17. Those who violate these rules are subject to:
 - * Being required to get rid of the pet within fourteen days of notice by HACM; and/or
 - * Being determined to be in violation of the lease.

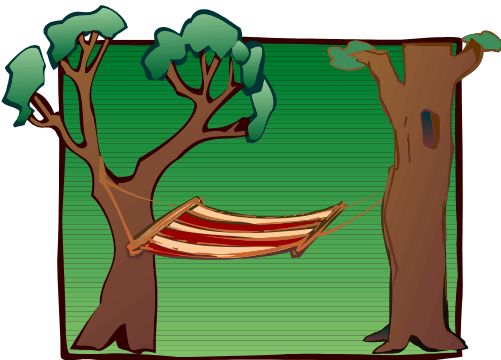


VEHICLE/PARKING

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

USE OF EXTERIOR PREMISES

1. It is the intent of HACM that your assigned area, including your porches and parking space, is not to be used for storage of anything that might be undesirable, an eyesore, or might create a health or safety hazard. This would include, but is not limited to, the following:
 - * Bicycles, skateboards, or other athletic equipment
 - * Lawn mowers or other lawn or garden equipment
 - * Automotive equipment or parts
 - * Boats and trailers
 - * Stuffed or inside type furniture
2. Permanently erected swimming pools of any kind are prohibited.
3. Owners of inflatable and portable pools should never leave them unattended nor should they be left out overnight filled with water.
4. Grills are to be stored in your back yard only at the family developments and designated areas established by HACM at the highrise/midrise buildings. Grills must be attended to while in use. Be courteous and do not grill near a neighbor's window. Coals must be extinguished and disposed of properly.
5. Playground-type equipment is prohibited unless the resident has insurance that indemnifies the Housing Authority from loss.



COMMON AREA REQUIREMENTS (Highrise/Midrise Buildings)

1. Drinking of beverages and smoking are prohibited in all interior common areas.
2. Improper use or vandalism of common area space is prohibited.
3. Community rooms may not be used after 12:00 midnight; however, nothing shall preclude a resident organization adopting earlier closing hours. Questions regarding community room usage should be directed to your housing manager.
4. Community space cannot be used for personal gain or profit (i.e., Tupperware parties, sale of cosmetics and jewelry).



COMMON AREA BUILDING RESPONSIBILITIES (Family Developments)

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



MOVE-OUT

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



REASONABLE ACCOMMODATIONS FOR RESIDENTS WITH DISABILITIES

1. The Housing Authority of the City of Milwaukee has an obligation to consider "reasonable accommodations" for residents and their family members if they have a disability.
2. A reasonable accommodation is some modification or change HACM can make to your apartment or our procedures that will assist a disabled person to more easily use their apartment, comply with their lease, or participate in HACM related activities. Examples of some reasonable accommodations include, but are not limited to:
 - Making an alteration to your apartment so it is wheelchair accessible for you or a family member
 - Installing strobe type flashing light smoke detectors in an apartment for a family member with a hearing impairment
 - Permitting a family to have a support/assistance animal necessary to assist a family member with a disability in a family housing development where animals are not usually permitted
 - Making large type documents, braille, or a reader available to a vision impaired person
 - Making a sign language interpreter available to a hearing impaired resident at meetings
 - Permitting an outside agency to assist a family member with a disability to meet their essential obligations under the lease (for example, homemaker aid service)
3. If your request is reasonable, within our budget, and is not too difficult to arrange, we will attempt to grant your request. We are not required to provide services to you that change our programs; for example, we would not clean your apartment or cook meals for you.
4. Residents or their family members with a disability must still be able to meet the essential responsibilities under their lease, for example, pay their rent, care for their apartment, report required information to the HACM, avoid disturbing their neighbors, etc., but there is no requirement that you must be able to do these things without assistance.
5. If you or a member of your family has a disability, you may request a reasonable accommodation at any time during your residency. This is up to you. Some residents and/or family members have disabilities but do not need a reasonable accommodation. If you prefer to not discuss your situation with HACM, this is your right. If you do wish to request a reasonable accommodation, see your housing manager. You may be required to provide documentation verifying that you or another family member is disabled AND that the accommodation requested is reasonably related to the disability. Third party documentation must be provided by a knowledgeable professional, (e.g. doctor, therapist, social worker). For more information, see your housing manager.

RESIDENT SERVICES

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

HACM's Self-Sufficiency Program

650 W. Reservoir Ave., Milwaukee, WI 53212 Phone: (414) 286-3949 or 286-2940

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

If you answered yes to any of these questions, you can contact one of HACM's two Resident Employment Coordinators for help. The Resident Employment Coordinator will conduct an individualized assessment to help you identify your interests, skills, goals, barriers, and needs. You and the Coordinator will then plot out a strategy to help you land a job or obtain a better job. The Coordinator can help link you in to other services that are needed to help you in your job search, such as G.E.D. preparation courses, driver's education, resume assistance, interview skills, job training, and other skills to help your employability.

To contact a HACM Resident Employment Coordinator, call 286-3949 or 286-2940.

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

623 W. Cherry Street, Milwaukee, WI 53205 Phone: (414) 291-0347

www.boysgirlsclubs.org

The Boys & Girls Club provides a comprehensive array of services for youth and their families. The core programs include character and leadership development; arts and cultural education; health & life skills; education and career development; and sports, fitness and recreation programs. The club has a gym and a computer center in which there are homework help and reading programs. There is a small membership fee that is currently only \$5.00, but no child is ever turned away for inability to pay. The Boys & Girls Club is not just for Hillside children, but for all in the neighborhood, including children from Townhomes at Carver Park or Highland Homes.

Progressive Community Health Centers (Hillside)

1452 North 7th Street, Milwaukee, WI 53205 Phone: (414) 935-8000

<http://www.progressivechc.org/>

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

RESIDENT SERVICES cont.

YMCA of Metropolitan Milwaukee (Parklawn)

4340 North 46th Street, Milwaukee, WI 53216

Phone: (414) 873-9622

www.ycamke.org

The YMCA has its goal of building strong kids, strong families and strong communities, and has continued to do that in its Parklawn branch since the early 1990s. The branch offers after-school programming, leadership and academic programs, sports and recreational programs, and summer day camp. The Parklawn branch has a special discounted rate for youth to join; call or come in for more information. Adults can also join and take advantage of the fitness and exercise programs.

Day Care Services for Children (Parklawn)

4310 North 46th Street, Milwaukee, WI 53216

Phone: (414) 445-3116

www.dcscinc.com

Day Care Services for Children has been operating quality day care and child care programs in Milwaukee since 1968. They use highly trained and certified child care staff and were one of the first Head Start programs in the nation. They offer ½ and full day Head Start programs for children ages 3-5 (free to families that meet federal income guidelines) as well as a school-age summer day care program.

Central City Cyberschool of Milwaukee (Parklawn)

4301 North 44th Street, Milwaukee, WI 53216

Phone: (414) 444-2330

www.cyberschool-milwaukee.org

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

Browning Elementary School (Westlawn)

5440 N. 64th Street, Milwaukee, WI 53218

Phone: (414) 393-5200

www.milwaukee.k12.wi.us

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

RESIDENT SERVICES cont.

Silver Spring Neighborhood Center (Westlawn)

5460 North 64th Street, Milwaukee, WI 53218

Phone: (414) 463-7950

www.ssnc-milw.org

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

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

5460 North 64th Street, Milwaukee, WI 53218

Phone: (414) 535-0432

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

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

Wisconsin Women's Business Initiative Corporation (WWBIC)

2745 N. Dr. Martin Luther King, Jr. Drive, Milwaukee, WI 53212

Phone: (414) 263-5450

www.wwbic.com

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

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

RESIDENT SERVICES cont.

Milwaukee Community Service Corps

1441 North 7th Street, Milwaukee, WI 53205

Phone: (414) 372-9040

The Milwaukee Community Service Corps (MCSC) is an award-winning, nationally-recognized urban youth corps with a mission to integrate hands-on community work projects, education and skill development for at-risk, central city youth, ages 16 to 24. Corpsmembers receive skills training related to the construction trades, preparing them for apprenticeship programs and other jobs in the construction or related industries. The Corpsmembers also participate in educational programs (for example, preparing for the G.E.D. if the young person does not have their high school diploma), leadership, and community service activities. During the past 16 years, more than 1,600 youth have participated in the year-long training program and have secured family-sustaining employment. Call the number above to get more information.

S.E.T. Ministry, Inc. (All highrises)

2977 North 50th Street, Milwaukee, WI 53210 (Main office) Phone: (414) 449-2680

www.setinc.org

S.E.T. Ministry is a Milwaukee community-based health and human services agency. S.E.T. stands for Service, Empowerment, and Transformation. S.E.T. helps socially and economically disadvantaged people set and achieve goals that promote self-sufficiency and improve their lives.

Since 1993, HACM has partnered with S.E.T. Ministry to serve residents in our highrise developments and S.E.T. has on-site offices in every highrise development. S.E.T. Ministry has received awards and national recognition for their public housing case management program. Every year, S.E.T. assists more than 1,300 residents in Milwaukee's public housing. S.E.T. Ministry's case managers are experienced nurses and social workers who assist residents by assessing their needs, assessing eligibility for programs and services that are needed by the resident, and linking the resident into those services.

Do you have questions about or need help with your medications? Are you a senior or person with disabilities that needs some assistance with personal care, housekeeping, meals, money management, etc.? Are you a senior wondering if you might be eligible for Wisconsin's Family Care program or the Community Care program? Do you have questions about your health? Do you think you have high blood pressure or diabetes? Do you think you might be depressed? Do you have questions about letters or statements you receive from Medicare, Medicaid, doctors or hospitals? Do you want to know about nearby support groups or 12-step programs? Do you need assistance figuring out Medicare Part D (prescription benefits)?

If you live in a highrise development, please feel free to go visit with the S.E.T. Ministry nurse or social worker. They can help you out with these and many other issues.

RESIDENT SERVICES cont.

Community Advocates

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

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

IndependenceFirst

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

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

Senior Meal Programs

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

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

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

Neighborhood Network Centers

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

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

Each Neighborhood Network Center a variety of programs, including: adult basic skills education and GED preparation; computer skills classes (basic computer skills, how to use Microsoft Word, Excel, PowerPoint, how to use email and or the internet); homework help and youth book club programs; assistance in job search; and other adult and youth programming. In addition, there are times scheduled for open labs when seniors, adults and youth can use the lab as they wish. There are monthly schedules of classes and activities for each Neighborhood Network Center.

Our partner in the Centers is Milwaukee Area Technical College.

RESIDENT SERVICES cont.

If you have questions about any programs at the Centers, please call our Neighborhood Network Coordinator at 286-8041. For questions about the Westlawn center, please call Silver Spring Neighborhood Center at 463-7950.

HACM's Homeownership Program

2363 North 50th Street, Milwaukee, WI 53210

Phone: (414) 286-5473

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

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

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

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

RISK CONTROL POLICY STATEMENT



HOUSING AUTHORITY OF THE
CITY OF MILWAUKEE

Tom Barrett
Mayor

Antonio M. Perez
Secretary-Executive Director

Alderman Willie L. Hines, Jr.
Chair, Board of Commissioners

RISK CONTROL POLICY STATEMENT FOR THE HOUSING AUTHORITY OF THE CITY OF MILWAUKEE

The safety and well being of the residents, staff, and building occupants of the Housing Authority of the City of Milwaukee are of utmost importance. Risk Management procedures will continue to be established and maintained to insure that the highest level of safety is provided for all.

It is the intention of the Housing Authority of the City of Milwaukee to abide by applicable laws and regulations that govern the health and safety of residents, visitors, and property. Risk control techniques and methods will continue to be employed where feasible to prevent and control losses that may threaten the health and well being of those that the Housing Authority of the City of Milwaukee serves.

Risk control is a responsibility at all levels of the Housing Authority of the City of Milwaukee. Management and staff shall continue to take reasonable actions as are necessary to ensure that the optimal level of safety is provided to all.

The Risk Control Committee-Fleet Safety Program will continue with on-going efforts with the Department of City Development/Housing Authority of the City of Milwaukee/Joint Labor/Management Safety Committee to address loss prevention and risk control issues.

Enforcement of this risk control policy combined with cooperation and support from staff and residents will strive to make risk control a main priority of the Housing Authority.

Antonio M. Pérez

Secretary-Executive Director
Housing Authority of the
City of Milwaukee

Housing Management
809 N. Broadway, 3rd Floor
Milwaukee, WI 53202
(414) 286-5824 Voice
(414) 286-0833 Fax

Community Services
650 W. Reservoir Ave.
Milwaukee, WI 53212
(414) 286-5100 Voice
(414) 286-3169 Fax
(414) 286-3504 TDD

Housing Operations
5125 W. Lisbon Ave.
Milwaukee, WI 53210
(414) 286-5100 Voice
(414) 286-8742 Fax

Maintenance Operations
2411 N. 51st St.
Milwaukee, WI 53210
(414) 286-2931 Voice
(414) 286-0208 Fax

Modernization & Development
5125 W. Lisbon Ave.
Milwaukee, WI 53210
(414) 286-2951 Voice
(414) 286-8742 Fax

Rent Assistance
5011 W. Lisbon Ave.
Milwaukee, WI 53210
(414) 286-5650 Voice
(414) 286-5094 Fax
(414) 286-5645 TDD



809 N. Broadway, 3rd Floor, Milwaukee, WI 53202
Mailing Address: P.O. Box 324, Milwaukee, WI 53201-0324



**HOUSING AUTHORITY OF THE CITY OF MILWAUKEE
TABLE OF STANDARD SALES and SERVICE CHARGES
NON-STANDARD RENTAL PROVISIONS**

Monthly Charges (Recurring)

| | |
|--|--|
| Extra refrigerator | \$6.00 per month |
| Freezer | \$9.00 per month |
| Air conditioner(s) per household | \$35.00 per month (July-Sep) or \$8.75 per month (July-June) |

Periodic Charges (Resulting From Lease Violations)

| | |
|---|------------------------|
| Late payment | \$30.00 per occurrence |
| Returned checks for Non-Sufficient Funds | \$30.00 |
| Fee to add family member to the household (18 yrs of age or older)..... | \$50.00 |
| Failure to shovel snow/remove ice..... | \$50.00 |
| Yard maintenance..... | \$50.00 |
| Failure to cooperate with extermination first occurrence..... | \$50.00* |
| Failure to dispose of garbage properly..... | \$50.00 per incident |
| Basement/hallway cleaning..... | \$50.00 |
| *Failure to cooperate – two or more occurrences | \$75.00 |

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

| | |
|--|---|
| Clog-Negligence Only | \$45.00 (if done by HACM staff) |
| Clog-Negligence Only Number of hours times contract plumber rate per hour if done by contractor | |
| Lock change (family & elderly developments)..... | \$25.00 per lock + \$3.00 per key replaced |
| Lock outs (head of household ONLY) | \$35.00 nights during the week & on weekends and holidays |
| Mailbox lock changes..... | \$9.00 |
| Access card replacement..... | \$25.00 |
| Additional painting to cover bright colors or cost to remove contact paper, wallpaper or borders..... | Actual cost of labor and material |
| Deliberate damage or damage due to negligence to HACM property (i.e. windows, doors, appliances)..... | Actual cost of labor and material |

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

Materials Charges

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

(Rev. 01/01/12)

IMPORTANT TELEPHONE NUMBERS AND RESOURCES

| | |
|--|-------------|
| Milwaukee Police Department Emergency..... | 911 |
| Non-Emergency..... | 933-4444 |
| Milwaukee Fire Department..... | 911 |
| | or 286-8948 |
| Social Service Hotline..... | 211 |

OTHER HELPFUL RESOURCES

| | | | |
|--------------------------------|----------|---|----------------|
| Health Department..... | 286-3616 | Pathfinders (Runaways/Missing Children) | 271-1560 |
| Hunger Task Force..... | 962-3111 | Shelter for the Homeless..... | 276-0764 |
| Legal Action of Wisconsin..... | 278-7722 | Sojourner Truth | |
| Legal Aid Society..... | 765-1000 | (Domestic Violence)..... | 933-2722 |
| Milwaukee County | | Social Security..... | 1-800-772-1213 |
| Transport Company..... | 344-6711 | U.S. Department of Housing & | |
| Milwaukee County Human/ | | Urban Development (HUD)..... | 297-3214 |
| Social Services..... | 289-6123 | WIC..... | 286-8824 |
| Milwaukee Job Information..... | 286-5555 | Women's Center | |
| Milwaukee City | | (24 Hr. Crisis Line)..... | 542-3828 |
| Rent Assistance..... | 286-5650 | | |

Senior Helplines/Hotlines (MOST USED NUMBERS)

| | | | |
|--------------------------|----------|---------------------------|----------|
| Department on Aging..... | 289-6874 | Home Delivered Meals..... | 289-6874 |
|--------------------------|----------|---------------------------|----------|

