



HACM Response to COVID-19 (Coronavirus)

Updated April 17, 2020

CONTINUING TO SERVE OUR COMMUNITY AND OUR RESIDENTS

During these uncertain times, the Housing Authority of the City of Milwaukee (HACM) is continually monitoring and responding to the rapidly changing situation with Coronavirus (COVID-19). We are fully committed to the health, safety, and well-being of our residents, employees, and community as we work to stop the spread of the virus.

HACM is following guidance from local, state, and federal public health officials. Please know that while we must adapt our business activities to support their recommendations, we will continue to serve our residents and the community.

Please see the information below about our operations. It is more important than ever that we keep lines of communication open and keep each other's well-being in mind. Together we are working towards a healthy and safe environment for all.

Respectfully,
The Housing Authority of the City of Milwaukee

*****UNTIL FURTHER NOTICE and SUBJECT TO CHANGE*****

FOR ALL HACM RESIDENTS

Rent Payments and Income Changes

- We understand residents may face challenges in paying rent due to health issues or a decrease in income due to the loss of a job or decreased hours. Residents should contact their [property manager](#) or [voucher program](#) case manager immediately if they have concerns about their rent. Generally, our residents pay 30% of their income toward housing costs, so rent can be adjusted if income changes.
- Unless other arrangements are made with the property manager, rent will continue to be due on the first (1st) of the month. We strongly encourage that rent payments be sent by mail during this time.

Public Safety

- HACM is continuing to provide public safety services throughout its properties. They can be reached at (414) 286-5100.

FOR RESIDENTS AT HACM-OWNED PROPERTIES

HACM has delivered information to each household within our buildings to provide updates regarding steps they can take to protect themselves and their neighbors, as well as steps HACM is taking for their health and safety.

Common areas

- Staff has been redirected from unit turn around activities and has been directed to execute enhanced levels of disinfection on community rooms, common areas, lobbies, elevators, laundry rooms and all hand surface areas.
- To limit gathering in groups, non-essential common areas, such as community rooms, exercise rooms, and computer rooms have been closed until further notice. The other common areas are receiving an enhanced cleaning of furniture and all hand surface areas to ensure they are disinfected.

Reduced In-Person Contact

- In-person contact between staff, residents and the public will be reduced while continuing operations to the greatest extent feasible. Residents are asked to initiate contact with their property manager by phone or email.
- We have asked that all residents discontinue gathering in common areas and reduce visitors to their apartments unless they are providing essential care. Staff has been asked to encourage and attempt to enforce to the best of their ability.

Work Orders and Maintenance

- HACM is prioritizing emergency work orders and pest control until further notice, and will respond to other requests as possible. Residents should follow the normal process of contacting their property manager to submit a work order. If there is a need for urgent maintenance outside normal business hours (Monday-Friday, 8:00 am to 4:45 pm), please call the after-hours line at (414) 286-5100.

Food Programs

- Senior lunch service run by the Milwaukee County Department on Aging at Convent Hill, Lapham Park, Arlington Court and College Court continues, but meals will be packaged and diners should take them to their apartments to eat.
- The Hunger Task Force continues to operate its stockbox and Mobile Market food distribution programs at current HACM locations. Additional locations for emergency food can be found at www.hungertaskforce.org or by calling 2-1-1.

FOR HOUSING CHOICE VOUCHER (SECTION 8 RENT ASSISTANCE) PROGRAM PARTICIPANTS AND LANDLORDS

Office

- The Rent Assistance Office located at 5011 W. Lisbon Avenue is temporarily closed to the public, but operations continue. Staff is conducting as much business as possible via phone, mail, and/or email. A drop off box for forms and other documents has been installed.

Rent Payments and Income Changes

- We understand voucher holders may face challenges in paying rent due to health issues or a decrease in income due to the loss of a job or decreased hours. Generally, our voucher holders pay 30% of their income toward housing costs, so rent can be adjusted if income changes. Residents should submit adjustment requests in writing via mail, fax, or email to your Certification Specialist. If you are not sure who your Certification Specialist is, please email the Program Manager at Tina.Royalty@hacm.org.

Landlord Payments

- All payments will continue to be processed. Our Lease and Contract Specialists will continue generating auto-renewal leases and copies will be sent via email and/or mail.

Evictions

- On March 27, 2020, Governor Tony Evers issued Emergency Order #15, which temporarily bans foreclosures and evictions. The order is effective immediately and shall remain in place for 60 days. Read Emergency Order #15 [here](#).

Certifications

- All certification and adjustment appointments have been suspended. Participants are expected to mail, fax, or email their supporting documents to the assigned Certification Specialist as indicated on their paperwork.

Portability

- Outgoing and incoming portability is suspended. If portability documents are received, the Portability Specialist will correspond with the originating Housing Authority.

Hearings

- All hearings are suspended.

Inspections

- All inspections are suspended. Emergency inspections will be reviewed on a case-by-case basis.

Group Briefings

- Group briefings are suspended. However, at our discretion, future briefings may be scheduled and will be limited to less than 10 people at a time (or whatever the required limit is at the time).

FOR EMPLOYEES

[Employees will find guidance in HACM's Policy and Procedure Guidelines related to the COVID-19.](#) HACM has no plans to lay off or furlough staff. An abundance of work remains to be done.

FOR CONSTRUCTION-RELATED CONTRACTORS

Construction work will continue based upon the scope of the work. The Project Manager will notify contractors in the event of any changes. View our [Construction Team's job site procedures](#).

FOR EVERYONE

Follow the [CDC's guidelines for reducing the spread of COVID-19](#). If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, **call your healthcare provider for medical advice**. If you are in Milwaukee and do not have a primary physician, call the Milwaukee Health Department Hotline (Monday-Friday, 8:00 am-4:45 pm) at (414) 286-6800 or Advocate Aurora 24-hour Hotline (866) 443-2584. If you are in need of other emergency resources, contact IMPACT by dialing 211. IMPACT 2-1-1 also has text messaging and live chat options available. Text your ZIP Code to TXT-211 [898-211] and IMPACT 2-1-1 will respond. Or, visit <https://www.impactinc.org/impact-2-1-1/> to chat live with a Community Resource Specialist.

STAY INFORMED

While HACM will continue to do all it can to share information as the situation develops (www.hacm.org), we strongly encourage individuals to access information on COVID-19 prevention and preparedness through the following resources:

[Center for Disease Control and Prevention Wisconsin Department of Health Services](#)

[Milwaukee Health Department](#)

[United States Department of Housing and Urban Development](#)