



PUBLIC NOTICE

UPDATE

HANO Offices to Close Due to Governor Edwards COVID-19 Stay At Home Order Effective 5:00 pm Today, March 23rd

Administration, HCV Program and management offices are closed until further notice

New Orleans, LA (March 23, 2020) -- In response to Louisiana Governor John Bel Edwards 'Stay At Home Order' issued March 22nd due to the COVID-19 (Coronavirus) outbreak, the Housing Authority of New Orleans (HANO) will close its Housing Choice Voucher Program (HCVP) office, Administration building, and property management offices to the public at 5:00 pm on March 23rd until further notice. Essential personnel will be available on a very limited basis to address emergencies and to perform critical functions **only**. Critical deliveries and document drop-offs will be accepted **only** at a designated entrance located at 2051 Senate Street.

As stated by Governor Bel Edwards, this action is necessary to protect the community from the rapidly evolving outbreak of the COVID-19 (Coronavirus) and to reduce the spread of the virus.

The emergency policy changes are effective immediately and until further notice. Notifications will be posted at www.hano.org, and on Facebook and Twitter.

The updated emergency policy implementation includes the following:

Inspections and Work Order Service Requests

- All HCVP and Public Housing inspections have been suspended with the exception of inspections to remove abatements, emergency inspections and initial inspections.
- HANO will be completing emergency service requests for public housing residents.
- Residents of the William J. Fischer community can contact the emergency maintenance hotline at (504) 915-2804 or email Fischer@hano.org.
- Residents of the New Florida community and in scattered site units can contact the emergency maintenance hotline at (504) 915-6160 or at mascott@hano.org.

General Public and Vendor/Landlord Access

- Access to the HANO Administration office, HCVP office and property management offices are prohibited until further notice.
- HCV Program participants will be able to contact staff via email at hcvpinfo@hano.org or, at (504) 670-3295.
- The general public and stakeholders will be able to contact staff via email at hanocovid19@hano.org, or at 504-670-3300.

- Documents may be mailed to:

Housing Authority of New Orleans
4100 Touro Street
New Orleans, LA 70122
ATTENTION: _____

- The agency will maintain contact with the general public via phone, email, website and social media posting.
- Informational signage is currently posted on both buildings, indicating the various methods of contact currently available.

Public Meetings

- All public meetings have been canceled.

Loss of Income- Interim Adjustments

- In-person program compliance interviews have been canceled until further notice.
- If residents or participants experience a loss of income, they can complete a **COVID-19 Self-Certification Form** that is located online at <http://www.hano.org/Tenants/Forms>, and may mail or email the form to hcvpinfo@hano.org. The agency will allow self-certification of income changes during the COVID-19 statewide emergency. Third-party verification and review of all self-certifications will be conducted after Governor Edwards lifts the current Stay At Home Order.

HCV Participants and Public Housing Residents

- HANO has placed a moratorium on evictions and terminations, and will re-evaluate this course of action at or near April 30, 2020.
- HANO will continue to pay its portion of rent to landlords on behalf of HCVP participants. Participants of the HCV program should continue to pay their portion of the rent to the landlord.
- HANO will continue to accept rental payments for public housing residents. Rent payments can either be mailed to the property management office or placed in boxes at each property location.

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