



UPDATE

March 18, 2020

Dear HANO HCVP Landlord:

The Housing Authority of New Orleans (HANO) is taking action to help reduce the spread of the coronavirus disease 2019 (COVID-19). We want to do everything we can to protect residents, HANO staff, and others in our community. We are closely monitoring the situation and following guidance from public health officials and government agencies, including the City of New Orleans, the State of Louisiana, and the Centers for Disease Control (CDC) so we can make ongoing assessments and provide guidance as developments continue.

HANO is committed to taking necessary action to reduce the risk of spreading this virus. We ask all residents to cooperate with us as we implement the following temporary suspension of normal activities and changes:

- HANO's main office and property management offices will have limited access to the public until further notice. HANO staff will be working, and we will be conducting business by mail, phone, or e-mail.
- HAP will still be paid according to the regular payment schedule.
- Voucher issuance and contract signing for new move-ins will be completed via DocuSign.
- **All HCV inspections have been suspended with the exception of inspections to remove abatements, emergency inspections, and initial inspections.**
- HANO will continue to process interim rent changes in the case that your tenant loses income.
- Please call the office if you need to discuss any important matters with our team. We encourage you to communicate with your Housing Specialist via e-mail or phone.
- Out of caution, all community meetings will be postponed until further notice in order to help prevent the spread of any possible infections.
- HANO will not be processing any evictions or terminations through April 30, 2020.

We understand this situation is a priority for all of us right now. Please note, this information is evolving due to the nature of this crisis; however, status updates will be provided via Facebook and our website at www.hano.org.

If you have any questions, please call your Housing Specialist. A telephone directory for the HCVP Department can be found at www.hano.org/Tenants/Phone. You can also call HANO's main line at (504) 670-3300.

Sincerely,

A handwritten signature in blue ink, appearing to read "Evette Hester", is written over a light blue horizontal line.

Evette Hester
Executive Director