



## UPDATE

March 18, 2020

Dear HANO HCVP Participants:

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 participants, 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 participants 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 recertifications, eligibility appointments, and other business by mail, phone, or e-mail.
- 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.**
- If you lose wages or employment, make sure to report this change to your Housing Specialist via telephone or e-mail so that HANO can adjust your rental portion accordingly.
- 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.
- Please limit guests to those who are necessary for social or medical services.
- If you have been quarantined due to this virus or are confirmed to have Coronavirus, we ask that you notify your Housing Specialist immediately, as well as your doctor or health professional.
- HANO will not be processing any terminations through April 30, 2020.

Now is also the time for you to stay informed and follow basic tips to protect yourself and those around you. The CDC is recommending that people:

- Take everyday precautions to keep space between yourself and others.
- When you go out in public, keep away from others who are sick, limit close contact, and wash your hands often.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.

- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Stay home when you are sick.
- Avoid crowds as much as possible.
- Avoid cruise travel and non-essential air travel.
- During a COVID-19 outbreak in your community, stay home as much as possible to further reduce your risk of being exposed.

With COVID-19 and all health issues, when in doubt, the best course forward is always to consult with your doctor. Many physicians and health care providers are asking that people call or send their questions via email first before coming into the office. Please pay attention to the Centers for Disease Control and Prevention (CDC) guidance as it relates to prevention and protection.

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

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](http://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](http://www.hano.org/Tenants/Phone). You can also call HANO's main line at (504) 670-3300.

Sincerely,



Evette Hester  
Executive Director