



Public Housing Frequently Asked Questions

What is HANO's Public Housing Program?

HANO's public housing program provides rental assistance to low-income families and individuals.

Who is eligible for HANO's public housing programs?

Public housing is limited to low-income families and individuals. Eligibility is based on: 1) annual gross income; 2) whether you qualify as elderly, a person with a disability, or as a family; and 3) U.S. citizenship or eligible immigration status.

Is there a minimum income requirement for public housing?

You are not required to have a minimum income.

Is there a minimum age requirement when applying for public housing?

Yes, you and your co-head (spouse or domestic partner), if any, must be at least 18 years of age.

Can an individual apply to both Section 8 and Public Housing?

Yes. However, the applicant can only rent in one program.

How do I qualify for admission for an affordable unit with HANO?

It is HANO's policy to admit qualified applicants only. HANO and its Agents are responsible for the selection of applicants in accordance with the guidelines outlined in the Admission and Continued Occupancy Policy ("ACOP") as well as company policy, approved by HANO, to determine if an applicant is qualified. Qualified applicants must comply with the following:

- a. Be a family which may consist of a single person household;
- b. At least one member of the household is either a citizen or an eligible non-citizen;
- c. Have an Annual Income at the time of admission that does not exceed the low-income limit for occupancy established by HUD (80% of Average Median Income for the City of New Orleans) and specifically for PHA/LIHTC units, Section 42 of the U.S. Government Tax Code (60% of Average Median Income for the City of New Orleans);
- d. Provide Social Security number for all family members;
- e. Meet or exceed the Resident Selection Criteria as set forth in the ACOP or the approved Agent's selection criteria, including the attendance and successful completion of pre-occupancy or resident orientation class.

How do I know when the waiting list is open?

When a Site-Based Waiting List is opened, it will be announced through public notice, advertisement in local area newspapers, notification to community stakeholders and posted on HANO's web page.

How can I apply for a unit?

Families applying for a unit must:

- a. Fully complete the pre-application form and return the application by mail within the period stated in the application when the waiting list is opened.
- b. Persons with disabilities may call the community of interest to receive an application through the mail or make other arrangements to complete their pre-application when the lists are opened.
- c. If requested, the family may receive an application by mail, but the application must be returned within the timeline announced.
- d. No pre-application is deemed submitted until it is received and stamped by the United States Postal Service and picked up by HANO or its Agents.

Who should I contact for information regarding the status of my application?

The site manager of the property where you applied manages their Waiting List. Please call or visit the leasing office for any question or updates regarding the status of your application.

What should I do if I change my address and/or phone number after I submit an application?

You must call or visit the community in which you applied to provide updated contact information. This ensures that you will be contacted concerning your application.

What should I do if I have a change in my family composition?

You must call or visit the community in which you applied. It is important to provide accurate family composition information to determine which size unit would be appropriate when an apartment becomes available.

What should I do if my income has changed?

You should call or visit the community in which you applied if your source of income or amount of income has changed. Changes in income might affect your admission preference or possibly change your working family preference.

What should I do if I miss the appointment for my interview?

You must call or visit the community in which you applied as soon as possible to reschedule your appointment.

How long will I have to wait before I am called for a unit?

There is no way to predict how long you may have to wait before you are called for a unit. If your application is selected from the preliminary list of applicants based on numerous factors including, but not limited to; admission preference, application date, unit size and if you are found eligible, you will be called to complete a full application.

What documents do I bring to complete a full application?

Applicants should bring the following items for all household members when applying for affordable housing:

- a. State issue photo identification for everyone over 18
- b. Birth Certificate
- c. Social Security Card
- d. Student Status for all students in the household
- e. Source(s) of income received by all household members
- f. Information on assets and expenses
- g. Additional information needed to determine preference qualification
- h. Information regarding a request for reasonable accommodation or for an accessible unit, if applicable

Is there a maximum income that would cause a household to be ineligible for public housing?

The maximum family gross income that a family may have is based on family size. Maximum family gross income for a Public Housing unit is 80% of Area Median Income Limits (AMI). Maximum family gross income for a Public Housing/LIHTC unit is 60% of Area Median Income Limits (AMI). [Click here to view the New Orleans area's AMI](#)

Are there any selection preference?

Yes. However, a preference does not guarantee admission to the program. Preferences are used to establish the order of placement on the waiting list. *Please refer to HANO's Admissions and Continued Occupation Policy (ACOP) – Chapter 4 Section B: Waiting List Preferences.*

How is rent is determined?

Rent, which is referred to as the Total Tenant Payment (TTP) in this program, is based on your family's anticipated gross annual income less allowable deductions, if any.

Who is responsible for the utilities service?

Depending on the community, residents are responsible for direct payment of utilities and must abide by any and all regulations of the specific utility company, including regulations pertaining to advance payments of deposits.

Can I apply for a specific Public Housing Community?

Yes, you can apply at any Community if the Community of your choice has an open waiting list.

Will I have to sign a lease?

If you are offered a unit and you accept it, you will have to sign a lease with the Community. You will be required to pay a \$200 security deposit. You and the Site Manager will review the lease together.

Are pets allowed?

The Housing Authority of New Orleans and its Agents shall permit residents to maintain pets in their dwelling units in accordance with the HANO's Pet Policy. Residents must comply with all federal, state and local laws pertaining to the possession of animals as well as the provisions of this policy.

How long can I stay in Public Housing?

In general, you may stay in public housing as long as you comply with the terms of the lease.