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HANO Offices Closed Until Further Notice In Response to Governor John Bel Edwards’ COVID-19 ‘Stay At Home Order’

Essential services and limited operations to continue while restricting public access

New Orleans, LA (March 23, 2020) – In response to Louisiana Governor John Bel Edwards’ ‘Stay At Home Order’ due to the COVID-19 (Coronavirus) outbreak, the Housing Authority of New Orleans (HANO) will close its Housing Choice Voucher Program (HCVP) office located on Senate Street, Administration building located on Touro Street, and property management offices located within HANO communities, to the public until further notice. Effective immediately, 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.

“HANO will continue to follow the guidance of Governor Edwards to help stop the spread of the virus by restricting access to our offices,” said Executive Director Evette Hester. “HANO has established mechanisms to ensure that health and safety issues are being addressed while continuing to help families, being served under our programs, remain in their homes. We ask for the public’s patience during these extraordinary times.”

HANO clients are encouraged to visit www.hano.org for updates on operational changes, and for any questions or concerns. HCVP participants can email hcvpinfo@hano.org or call (504) 670-3295 for program information. The general public can email hanocovid19@hano.org, or call (504) 670-3300 for agency information.

HANO will continue to process its portion of rental payments on behalf of tenants in the HCV program, and its portion of utility allowance payments to residents in public housing and participants in the HCV program.

In-person recertification interviews have been suspended until further notice. Interim rent adjustments, any pending move-ins and other essential business will continue to be conducted. Voucher issuance and contract signing for new move-ins will be completed via DocuSign. All HCVP and Public Housing inspections have been suspended, with the exception of inspections to remove abatements, emergency inspections and initial inspections.

HANO implemented its Emergency Preparedness Plan on March 16th to restrict public access to the administrative and property management offices. Program participants were notified via mail, phone,

and e-mail of operational modifications associated with the emergency plan implementation.

For more information, visit www.hano.org.

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