

TENANT REPORTING PROCEDURES FOR PUBLIC HOUSING MAINTENANCE ISSUES

If you have items in your apartment that need to be fixed, or have other maintenance issues with the property, please follow these procedures to report them:

1 Report the repair or issues to your Management Office.

Report all maintenance issues as soon as possible to the Management Office so that they can generate a work order. *Make sure to get a copy of your work order or a confirmation number so that you know your item was properly reported.*

2 Follow up with your Management Office for the status of your work order.

Routine work orders should be completed within two weeks of being reported. Emergency work orders should be completed within 24 hours. Non-routine or more complicated items may take longer, but your Management Office should be able to give you a status of when they expect the work to be complete.

3 If you have not had any response from your Management Office within 30 days of reporting your maintenance issue, call HANO's Asset Management hotline at (504) 670-3446.

HANO will work with your Manager to find out what may be causing a delay in the repair work, and make sure that the repairs are made in a timely manner.