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HANO Launches 24-Hour Drop Box for Client Usage

New Orleans, LA (September 11, 2020) – The Housing Authority of New Orleans (HANO) has launched a 24-hour drop box located at **4100 Touro Street**. The HANO Drop Box is available for Housing Choice Voucher Program (HCVP) participants and landlords to submit time-sensitive paperwork and other program documents to the Agency.

Due to the COVID-19 pandemic, a drop box was initially set up during regular business hours to provide no-contact transactions between participants, landlords, and HANO staff. The new drop box offers greater access - enabling clients to submit recertification forms, eligibility applications, verification and other program documents 24 hours a day/7 days a week. The extended availability of the drop box will expedite the flow of communication and enhance overall customer service.

For more information on HANO programs and available resources for program participants, visit www.hano.org.

To request a reasonable accommodation, contact the Client Services Department at (504) 670-3434. To utilize HANO's TTY/TRS number, dial (504) 670-3377.

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