



## UPDATE

March 16, 2020

Dear HANO Residents:

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 residents, 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 residents 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 interviews, and other business by mail, phone, or e-mail.
- Residents should submit work order requests over the phone with the management office.
- Rent payments may be mailed to the management office, or placed in the drop boxes as usual.
- Please call the office if you need to discuss any important matters with our team. We encourage you to communicate with your property management team via email or phone.
- Out of caution, all onsite resident activities and 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.
- Increased sanitation measures are being added to our community centers and offices, particularly in common areas and heavily traveled areas.
- If you have been quarantined due to this virus or are confirmed to have Coronavirus, we ask that you notify the management office immediately, as well as your doctor or health professional.
- HANO will not be processing any evictions or 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 our website at [www.hano.org](http://www.hano.org).

If you have any questions, please call the Fischer management office at (504) 266-2503 or the Florida/Scattered Sites management office at (504) 558-4664.

Sincerely,



Evette Hester  
Executive Director