



PUBLIC NOTICE

UPDATE

HANO Announces Additional Policy Modifications to Include Moratorium on Nonpayment Evictions and Terminations thru July 25th

Administration, HCV Program and management offices remain closed to the public until further notice

New Orleans, LA (April 2, 2020) – Today, The Housing Authority of New Orleans (HANO) announced immediate policy modifications due to the Coronavirus Aid, Relief, and Economic Security (CARES) Act signed into law on March 27, 2020. The law provides immediate protections and financial relief for families, and a federal eviction moratorium for tenants receiving housing payment assistance. Notifications will be distributed to tenants, program participants and landlords via email, and will be posted on the agency website at www.hano.org, Landlord Portal and on [Facebook](https://www.facebook.com/hano) and [Twitter](https://twitter.com/hano).

In addition to the policy modifications, the City of New Orleans, in partnership with Total Community Action (TCA), is offering rental assistance to workers that have been impacted by the COVID-19 crisis. To apply, residents should call the Mayor's Office of Community Development (OCD) at (504) 658-4200 or TCA at (504) 882-7181 to begin the intake process.

The new policy modifications related to the moratorium on evictions and terminations are as follows:

HCVP Participants and Public Housing Residents

- A national moratorium has been established to cease evictions and terminations for Public Housing residents, Housing Choice Voucher Program participants and residents in Low-Income Housing Tax Credit (LIHTC) units **until July 25, 2020**.
- HANO **will not** file eviction actions for nonpayment of rent, fees or charges. **No late fees or penalties will be charged for non-payment of rent.**
- Nonpayment of rent eviction hearings **will not** be scheduled until **after July 25, 2020**. Evictions that were filed before the moratorium was established or that are filed after it ends will be processed once it is lifted.
- HANO will continue to pay its portion of rent to landlords on behalf of HCVP participants. Participants of the HCV program **should** continue to pay their portion of the rent to the landlord.
- All residents **must** continue to pay their rent. HANO, along with each property management company, will continue to accept rental payments for public housing and LIHTC residents. Rent

payments can be **mailed** to the property management office, **placed in boxes** at each property location, or **paid online** if properties provide that service.

- HANO will continue to provide Housing Assistance Payments (HAP) to the mortgage lenders on behalf of the Homeownership Program participants. If the client needs a deferment on their mortgage payment during this time, they **must** contact their mortgage company to request this assistance.

Additional policy modifications implemented include the following:

Inspections and Work Order Service Requests

- All HCVP and Public Housing inspections have been suspended with the exception of inspections to remove abatements, emergency inspections and initial inspections.
- HANO will be completing emergency service requests for public housing residents at the properties they manage. Property managers at third party managed sites will complete emergency service requests for residents at their properties.
- Residents of the William J. Fischer community can contact the emergency maintenance hotline at (504) 915-2804 or email Fischer@hano.org.
- Residents of the New Florida community and in scattered site units can contact the emergency maintenance hotline at (504) 915-6160 or at mascott@hano.org.

General Public and Vendor/Landlord Access

- Access to the HANO Administration office, HCVP office and property management offices are prohibited until further notice.
- HCV Program participants will be able to contact staff via email at hcvpinfo@hano.org or, at (504) 670-3295.
- The general public and stakeholders will be able to contact staff via email at hanocovid19@hano.org, or at (504) 670-3300.
- Documents may be mailed to:

Housing Authority of New Orleans
4100 Touro Street
New Orleans, LA 70122
ATTENTION: _____

- The agency will maintain contact with the general public via phone, email, website and social media posting.
- Informational signage is currently posted on both buildings, indicating the various methods of contact currently available.

Public Meetings

- All public meetings have been canceled.

Loss of Income - Interim Adjustments

- In-person program compliance interviews have been canceled until further notice.
- If residents or participants experience a loss of income, they can complete a **COVID-19 Self-Certification Form** that is located online at <http://www.hano.org/Tenants/Forms>, and may mail or email the form to hcvpinfo@hano.org. The agency will allow self-certification of income

changes during the COVID-19 statewide emergency. Third-party verification and review of all self-certifications will be conducted after Governor Edwards lifts the current Stay At Home Order.

HANO implemented the policy changes in response to Louisiana Governor John Bel Edwards 'Stay At Home Order' issued March 22nd due to the COVID-19 (Coronavirus) outbreak. Essential personnel will continue to be available on a 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 4100 Touro Street.

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