



**FOR IMMEDIATE RELEASE**

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## **PUBLIC NOTICE**

### **HANO to Temporarily Reinstate Public Access Restrictions to Administration Building and Property Management Offices** *All Housing Authority offices closed to the public until further notice*

**New Orleans, LA (August 4, 2021)** –Effective immediately, the Housing Authority of New Orleans (HANO) will temporarily reinstate public access restrictions to the Administration building and property management offices due to the increase in COVID-19 positivity rates. This decision follows the reinstated indoor mask mandate for the City of New Orleans announced on July 30, 2021, and statewide indoor mask mandate announced by Governor John Bel Edwards on August 2, 2021. All HANO offices will remain closed to the public until further notice.

HANO will continue to prioritize the health and safety of staff, residents and clients served, and will maintain its no-contact operational and policy modifications. Staff will continue to host Zoom video admissions interviews when applicable. DocuSign services will continue to be available for Housing Choice Voucher issuance, and Housing Assistance Payment (HAP) contract issuance. Program participants are encouraged to utilize the HANO 24-hour Drop Box located at the Touro Street entrance, to submit vital documents when necessary.

The Agency will continue to adhere to the guidance of Mayor LaToya Cantrell and Governor John Bel Edwards, along with the Centers for Disease Control and Prevention (CDC) to monitor transition declarations.

For more information, contact the HANO Customer Service Call Center at (504) 670-3300 or via email at [info@hano.org](mailto:info@hano.org). To request a reasonable accommodation **only**, contact the Client

Services Department at (504) 670-3434. To utilize HANO's TTY/TRS number, dial (504) 670-3377.

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