



**FOR IMMEDIATE RELEASE**

**Contact: Lesley E. Thomas  
Director, Communications and  
Intergovernmental Relations  
(504) 248-0104  
leugene@hano.org**

## **PUBLIC NOTICE**

### **HANO to Lift Public Access Restrictions to Agency Administration Building Effective July 1<sup>st</sup>**

**New Orleans, LA (June 25, 2021)** – The Housing Authority of New Orleans (HANO) will lift its public access restrictions implemented due to the COVID-19 (Coronavirus) pandemic. Effective **July 1, 2021**, the Administration building located at 4100 Touro Street will re-open to clients with prescheduled, in-person appointments **only**. Visitors entering the building **must** wear a mask or face covering, and temperature screenings will be **required** upon arrival. Social distancing protocols will remain in place for **all** visitors.

HANO will continue to prioritize the health and safety of staff, residents and visitors, 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 Program (HCVP) 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.

HCVP participants with appointments will be allowed to enter the Senate Street lobby. HANO Customer Service Representatives will continue to be available at the Touro Street entrance. HANO Board of Commissioners meetings will remain virtual **until further notice**.

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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