DEAR RESIDENTS,

Hurricane Season 2012 is upon us, and the HANO Emergency Preparedness Committee would like to remind you to be prepared for any potential emergency. This committee is focused on making sure that you are ready to evacuate or seek shelter if necessary. If a hurricane’s projected track includes southeast Louisiana or the Metropolitan New Orleans area, all HANO residents should have a plan of action to rely on.

Be sure to sign up with the New Orleans City Assisted Evacuation Plan (CAEP). To do this, log onto www.cityofno.com and fill out the appropriate form, or dial 311, or (504) 658-4000 to speak with a customer service representative.

Also remember to develop a plan of action with your family and friends. Decide on the appropriate transportation, make sure you have all the supplies you will need ahead of time, and do not forget to plan for elderly, disabled, or sick family members and pets.

Review the information listed here, and keep a copy handy during the entire hurricane season. For more information call the HANO main office at (504) 670-3300 or visit www.hano.org. As always, be smart, be safe, and be prepared!

- The Emergency Preparedness Committee
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HANO'S Information Technology Department has been hard at work developing innovative strategies to give HCVP participants accessible outlets to retrieve and update their account information. This month, the agency will launch a secure HCVP waitlist page hosted within the Tenants section of www.hano.org. This page is designed to allow prospective tenants the opportunity to individually search their current status or position on the list.

HANO will mail an assigned tenant number to residents on the waitlist that will give them immediate, 24 hour access to the information. “We hope that this will ease the stress of waiting for housing, and make it possible for renters to find this information without having to come into the office in person or call the office,” said Director of the Housing Choice Voucher Program Tony Ucciferri.

HANO also plans to launch a new Elite System Landlord Portal that will generate updated documents on voucher distribution and inspections, financial reports, waitlist data and leasing information. The HCVP staff also began using a handheld device to enter real time inspection data.

WELCOME HOME

In June, HANO in conjunction with Harmony Neighborhood Development and the New Orleans Redevelopment Authority welcomed three first time homebuyers to their newly completed homes made possible through the Department of Housing and Urban Development’s (HUD) Neighborhood Stabilization Program 2 (NSP2).

This open house was a very special event for Deidra Willis and Denise Patton as HCVP participants that were willing to utilize their housing assistance payments or Section 8 vouchers toward mortgage payments. “These ladies have worked long and hard to purchase the home of their dreams and the HANO staff members are excited to have assisted them during the process,” said Director of Real Estate, Planning and Development Desiree Andrepont.

Over the years, HANO’s Homeownership Program has been a major focus of new development. The Authority recently added approximately 150 homes made available for purchase to the portfolio in the Harmony Oaks, Lafitte, Fischer and River Garden’s communities. Since the inception of the Homeownership Program, more than 130 families with Section 8/HCVP vouchers have purchased homes across the City. HANO is currently assisting 100 families within the Public Housing and Housing Choice Voucher Programs.

For more information call (504) 670-3300.

HANO TECHNOLOGY UPDATE

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HANO LAUNCHES LANDLORD INFO SESSIONS

Last month, The Housing Authority of New Orleans launched new monthly meetings for training and policy reinforcement. The sessions kicked off on June 27th, and are hosted every last Wednesday of the month from 5:00pm to 7:00pm in the Helen W. Lang Memorial Boardroom.

Housing Choice Voucher Program participating landlords are encouraged to attend the meeting to gain more knowledge of the HCVP Administrative Policy and to voice any concerns with HANO staff concerning the program.

“It was vital to restart regular landlord meetings giving them the opportunity to really understand their role in maintaining a successful HCV program,” said Director of the Housing Choice Voucher Program Tony Ucciferri.

“IT is also our mission to create more efficient communication between the staff and our clients which is why we have also instituted the question and answer session to address all program concerns.”

Randomly selected groups of participating property owners will be invited monthly to attend the information sessions. Every HCVP property owner is welcome to attend and participate in each meeting. The next meeting is scheduled to take place on Wednesday, July 25.
HCVP Policy and Procedure Reminders

**POLICY UPDATE!** HANO has modified its office recertification appointment policy for elderly and disabled residents. Director of the Housing Choice Voucher Program Tony Ucciferri said, “We have decided to improve our customer service relationship with program participants and will do a better job of accommodating the residents that needed immediate attention when visiting the office.” Staff members will prioritize appointments scheduled with elderly and disabled residents upon arrival to eliminate the inconvenience of long waits. For more information contact the HCVP hotline at (504) 670-3446.

**HOUSING QUALITY STANDARDS**

HANO recently updated its Housing Quality Standard (HQS) policy regarding the failure to correct documented deficiencies that are not tenant-caused. All units must be sufficiently maintained according to HQS standards.

Chapter 10 of HANO’s HCVP Administrative Plan focuses on standards, policies and procedures. The U.S. Department of Housing and Urban Development (HUD) requires that a unit must be sanitary, include refuse disposal, have adequate space with adequate safety devices, be secure, and must be a thermal environment with accurate electrical amenities.

If the unit is not maintained, and the Authority determines that the owner has committed program abuse by purposely ignoring the standard requirements in order to evict the current tenant, HANO will take immediate action to enforce owner obligations, which may include abatement or reduction of housing assistance payments and termination of the HAP contract for up to twelve (12) months. The Authority may also require the owner to repay excess housing assistance payments, bar the owner from future participation in any HANO programs, and possibly refer the case to state or federal officials for criminal prosecution.

HQS inspections are required at the onset of the HAP contract and annually.

**DON’T loose your VOUCHER!**

Administrative Receiver David Gilmore has set a no tolerance standard for the families that do not follow the rules which allow them to retain their housing assistance vouchers. Below are examples of the most common reasons residents lose their housing vouchers.

**The HCV family must:**

- Supply all household information necessary for the annual or interim recertification process
- Notify HANO in writing of any plans of leaving the unit for an extended period of time
- Allow HQS inspections to take place
- Notify HANO and the property owner in writing before moving
- Notify staff in writing within 10 days of changes in the household composition (birth, death, marriage, adoption, or court awarded custody)
- Notify staff in writing within 10 days of any changes in household income
- Request approval from staff when adding household members
- Promptly notify staff if the number of family members is reduced

**The HCV family must not:**

- Commit any serious or repeated lease violations
- Commit fraud, bribery or any criminal act in connection with the program
- Engage in drug-related criminal activity or violent criminal activity that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises
- Sublease or sublet the assisted unit
- Receive HCV assistance while receiving additional subsidy for the same unit or a different unit under any other federal, state, or local housing assistance program
- Damage unit or premises (other than damage from normal wear and tear) or permit guests to damage unit or premises

For a complete listing of the family obligations, please review your Housing Choice Voucher or go to our website, www.hano.org.
Easy property search for HCVP tenants.

Try it today!

www.HANO.org

HANO IS LOOKING FOR LANDLORDS!

For information on how to become a landlord, contact HCVP Landlord Specialist Myrna Leufroy

mleufroy@hano.org • (504) 655-9506

4100 Touro St. New Orleans, LA 70122

CRIME PREVENTION CORNER: Protecting Your Automobile

HANO reminds all residents to protect your car just as you would protect your home and valuables. Recovering or replacing a stolen car can be exhausting and costly.

There are many things to consider when protecting your automobile. Never leave your vehicle unattended with keys in the ignition, even if you only plan to step away from the car briefly. It only takes one second for a thief to drive away in your car. Always remember to lock all car doors and windows even when parked in front of your home. Half of all cars stolen were unlocked when they were taken. Almost 13 percent of all cars that are stolen had the keys still in them at the time.

Never leave valuables in your vehicle in plain view. If you cannot take it with you, lock it in the trunk or cover it with something inconspicuous like an article of clothing or a bag.

Think about purchasing a car alarm system if your vehicle does not already have one. A good car alarm is estimated to cost between $150 and $1,000. If this option is too expensive for you, think about purchasing a steering wheel lock, steering column collar, or kill switch. A hood lock is one of the least expensive ways to protect a car since they only cost about $50. These items can be purchased at Wal-Mart or other similar big box stores.

Since most thieves steal cars for the parts, making them harder to sell is a good way to deter theft. The best way to do this is by etching the car’s VIN number on the important parts of the car, like the windows, battery, and trunk door, as well as under the hood. The car owners can get this professionally done or buy a special kit and do it themselves.

If your car is stolen, report the auto theft immediately. Be sure to provide police with the make, model, license plate and vehicle ID (VIN) number.