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HANO Implements Policy Changes Due to COVID-19 State of Emergency

Policy Changes and Public Access Restrictions Effective Today, March 16th

New Orleans, LA (March 16, 2020) – In response to the COVID-19 (Coronavirus) state of emergency and to reduce the spread of the virus, the Housing Authority of New Orleans (HANO) has implemented several emergency policies that will affect Housing Choice Voucher (HCV) and Public Housing program participants. The emergency policy changes are effective immediately and until further notice. Notifications will be mailed to all participants, landlords and major stakeholders, and will be posted at www.hano.org, Facebook and Twitter.

The emergency policy implementation will include the following:

General Public and Vendor/Landlord Access

- Access to HANO Administration and HCVP buildings is restricted. The office is closed to the general public until further notice. However, program participants and stakeholders will be able to drop-off documents at a designated entrance (Senate Street).
- 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 including the HANO Board of Commissioners meeting scheduled for March 24, 2020 have been canceled.

HCV and Public Housing Annual Reexamination | HCV Voucher and Contract Issuance

- In-person program compliance interviews have been canceled until further notice.

The following methods of communication will be utilized to conduct pertinent HCV and Public Housing business:

- HANO will mail or email HCV and Public Housing annual reexamination packets and conduct phone interviews when necessary.
- DocuSign services will be utilized for HCV voucher issuance and Housing Assistance Payment (HAP) contract issuance.

- Participants should submit reexamination packets and other pertinent information directly to their individual Housing Counselor via email, fax, or mail to:

Housing Authority of New Orleans
4100 Touro Street
New Orleans, LA 70122
Attention: Housing Choice Voucher Program/Housing Counselor (name)
Re: Reexamination Packet Submission

HCV and Public Housing Evictions and Terminations

- HANO has placed a 45-day moratorium on evictions and terminations and will re-evaluate this course of action at the end of the moratorium period.

Inspections

- HANO will suspend Public Housing inspections until further notice.
- HANO will continue HCV inspections through its third-party contractor while implementing procedures to limit risks.

On Friday, March 13, 2020, HANO initiated actions to limit the spread of COVID-19 (Coronavirus). The Housing Choice Voucher Program (HCVP) office, Administration building, and property management offices are currently operating with limited public access. The agency will continue to operate during regular business hours, from 8:00am to 5:00pm, Monday – Friday, until further notice.

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