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ENHANCING PUBLIC-PRIVATE PARTNERSHIPS
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Dear readers:

Thank you for picking up the Fall 2017 Edition of HANO news, our agency publication, as we share stories on activities happening in and around HANO communities.

This edition features articles that embrace the need for and success of public–private partnerships that assist in the redevelopment of HANO’s larger communities. Private and non-profit organizations continue to support our efforts in providing affordable housing opportunities for low-to-moderate income families in need of a sustainable environment. Our development partners continue to build upon the supportive services provided within HANO communities by offering educational programming components that support the mission of the agency.

Organizations such as Team Hope NOLA, Urban Strategies, Dillard University, IGH Contracting Services and Hammond’s Transportation to name a few, strive to empower our residents through events such as back to school give-a-ways, health fairs, food bank donations, and educational and skills training activities. Major real estate developers are also prioritizing the inclusion of educational and business oriented facilities as a part of the footprint of housing communities. Business centers, libraries and internet cafés are now among the necessary amenities for our communities that will connect the residents to the necessary tools that will strengthen their economic stability.

HANO recently joined other Housing Authorities as a part of an extensive educational tour by HUD Secretary Ben Carson to observe supportive services within mixed-income developments, while crafting the idea of envision centers. Agency staff along with Governor John Bel Edwards met with Carson and his wife Candy, whom were both astounded by the success of HANO’s communities and the services that are provided by the third-party property management companies. Secretary and Mrs. Carson visited the Bienville Basin and Columbia Parc at the Bayou District communities, toured several units, and chatted with our youngest residents at the Educare New Orleans facility; all products of successful public-private partnerships developed to enhance our affordable housing sites.

Recently, HANO welcomed residents of Lafitte Senior, New Florida, and Guste Homes III to their newly built communities, celebrating the addition of approximately 200 new affordable homes available in our City. We are very excited to kick-off the redevelopment of more than 200 scattered sites properties located throughout the city, beginning in the Bywater and Marigny neighborhoods, and hope to continue the solicitation process to develop additional housing units on HANO’s vacant land in the near future.

As the agency continues its mission of providing affordable homes for residents in our City, we will continue working toward the advancement and economic sustainability of our residents while utilizing vital partnerships with government entities, private real estate developers and social service organizations.

Stay tuned for more great news to come on our programs and development projects!

Gregg Fortner
Executive Director

Lesley E. Thomas - Editor
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HUD Secretary Ben Carson visits New Orleans

continuing an educational tour of Housing Authorities across the country, U. S. Department of Housing and Urban Development (HUD) Secretary Ben Carson traveled to New Orleans to visit the redeveloped housing communities. Secretary Carson was joined by his wife Candy, along with Louisiana Governor John Bel Edwards, to meet with HANO and HUD Regional staff at the Bienville Basin community, which was the last conventional public housing site to undergo a complete transformation into a mixed-income, mixed-use community.

The Secretary participated in a brief discussion on the concept of the newly built community and supportive services that are offered to residents. Carson was interested in learning about on-site services that provide residents with educational programming that connects them to the necessary tools for self-sufficiency. The discussion also highlighted the continued enhancement of job training programs, and his concept of creating more envision centers within housing communities to include on-site day care, computer labs, counseling and other job placement services, a strategy already undertaken in New Orleans.

The briefing was followed by a tour of three model units, one of which is located in a restored building from the former Iberville Public Housing Development.

Carson and several HUD staffers also toured the Columbia Parc at the Bayou District community located on the site of the former St. Bernard Public Housing Development. Carson was impressed with the successful public – private partnerships created to enhance communities for low-to-moderate income residents in the Greater New Orleans area. He was also delighted to learn about Columbia Parc’s cradle-to-college concept, which includes an Educare facility located on the site. The community is located directly adjacent to a senior high school, and there are plans to build a K-8 school, grocery store, and health clinic.

“It’s not just putting people under a roof but looking at ways to develop healthy communities that are walkable, that are looking out for education, for health care, that ensure that they’re not food deserts,” said Secretary Carson. “I believe this community represents a very excellent example of how it can be done.”
HUD SECRETARY CARSON VISITS BIENVILLE BASIN & COLUMBIA PARC

Pictured top: HANO Executive Director Gregg Fortner meets with HUD Secretary Ben Carson to tour the Bienville Basin and Columbia Parc communities.

Pictured left: HUD Secretary Ben Carson and his wife Candy, along with HANO’s CNI Program Administrator April Kennedy, tour a unit at the Bienville Basin community. (Photo Credit: HUD).

Before visiting a Bienville Basin unit with his wife Candy, Secretary Carson spoke with a number of local media outlets to discuss his educational tour of housing authorities across the country.

Also, Carson visited the Columbia Parc community, and toured the Educare New Orleans school located on site. Educare New Orleans is the first early education school of its kind in Louisiana, and serves over 160 students from birth to five years of age. (Photo Credit: HUD)

After touring the Bienville Basin and Columbia Parc communities, Carson concluded his educational tour with a press conference at the Educare New Orleans facility.
ANO Executive Director Gregg Fortner and Mayor Mitchell J. Landrieu were joined by city, state, and federal officials and community leaders to celebrate the grand opening of the Faubourg Lafitte Senior Building. The latest addition to the Lafitte community consists of 100 senior-only apartments, and is located in the 700 block of North Galvez Street.

Developer Lafitte Senior Housing, LLC, a partnership between Providence Community Housing and Enterprise Community Partners, completed construction of the 96,000 square foot building earlier this year bounded by North Galvez Street, Orleans Avenue, North Johnson Street and Magic Street.

The three-story building is subsidized by the U.S. Department of Housing and Urban Development (HUD) with public housing and project-based Section 8 voucher housing units, and includes 89 one-bedroom and 11 two-bedroom apartments ranging in size from 615 to 900 square feet. Each unit contains Energy Star appliances, in-unit microwaves, and cable and internet service connections. Residents will enjoy immediate access to an in-house community space with audio/visual capability and multiple laundry rooms within the facility.

Faubourg Lafitte Senior Building, which encompasses community gardens, porches and a courtyard, is located within walking distance of the Lafitte Greenway, and adjacent to the Sojourner Truth Neighborhood Center. The total redevelopment cost of $22 million consisted of $11 million in a combination of HANO Program Income and Replacement Housing dollars and HUD 901 funding, and $11 million in funding from the Federal Emergency Management Agency (FEMA).

In June 2012, HANO was approved by HUD to designate more than 500 low income housing units to seniors, ages 62 and older, representing approximately 16 percent of the agency’s total public housing inventory. Since then, HANO celebrated the grand opening of Heritage Senior Residences at Columbia Parc and the Marais Apartments, adding over
200 new homes for seniors in New Orleans. Lafitte Senior joins Heritage and Marais, the Guste High Rise and Fischer Senior Village as HANO communities for low income seniors.

With the completion of the Senior Building, the Faubourg Lafitte development team, comprised of Providence Community Housing, Enterprise Community Partners, L&M Development and HANO, has now completed 465 mixed-income residential units on the 27-acre former Lafitte site in addition to over 230 mixed income residential units in the surrounding neighborhood. All of these apartments and homes contribute to the development team's commitment to comprehensively redevelop the Lafitte Public Housing site and its surroundings. The team is working towards beginning construction on an additional 45 mixed-income homeownership units at the Lafitte site in the next six months.

Construction on the Faubourg Lafitte Senior Building began in January 2015, and was completed in approximately 18 months. The project was completed by the general contractor, Gibbs Construction, and the architect, Blitch/Knevel.
Known as a “party with a purpose” for the past 20 years, the Essence Music Festival continued the tradition of giving back to New Orleans communities this year by partnering with local rapper Master P and his non-profit organization, Team Hope NOLA, for a day of service at Guste Homes. This year’s theme for the Essence Festival Day of Service was to emphasize the importance of serving local youth and seniors in urban communities, such as Guste Homes.

“When we fulfill our life’s purpose, it is necessary to reach out to our community, especially when it played a part in our success. During the Essence Day of Service, rapper Master P demonstrated the importance of serving and giving back to the Guste Homes community,” said Guste Resident Management Corporation President and CEO Cynthia Wiggins.

More than 50 volunteers, along with Master P, rapper Kodak Black, and New Orleans Pelicans Coach Robert Pack, rolled up their sleeves and gave Guste Homes a makeover. Volunteers were tasked with creating and painting a mural on the exterior of the building while other volunteers laid mulch around the building and served breakfast to the senior residents. Following the day of service activities, Master P, in partnership with Walmart, surprised senior residents with a generous donation to their community room that included a flat screen television, laptops, chairs, tables, and a sofa.
Essence Festival’s Day of Service

July 4, 2017

PICTORIAL:

LOCAL RAPPER MASTER P SPRUCES UP GUSTE HOMES

Pictured top and bottom left: Essence Day of Service volunteers painted the exterior of the Guste High Rise building with a colourful and vibrant mural.

Pictured top right: District “C” Councilmember Nadine Ramsey participated in Essence Festival’s Day of Service at Guste Homes with rapper Master P.

Pictured bottom right: Master P and Guste Resident Management Corporation President and CEO Cynthia Wiggins pictured with members of the Guste Girls Club.
MARRERO COMMONS HOSTS 2017 BACK TO SCHOOL GIVE-A-WAY

In July, Marrero Commons, along with Urban Strategies, Come to Light Ministries, IGH Contracting Services, and Hood Star Entertainment, hosted the Community Empowerment Fair and Back to School Give-a-way at the Marrero Commons Management Office. This event included motivational speakers, entertainment, food and games, and community supportive resources for residents.

“Marrero Commons and its partners teamed up to bring residents, businesses, and community leaders together to help stop the violence against one another, bring awareness and empower them," said LaQuita Bradley, Urban Strategies’ Community Services Liaison.

During the event, over 100 families received a backpack filled with school supplies for the 2017-18 school year. Participating organizations included Southeast Louisiana Legal Services, Aetna Healthcare, American Federation for Children, Job 1, and many more. Residents were given the opportunity to register to vote during the event.

PROVIDENCE COMMUNITY HOUSING HOSTS NEIGHBORWORKS WEEK

Providence Community Housing recently joined Faubourg Lafitte residents, community leaders, and volunteers to host the 2017 NeighborWorks Week at the Sojourner Truth Neighborhood Center. During the week-long festivities, Providence highlighted the tremendous work of their collaborative partners by providing supportive resources and programs to Lafitte residents and its surrounding neighborhoods.

“Thirty-seven percent of our community pays more than half of their monthly income on housing. Families struggle everyday to afford their rent or mortgage, and sometimes have to forgo basic necessities, such as food, insurance, and medical care,” said President and CEO of Providence Community Housing Terri North. “Through strategic partnerships that connect residents to services and resources, we know Providence can have a positive, lasting impact on families and communities.”

Providence kicked off NeighborWorks Week with more than 700 families at Morgan Stanley’s Healthy Cities event at the Sojourner Truth Neighborhood Center. This initiative, in partnership with Second Harvest Food Bank, provides free healthy groceries to assist residents in improving their nutrition. They also provide essential health and wellness screenings, nutrition education, and fitness activities. This event also connected low-income families to community supportive resources such as nearby food pantries, and offered SNAP assistance. Second Harvest Food Bank and Morgan Stanley delivered 11,142 pounds of food to Lafitte residents in an effort to create a healthy New Orleans.

The following weekend, Providence and Amerigroup hosted the Back to School Give-a-way to ensure students were prepared for the 2017-18 school year. During the event, more than 100 families received school supply kits, including pens, pencils, notebooks, rulers, and calculators. Participating vendors, including Amerigroup, Healthy Start New Orleans, High Voltage, Kingsley House, and more, also provided community supportive resources and information to residents. The New Orleans Health Department provided free vision screenings and dental exams to participating families during the event.

For more information on HANO community events, visit www.HANO.org.
Dillard University’s Office of Church and Community Relations recently partnered with HANO to implement various community supportive programs and activities primarily focused on health and wellness, homeownership, and life skills for public housing residents across the city.

The newly-implemented programs are funded by the U.S. Department of Housing and Urban Development (HUD) Resident Opportunities Self Sufficiency (ROSS) grant. Last year, Dillard University was awarded $246,000 to provide self-sufficiency services to the residents of Fischer, Marrero Commons, Florida, The Estates, and Scattered Sites properties.

In June, Dillard University partnered with HANO, along with health and community resource organizations, to host the Heal NOLA Festival at the Holy Cross Lutheran Church. Open to the public, the free event featured 50 health and community resource vendors who provided health care screenings, financial, legal, and housing information to festival goers. Participating vendors included People’s Health, Amerigroup, Greater New Orleans Foundation, Enterprise Community Housing, Daughters of Charity and many more. The event also featured live gospel performances and a farmer’s market provided by Dillard’s Sodexco Dining Services.

“We came together to stress the importance of annual health screenings, and to address the social deterrents that affect the health of individuals, families and the community. We also wanted to have these critical services done in a welcoming and entertaining environment,” said Nick Harris, Dillard’s Director of the Office of Church and Community Relations.

The University also hosted a health fair and farmer’s market at the Fischer Senior Village Community Center. During the event, attendees participated in free health care screenings, exercise walking clinics, vegetable gardening activities, Medicaid/Medicare enrollment, and criminal record expungement workshops. Participating organizations include HANO’s Homeownership Program, HUD, AARP, Amerigroup, and LSU Health New Orleans.

To learn more about the HUD-ROSS grant, visit HUD’s website at www.HUD.gov.

URBAN STRATEGIES, INC. HOSTS EMPOWERMENT CAMP AT THE BIENVILLE BASIN COMMUNITY

Urban Strategies recently hosted its Excellence, Encouragement, and Education (E-Camp) program for 20 middle and high school students in the Bienville Basin community. During the five-week program, Urban Strategies staff and interns provided an enriching curriculum focused on promoting personal and professional development.

E-campers organized donated items to the homeless for UNITY of Greater New Orleans, assisted seniors at Lafon Nursing Facility of the Holy Family, and packed materials for Starting the Adventure in Reading (STAIR) program. Students also took advantage of computer coding courses, and participated in discussions with guest speakers from various professions and interests, including filmmaker Edward Buckles and photographer Patrick Melon.

For more information on E-camp, visit www.urbanstrategies.org.
During the summer months, HANO launched its annual summer enrichment activities to engage youth and young adults in educational, recreational, and employment opportunities.

HANO’s Summer Employment Program provided 120 high school and college students, between the ages of 14 to 21, with job opportunities during their summer break. This year’s program participants focused on the development of vital job skills in a number of career fields such as medical, legal, government, and insurance professions.

During the program, HANO’s Summer Employment students also participated in life skills seminars which focused on the development of vital job skills in a number of career fields such as medical, legal, government, and insurance professions.

PD Officer Ramon Pierre, and former Summer Employment participant Kari Fleming. Nichols and Lewis spoke about the rewarding job opportunities in the IT field, followed by Fleming sharing her experience with HANO’s Summer Employment Program.

This year, Fleming graduated from Loyola University of New Orleans’ College of Law, and recently passed the bar examination. “HANO’s Summer Employment Program helped me build my resume in the law field. I had the opportunity to receive hands-on experience at law firms, and also work closely with judges,” said Fleming. Ultimately, her dream job is to practice family and immigration law, and eventually run for judicial office in New Orleans.

HANO communities also hosted three summer camps across the city for youth ages 5 to 13. Participating camp sites including Faubourg Lafitte, Fischer, and Harmony Oaks communities provided a wide range of activities focused on visual arts, music, dance, computer literacy and sports. NORDC Enterprise, Urban Strategies, and YMCA were sponsors for this year’s programs.

To learn more about HANO’s summer youth initiatives, visit www.HANO.org.
HANO’S SUMMER EMPLOYMENT PROGRAM & SUMMER CAMPS

Pictured top left: 2017 Summer Employment Program participants pictured during their final day of camp.

Pictured top right: Summer Employment participants learned how to build a computer during a life skills training in the Helen W. Lang Memorial Board Room.

Pictured bottom left: A summer camp participant plays a game on the computer during summer camp.

Pictured bottom right: Summer camp participants enjoy gymnastics during Lafitte’s summer camp program.
Mayor Mitchell J. Landrieu recently joined representatives from New Orleans City Park, the Bayou District Foundation, and a host of state legislators and community leaders to celebrate the grand opening of City Park’s newest addition, Bayou Oaks Golf Course.

The construction of the new Bayou Oaks Golf Course, clubhouse, maintenance facilities and other amenities was completed at a cost of $26 million. Funding partners on this project include the State of Louisiana, Federal Emergency Management Agency (FEMA), New Orleans City Park, and the Bayou District Foundation. The Foundation invested $9 million in the project in partnership with New Orleans City Park. This contribution funded the construction of a new clubhouse and golf maintenance facility in addition to updating the parking lots and driving range. As part of this public-private partnership, Bayou District Foundation also donated the clubhouse and maintenance facility to City Park.

Through its partnership with City Park, Bayou District Foundation will share in the net income from golf operations which will support the education initiatives at Columbia Parc, a mixed income community located on the site of the former St. Bernard Public Housing Development which is only a couple of blocks away from the 3rd hole in Bayou Oaks. Through a similar partnership with HANO, Columbia Residential and Bayou District Foundation redeveloped Columbia Parc into an award-winning, modern and sustainable community for residents of all levels of income. This partnership will also financially support community supportive initiatives, including the Educare Early Childhood Learning Center, the new KIPP K-8 public charter school set to open in 2018, St. Thomas Community Health Center currently under construction, and much more.

For more information on City Park’s Bayou Oaks Golf Course, visit www.neworleanscitypark.com. To learn more about the mission and programs of the Bayou District Foundation, visit www.bayoudistrictfoundation.com.
Residents of the former Florida Public Housing Development are now able to return home to their new community. New Florida, the community’s new name, has been redeveloped into a smaller, modern, energy-efficient site which includes a total of 50 affordable housing units, 11 of which have been designated for hearing and visually impaired and/or disabled residents.

Residents were welcomed back home by HANO staff and community members during the Welcome Home Block Party in conjunction with National Night Against Crime. Attendees celebrated the event with music, food, and kids games, and were able to commemorate the occasion with their new neighbors. Each family was also provided a gift basket from the agency and was given the opportunity to win door prizes.

The self-developed construction project was completed at a cost of $14 million, utilizing funding from the agency’s Capital Fund Program and $6.6 million in Federal Emergency Management Agency (FEMA) dollars. The new apartments include Energy Star appliances, and are pre-wired for cable and DSL or wireless internet services, and have energy efficient storm windows and insulated doors.
Urban Strategies Hosts Homewood Suites Hospitality Training Program

As a component of the Section 3 training goals for the Choice Neighborhoods Initiative (CNI), Urban Strategies joined representatives from HRI Properties, HRI Lodging, and HANO to host the Homewood Suites Hospitality Training Program Graduation at the Bienville Basin Technology Lab.

During the ceremony, attendees heard words of encouragement from the Vice President of Development and Management at HRI Properties Chris Clement, Claiborne Corridor Program Manager Asali Ecclesiastes, HANO Section 3 Coordinator Larry Barabino, and the General Manager of the Homewood Suites New Orleans (French Quarter) Tony Welch.

The five-week training program introduced attendees to the hospitality industry through hands-on training and coursework. Following the completion of the program, Urban Strategies’ Workforce staff worked with HRI Lodging to place the trainees into local job opportunities. Currently, five program participants are employed at the Homewood Suites Hotel in the French Quarter.

BACK TO SCHOOL GIVE-A-WAY HELPS 400 FAMILIES PREPARE FOR 2017-18 SCHOOL YEAR

In July, hundreds of HANO families waited in line to receive free school supplies in preparation for the 2017-18 school year. For the seventh year in a row, HANO and Hammond’s Transportation hosted the Back to School Give-a-way for its residents at the Ernest Morial School. The focus of this year’s back to school event highlights the importance of education, leadership, health and community.

“After establishing a successful business relationship with HANO, I wanted to give back to their communities through the Back to School Supply Give-a-way. It’s so important to be prepared for the upcoming school year, and we hope this back to school event helps the residents,” said Mark Hammond, owner of Hammond’s Transportation.

Four-hundred local children and their families attended the back to school event, and received essential school materials to successfully begin the new school year. HANO employees and the agency’s Summer Employment Program participants distributed backpacks and school supplies to participating families.

During the event, Daughters of Charity and Tots, Tweens, and Teens Health Clinic LLC. also provided free health screenings to attendees. Other activities for the kids included a bounce house, sports activities, a video gaming van, and a photo opportunity with Hammond’s Transportation mascot.

Since 2010, Mark Hammond has sponsored the Back to School Give-a-way in hopes of helping community youth by emphasizing the importance of beginning and ending the school year on a positive note.

For more information on upcoming events, visit www.HANO.org.
In the midst of an affordable housing crisis underway in the city of New Orleans, more public-private partnerships are paving the way to reduce the number of families in need of sustainable homes. Most recently, Neville Development LLC partnered with HANO and the Orleans Parish School Board to acquire the George O. Mondy Elementary School and Caretaker’s Cottage to rehabilitate it into a new housing complex. The restoration of what is now referred to as the G.O. Mondy School Apartments has added 35 affordable apartments for seniors to the City’s affordable housing stock.

In July, the development company hosted an open house and invited partners and community members to tour the complex and view the historic rehab project. Light refreshments were served and attendees enjoyed welcoming entertainment by the CLeB Band. Guests explored the building noticing visible signs of its former existence. The complex still maintains the appearance of an educational facility. Old school chalkboards remain in the apartments along with the large windows and high ceilings often associated with school buildings. Portraits of the building’s foundation and devastation caused by Hurricane Katrina hung throughout the halls on each of its three levels. The developers also restored the original wood floors, massive doors, wide staircases and hallways.

Construction on the complex began in June 2016, and was completed a year later at an approximate development cost of $9.9 million. Thirty-two (32) of the 35 apartments will be counted toward the Choice Neighborhoods Initiative off-site replacement unit component and are subsidized by project-based vouchers.
HANO BOARD APPROVES AGREEMENT TO BUILD 156 MIXED-INCOME HOMES

The Housing Authority of New Orleans (HANO) Board of Commissioners voted unanimously to approve a Master Development Agreement (MDA) to build 156 mixed-income homes and four (4) homeownership units in the Bywater and Marigny neighborhoods. The $26 million construction project will advance the Agency's Scattered Site Strategy resulting in increased affordable housing opportunities for low-to-moderate income residents.

“The Board’s approval solidifies our commitment to increase affordable housing opportunities for low-to-moderate income residents,” said HANO Executive Director Gregg Fortner. “This agreement will allow HANO and ITEX to proceed with our Scattered Sites Strategy and permit us to begin extensive community engagement.”

The MDA establishes the roles and responsibilities of each entity and includes a draft construction budget, and projected development schedule. According to the agreement, HANO authorizes ITEX to continue exploring financing options based on the approved unit mix that will include 60 percent affordable and 40 percent market-rate rental apartments on the site. The MDA also specifies a developer fee split of 75 percent payable to ITEX and 25 percent payable to HANO, with surplus operational cash equally divided.

Developer ITEX Group, a Texas-based investment organization, specializes in real estate and construction management. Their services include investment analysis, property management, asset management, development acquisitions/dispositions, construction supervision, leasing and marketing. The Group leases and maintains over 43 properties throughout Texas and Louisiana.

“ITEX looks forward to continuing work with HANO’s staff and Board, the area neighborhood associations and the City to provide additional affordable housing opportunities for residents in the Bywater/Marigny community. We are optimistic that our partnership with these organizations will not only generate sustainable homes for citizens of all income levels, but will also attract new businesses and services for residents living in these beautiful and historic neighborhoods,” said Clark T. Colvin, ITEX Group Executive Vice President.

ITEX recently responded to a Notice of Funding Availability (NOFA) issued by the City of New Orleans for the use of funding distributed by the City’s Office of Community Development. The developer will submit an application to the Louisiana Housing Corporation later this year for the use of four (4) percent Low Income Housing Tax Credits paired with bonds issued by the Louisiana State Department of Treasury.

HANO PARTICIPATES IN CONGRESSMAN CEDRIC RICHMOND’S 7TH ANNUAL SMALL BUSINESS EXPO

HANO recently participated in the 7th Annual Small Business Expo hosted by Congressman Cedric Richmond at Delgado Community College. Featuring over 40 exhibitors, the expo provided local small business owners and entrepreneurs with an opportunity to acquire valuable contacts, and also learn about new business prospects.

During the expo, representatives from HANO’s Procurement and Contracts Department met with local business owners and entrepreneurs to discuss how to do business with HANO, specifically the agency’s business registration process, variety of goods and services, and procurement methods. Attendees also learned about upcoming procurement opportunities for disadvantaged business enterprises and woman business enterprises.


To stay up to date on HANO events across the city, visit the agency’s website at www.HANO.org.
It’s the time of the year in which families and friends come together to enjoy one another and spread holiday cheer. Shopping becomes fun, the malls are packed, and neighborhoods are decked out with season’s greetings and holiday items. Unfortunately, it’s also a time where criminals take advantage of families and use the opportunity to commit burglaries, thefts, robberies, and other spiteful crimes. To kick off the holiday season, we would like to offer some tips to help you and your family have a safe and wonderful holiday:

**AT HOME:**
- Do not leave blinds or curtains open with gifts unwrapped where people can see them.
- Make sure there is adequate lighting around the house at night.
- If you have a security device installed to protect your home, be sure to activate it when leaving.

**OUT SHOPPING:**
- Always be aware of your surroundings!
- Keep your wallet or purse very close to you. Don’t leave those items in a shopping cart or on a counter while you shop.
- Try to avoid carrying large amounts of cash. If you can pay with a credit or debit card, please do so.
- Remember to park in areas that have great lighting. Be sure to place all your shopping items in the trunk of your vehicle.
- When leaving the stores, have your keys in hand so you are not struggling to find them once you reach your car.
- If you are shopping with children, instruct them to find a police officer or a store associate if you become separated.

**YOUR VEHICLE:**
- Do not leave gifts, wallets, purses, money or firearms in your vehicle overnight or for long periods of time. Thieves target vehicles late at night when they believe everyone is sleeping.
- Do not leave your vehicle running while you run into the house because you forgot something or to run in the store. You may only be a minute or two, but a criminal only needs seconds.

**HOLIDAY PACKAGES:**
- Please be aware of when packages are shipped to your residence.
- Schedule package delivery when someone will be home to accept the package.
- Require a signature upon delivery of a package.
- Be mindful of how you dispose of boxes into the garbage. Try to place all boxes outside the night before trash pick-up or dispose them at another location.

To report any nuisance and/or criminal behavior within HANO communities, call (504) 670-3372. If you witness any criminal activity, please call NOPD by dialing 911.
IMPORTANT NUMBERS

Main Office (504) 670-3300
Harmony Oaks (504) 894-8828
The Estates (504) 940-3060
Faubourg Lafitte 1-855-523-4883
Guste Homes (504) 529-3392
Marrero Commons (504) 524-9011
Fischer Homes (504) 266-2507
River Garden (504) 412-8216
Columbia Parc (504) 284-4769
Bienville Basin (504) 522-9078
Florida (504) 821-8861
Scattered Sites (504) 821-8861
HANO PD Hotline (504) 670-3372
Public Housing Hotline (504) 670-3446
HCVP Hotline (504) 708-2800

DAUGHTERS OF CHARITY HEALTH CENTER - DESIRE
3303 Higgins Boulevard, Desire Community Square (504) 948-2873

Services for the Entire Family:
- Primary Care for Children and Adults
- Pediatric Well Child Visits and Sick Visits
- Sports and Rand Physicals
- Immunizations
- Behavioral Health for Children and Adults
- Medicare, Medicaid and Affordable Care Act/Health Insurance Marketplace Enrollment
- Referrals to Specialists

Florida
- Medicaid, Medicare, and Other Commercial Insurance accepted
- Providers are enrolled in Medicare, Medicaid, and other commercial insurance plans
- 10 Locations to Serve You: Carrolton, Metairie, Baywater, New Orleans East, Osprey, Kenner, Poydras, Gretna, Gentilly, Algiers

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