



ANNUAL PHA PLAN

Fiscal Year Beginning 10/1/2026

Annual PHA Plan <i>(Standard PHAs and Troubled PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 9/30/2027
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services. They also inform HUD, families served by the PHA, and members of the public of the PHA's mission, goals, and objectives for serving the needs of low-, very low-, and extremely low- income families.

Applicability. The Form HUD-50075-ST is to be completed annually by **STANDARD PHAs or TROUBLED PHAs**. PHAs that meet the definition of a High Performer PHA, Small PHA, HCV-Only PHA or Qualified PHA **do not** need to submit this form. Note: PHAs with zero public housing units must continue to comply with the PHA Plan requirements until they closeout their Section 9 programs (ACC termination).

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers (HCVs) and was designated as a high performer on both the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, SEMAP for PHAs that only administer tenant-based assistance and/or project-based assistance, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceed 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceed 550, and that was designated as a standard performer in the most recent PHAS or SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or HCVs combined and is not PHAS or SEMAP troubled.

A.	PHA Information.
A.1	<p> PHA Name: _____ PHA Code: _____ PHA Type: <input type="checkbox"/> Standard PHA <input type="checkbox"/> Troubled PHA PHA Plan for Fiscal Year Beginning: (MM/YYYY): _____ PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Public Housing (PH) Units _____ Number of Housing Choice Vouchers (HCVs) _____ Total Combined Units/Vouchers _____ </p> <p> PHA Plan Submission Type: <input type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission </p> <p> Public Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA and should make documents available electronically for public inspection upon request. PHAs are strongly encouraged to post complete PHA Plans on their official websites and to provide each resident council with a copy of their PHA Plans. </p>

PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)

Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	
				PH	HCV
Lead PHA:					

B. Plan Elements

B.1 Revision of Existing PHA Plan Elements.

(a) Have the following PHA Plan elements been revised by the PHA?

Y N

- Statement of Housing Needs and Strategy for Addressing Housing Needs.
- Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.
- Financial Resources.
- Rent Determination.
- Operation and Management.
- Grievance Procedures.
- Homeownership Programs.
- Community Service and Self-Sufficiency Programs.
- Safety and Crime Prevention.
- Pet Policy.
- Asset Management.
- Substantial Deviation.
- Significant Amendment/Modification.

(b) If the PHA answered yes for any element, describe the revisions for each revised element(s):

B.2 New Activities.

(a) Does the PHA intend to undertake any new activities related to the following in the PHA's applicable Fiscal Year?

Y N

- Choice Neighborhoods Grants.
- Modernization or Development.
- Demolition and/or Disposition.
- Designated Housing for Elderly and/or Disabled Families.
- Conversion of Public Housing to Tenant-Based Assistance.
- Conversion of Public Housing to Project-Based Rental Assistance or Project-Based Vouchers under RAD.
- Homeownership Program under Section 32, 9 or 8(Y)
- Occupancy by Over-Income Families.
- Occupancy by Police Officers.
- Non-Smoking Policies.
- Project-Based Vouchers.
- Units with Approved Vacancies for Modernization.
- Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).

(b) If any of these activities are planned for the applicable Fiscal Year, describe the activities. For new demolition activities, describe any public housing development or portion thereof, owned by the PHA for which the PHA has applied or will apply for demolition and/or disposition approval under section 18 of the 1937 Act under the separate demolition/disposition approval process. If using Project-Based Vouchers (PBVs), provide the projected number of project-based units and general locations, and describe how project basing would be consistent with the PHA Plan.

B.3

Progress Report.

Provide a description of the PHA's progress in meeting its Mission and Goals described in the PHA 5-Year and Annual Plan.

B.4	Capital Improvements. Include a reference here to the most recent HUD-approved 5-Year Action Plan in EPIC and the date that it was approved.
B.5	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>
C. Other Document and/or Certification Requirements.	
C.1	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y N <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>

<p>C.2</p>	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
<p>C.3</p>	<p>Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</p> <p>Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
<p>C.4</p>	<p>Challenged Elements. If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA’s response to the public.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>Y N <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, include Challenged Elements.</p>

C.5 Troubled PHA.

(a) Does the PHA have any current Memorandum of Agreement, Performance Improvement Plan, or Recovery Plan in place?

Y N N/A

(b) If yes, please describe:

Section B.1

Revision of Existing Elements

1. Statement of Housing Needs
2. Financial Resources
3. Operation and Management
4. Community Service and Self-Sufficiency

STATEMENT OF HOUSING NEEDS

HOUSING AUTHORITY OF NEW ORLEANS
HOUSING NEEDS STATEMENT: FYB 10/1/2026 PHA ANNUAL PLAN

HUD 2024 COMPREHENSIVE HOUSING ASSESSMENT SURVEY (CHAS)
USING U.S. CENSUS AMERICAN COMMUNITY SURVEY (ACS) 2018-2022 CHAS DATASETS

Total Orleans Parish Households	155,670	Population slightly decreased from 156,585 to 155,670.
Owner Households	76,725 (49% of Total)	The number of homeowners increased from 75,230 to 76,725.
Renter Households	78,945 (51% of Total)	The number of renters decreased from 81,355 to 78,945.
Orleans Parish Renter Households by Average Median Income (AMI) With Breakout of "Low Income Renter" Households		
		Statistical Notations
Extremely Low-Income renter households (<=30% AMI) Very Low-Income renter households (>30% but <=50% AMI) Low-Income renter households (>50% but <=80% AMI) Subtotal Low-Income Renter Households (<=80% AMI) Other renter households (>80% but <=100% AMI) Other renter households (>100% AMI) Subtotal Other Renter Households (>80% AMI) Total Renter Households:	27,180 12,480 <u>11,390</u> 51,050 6,590 <u>21,310</u> 27,900 78,950	Extreme Low-income population decreased from 27,765 to 27,180. Very Low-Income population decreased from 13,020 to 12,480. The Low-Income population decrease slightly from 11,970 to 11,390. Of the total 78,945 Renter Households in Orleans Parish, 51,050 or 65% are classified as Low-Income Renter Households. A nominal change occurred in the population with incomes greater than 80% AMI.
Low-income renter households who are cost burden	36,290	Of all 51,050 Low-Income Renter Households, 36,290 or 71% are Cost Burdened, a decrease of 2% from last year.
Low-income renter households with housing problems	37,000	Of all 51,050 Low-Income Renter Households 37,000 or 72% have Housing Problems, a decrease of 2% from last year.
COST BURDEN: Moderate cost burden is "rent comprising more than 30 percent of income". Severe cost burden is "rent comprising more than 50 percent of income".		
HOUSING PROBLEMS: A household is said to have a housing problem if it has 1 or more of the 4 problems identified in the CHAS data: 1) housing units lack complete kitchen facilities; 2) housing units lack complete plumbing facilities; 3) household is overcrowded; and 4) household is cost burdened.		

Housing Needs of Families on the Public Housing Waiting List		
	# of families	% of total families
Waiting list total*	21,653	
Extremely low income	17,639	81%
Very low income (>30% but <=50% AMI)	2,827	13%
Low income (>50% but <80% AMI)	969	4%
Over income (>80% AMI)	218	1%
Families with children	13,056	60%
Elderly families	1,526	7%
Families with Disabilities**	2,658	12%
Race/ethnicity – African American	19,782	91%
Race/ethnicity - White	1113	5%
Race/ethnicity – American Indian	94	0.4%
Race/ethnicity –Hispanic	541	2%
Race/ethnicity –Asian	29	0%
Race/ethnicity – Native Hawaiian / Other Pacific Islander	30	0%
Race/ethnicity – None Listed	134	1%
Characteristics by Bedroom Size		
1BR	11,034	51%
2 BR	6,795	31%
3 BR	2,496	12%
4 BR	495	2%
5 BR	50	0.2%
5+ BR	5	0.02%
<p><i>*Some families may appear on multiple Public Housing site-based wait lists. The overall number of families on all Public Housing site-based wait lists is 21,653. For purposes of this analysis, applicants who were on multiple Public Housing site wait lists are counted only once in the above statistics to avoid skewing the characteristics of the wait list population.</i></p> <p><i>**The disability count may be underreported based on applicants' self-reporting of their disability status.</i></p>		

Section 8 Tenant- Based Assistance Waiting Lists

Housing Needs of Families on the Housing Choice Voice Waiting List		
Waiting list type: <i>Section 8 tenant-based assistance (2022 Waiting List)</i>		
	# of families	% of total families
Waiting list total***	6,141	100%
Extremely low income <=30% AMI	4,893	80%
Very low income (>30% but <=50% AMI)	901	15%
Low income (>50% but <80% AMI)	216	4%
Over income (>80% AMI)	131	2%
Families with children	2,751	45%
Elderly families	179	3%
Families with Disabilities**	1,000	16%
Race/ethnicity – African American	5,739	93%
Race/ethnicity – White	260	4%
Race/ethnicity – American Indian	13	02%
Race/ethnicity –Hispanic	169	3%
Race/ethnicity – Asian	3	0%
Race/ethnicity – Native Hawaiian/Other Pacific Islander	5	0%
Race/ethnicity – None Listed	54	1%
Characteristics by Bedroom Size*		
No BR Selected	93	0.88%
1BR	3,199	52%
2 BR	1,780	29%
3 BR	863	4%
4 BR	246	4%
5 BR	43	1%
5+ BR	10	0.02%
*Bedroom size is the size that is requested by the applicant but has not been determined by HANO/HUD occupancy standards.		
**The disability count was based on applicants' self-reporting of disability status.		

Anticipate Financial Resources for FYB Oct. 1, 2026 Planned Sources and Uses			
		Planned \$	Planned Uses
1	Federal Grants		
	Public Housing Operating Fund	\$8,751,797	
	Capital Fund Program	\$9,452,000	
	Replacement Housing Factor Funding	\$0	
	Annual Contributions for Tenant-Based Assistance (HCV HAP)	\$230,487,272	
	Annual Contributions for Tenant Based Vouchers all Administrative Fees	\$15,745,664	
	FEMA	\$2,000,000	
2	Prior Year Federal Grants (unobligated funds only)		
	Capital Funds (CFP & RHF)	\$10,071,931	
	CNI	\$0	
	Hope VI	\$0	
	901 funds	\$0	
3	Public Housing Dwelling Rental Income		
	Tenant Rental Revenue	\$731,843	
4	Other Income (list below)		
	Interest Income	\$1,282,232	
	State and Local	\$0	
	Misc. Income	\$875,000	
	Total sources	\$279,397,739	

Rent Determination

The Housing Authority of New Orleans (HANO) plans to amend its policies governing rents charged for Housing Choice Voucher (HCV) dwelling units, voucher family rent contributions, and payment standard policies in accordance with 24 CFR §903.7(d). Currently, HANO has established its payment standards at 110 percent of the applicable Fair Market Rent/Small Area Fair Market Rent to support housing affordability and access in the New Orleans rental market. As part of ongoing program and fiscal management, HANO may amend its policies to adjust payment standards, including reducing them to 100 percent of FMR/SAFMR, depending on the agency's fiscal budget, HAP utilization, and overall program sustainability. These adjustments ensure that the HCV program remains financially viable while continuing to provide meaningful rental assistance to participating families.

Operation and Management

Following is a summary of policy changes proposed to facilitate the operation and management of HANO's programs. HANO's Public Housing (PH) Admissions and Continued Occupancy Policy (ACOP) and HANO's Housing Choice Voucher Program (HCV) Administrative Plan both have undergone changes as summarized below. Policy documents are available on the Agency's website at www.hano.org.

HANO has revised the HCVP Administrative Plan as follows:

1. Input mandatory policies from HOTMA 102 and 104;
2. Input language that allows PBV site-based waitlists and denoted which lists HANO will maintain;
3. Notated that HANO opted to absorb Emergency Housing Choice Vouchers
4. Included Healthy Homes language

The Admin Plan with redline changes has been appended to this document.

HANO has revised the Public Housing Admissions and Occupancy Policy as follows:

1. HANO has completed a total rewrite of the ACOP using Nan McKay template.
2. HANO added HOTMA 102 and 104 mandatory policies.

Community Service and Self-Sufficiency Programs

Community Service and Self-Sufficiency Programs					
ARTS	Name of Program	Description of Program	Service area	Target age	Outcomes
	Arts Enrichment (planning)	HANO will partner with local arts enrichment programs, local universities and other stakeholders to facilitate an arts enrichment program for youth.	Fischer/Estates/ New Florida	Ages 10-19	Increased participation in programs that add to and improve participation in the creative arts to increase educational and self-sufficiency outcomes
SPORTS	Name of Program	Description of Program	Service area	Target age	Outcomes
	Life Skills/Health & Fitness/Academic Enrichment (planning)	HANO, will partner with local health/fitness/soft skills supportive service providers to promote healthy lifestyles and nutrition.	Fischer/Estates/ New Florida	Ages 8-19	Increased participation in programs that add to and improve health, educational and self-sufficiency outcomes
HEALTH	Name of Program	Description of Program	Service area	Target age	Outcomes
	Council of Large Public Housing Authorities (CLPHA)-HANO Collaborative Catalyst Initiative	CLPHA by engaging public housing agencies (PHAs), federally qualified health centers (FQHCs), and community-based organizations (CBOs) in their mutual commitment to serve as a catalyst to close gaps in care, address health equity challenges, and encourage a greater positive health impact in local communities.	All properties & HCVP clients	Ages 55 & up	Increase resident relationship/accessibility with primary care providers, increase positive mental/physical/nutritional health outcomes for families, and provide supportive service offerings for pregnant and expecting mothers

ACADEMICS

Name of Program	Description of Program	Service area	Target age	Outcomes
After School Tutoring (planning)	HANO, in concert with retired educators and other educational enrichment stakeholders in the community, will work to facilitate after-school tutoring for school aged youth as an opportunity to help with the attainment of knowledge learned during the school day to prevent academic regression.	Fischer/Florida	Ages 8-19	Increased participation in programs that add to and improve educational outcomes
College Tours	HANO bi-annually hosts a college tour for high school juniors and seniors currently residing in HANO communities and participating in the HCVP program. Youth visit local/regional college campuses. They also attend personal development seminars with a focus on college readiness, leadership, and life skills during the college tour.	All properties & HCVP clients	Ages 16-19	Increase resident interest in post-secondary education
Scholarship Program	The Scholarship is now open to ALL HANO-assisted residents (Public Housing and HCVP/Section 8 Participants). Awardees must be current high school seniors in Metro New Orleans, LA, with plans to attend an accredited two- or four-year college/university or enroll in a trade or technical school. Residents who are interested in returning to or enrolling in college for the first time or attending a trade school or technical college are also eligible to apply. Children of HANO employees living in Public Housing or participants in the HCVP are eligible to apply	All properties & HCVP clients	Ages 18 & up	Participation in the scholarship program creates positive outcomes for educational attainment and may help to alleviate personal financial burdens that are associated with post-secondary education.

MOBILITY

Name of Program	Description of Program	Service area	Target age	Outcomes
Homeownership	HANO's Homeownership Program was created to assist public housing and HCVP residents in becoming first-time homebuyers.	HCVP clients	Ages 18 & up	Increase homeownership rate for current HCVP program participants
Family Self Sufficiency	The Family Self-Sufficiency Program was created by HUD for low-income families and individuals of Public Housing or the Housing Choice Voucher Program. It was designed to assist residents with setting goals and developing a plan to achieve economic independence by linking locally available resources and supportive services necessary to overcome obstacles preventing self-sufficiency to FSS program participants.	All properties & HCVP clients	Ages 18 & up	Increase self-sufficiency outcomes through goal-making and follow through to realize a financial incentive to alleviate personal financial burdens
ROSS	The ROSS grant program is a HUD funded program that allows public housing authorities to partner with community based supportive service organizations with the purpose of helping individuals and families in public housing achieve self-sufficiency. In order to be eligible for ROSS services, the residents must reside in a PHA unit and be assigned to a specific Asset Management Project (AMP). The housing authority employs service coordinators to work directly with residents to assess needs and identify barriers to self-sufficiency.	PHA clients	Ages 18 & up	Service coordinators also work to link residents to training opportunities and services to support individuals in attaining educational, professional, health, and financial goals that can lead to greater economic and housing stability.

	Name of Program	Description of Program	Service area	Target age	Outcomes
MOBILITY	Jobs Plus	The purpose of the Jobs Plus Initiative program is to develop locally-based, job-driven approaches to increase earnings and advance employment outcomes through work readiness, employer linkages, job placement, educational advancement technology skills, and financial literacy for residents of public housing.	Harmony Oaks	Ages 18 & up	The place-based Jobs Plus Initiative program addresses poverty among public housing residents by incentivizing and enabling employment through income disregards for working families, and a set of services designed to support work including employer linkages, job placement and counseling, educational advancement, and financial counseling. Ideally, these incentives will saturate the target developments, building a culture of work and making working families the norm.
	Summer Youth Employment	HANO facilitates a Summer Youth Employment program for young people ages 14-21 to introduce them to the world of work and provide soft skills and other workforce related enrichment for success in the workplace.	All properties & HCVP clients	Ages 14-21	Employment opportunities create an introduction to the world of work for young people which helps to create positive outcomes and the potential for financial generational paradigm shifts within a family.

Section B.1.c

DECONCENTRATION POLICY

DECONCENTRATION OF POVERTY AND INCOME-MIXING

HANO's admission policy is designed to provide for deconcentration of poverty and income mixing by bringing higher income residents into lower income developments and lower income residents into higher income developments. Nothing in the deconcentration policy relieves HANO of the obligation to meet the income-targeting requirement. Gross annual income is used for income limits at admission and for income-mixing purposes.

Deconcentration and Income-Mixing Goals

Developments subject to the deconcentration requirement are referred to as 'covered developments' and include general occupancy (family) public housing developments. The following developments are not subject to deconcentration and income mixing requirements: developments operated by a PHA with fewer than 100 public housing units; mixed population or developments designated specifically for elderly or disabled families; developments operated by a PHA with only one general occupancy development; developments approved for demolition or for conversion to tenant-based public housing; and developments approved for a mixed-finance plan using HOPE VI or public housing funds [24 CFR 903.2(b)].

HANO acknowledges that its Signature Communities are mixed-income or mixed-finance developments that include policies intended to promote income mixing in public housing, increase incomes of public housing residents, or the income mix is otherwise subject to individual review and approval by HUD through mixed-finance review or other approval processes. As such, the incomes of public housing residents may fall outside the Established Income Range (as defined below). In such an event, HANO will provide appropriate explanation of such an occurrence in its Annual Plan.

HANO's deconcentration and income-mixing goal, in conjunction with the requirement to target at least 40 percent of new admissions to public housing in each fiscal year to "extremely low-income families", will be to admit families above HANO's Established Income Range (EIR) to communities below the EIR, and families below HANO's EIR to communities above the EIR.

Deconcentration applies to transfer families as well as applicant families.

Step for Implementation

Step 1. Annually, HANO will determine the average income of all families residing in general covered developments.

Step 2. HANO will then determine the average income of all families residing in each covered development.

Step 3. HANO will then determine whether each covered development determined in Step 2 falls above, within or below the Established Income Range (EIR).

The EIR is 85 percent to 115 percent (inclusive of 85 percent and 115 percent) of the average family income for covered developments determined in Step 1.

Step 4. HANO will then determine whether communities outside EIR are consistent with local goals and strategies in the Housing Authority Plan. Any deconcentration policy as needed is described in the Agency Plan.

Step 5. If at annual review there are found to be covered developments with average incomes above or below the EIR that are not explained or justified in the Agency Plan, HANO shall list these covered developments in its Annual Plan.

The Housing Authority shall adhere to the following policies for deconcentration of poverty and income mixing in applicable communities:

- HANO shall establish a preference for admission of working families in covered communities below the EIR.
- HANO shall target investment and capital improvements toward covered communities below the EIR to encourage applicant families whose income is above the EIR to accept units in those communities.
- A family has the sole discretion whether to accept an offer of a unit made under HANO's deconcentration policy. HANO and its Agents will not take any adverse action toward any eligible family for choosing not to accept an offer of a unit under this deconcentration policy.

Deconcentration Compliance

If, at annual review, the average incomes at all covered communities are within the Established Income Range, HANO will be considered to be in compliance with the deconcentration requirement.

Section B.2

New Activities

1. Choice Neighborhood Grants
2. Modernization & Development
3. Demolition and Disposition
4. Designated Housing for Elderly
5. Units with Approved Vacancies for Modernization
6. Other Capital Grant Programs

B2. New Activities

Choice Neighborhoods

HANO applied for and received a CNI planning grant for the BW Cooper housing community. HANO's Choice Transformation Plan has been developed. HANO plans to apply for any upcoming CNI implementation grant for BW Cooper/Marrero Commons.

Modernization and Development

HANO plans to conduct interior and exterior modernization activities in vacant units at the following properties: Fischer I, Fischer III, Fischer IV, Fischer IVA, Fischer Senior Village, Savoy I, Savoy II, Abundance Square, Treasure Village, City Square 162, Marrero Commons, Marrero Common IB, Harmony Oaks, Columbia Parc, Columbia Parc IIA, Columbia Parc IIB, Columbia Parc III Elderly, Westbank Scattered Sites, Downtown Scattered Sites, Uptown Scattered Sites, Florida, DTSS Piety, Guste, I, Guste II, Guste III, Guste High Rise, River Garden I, River Garden II, Lafitte I, Lafitte II, Lafitte Senior, Bienville Basin I to VII. Planned exterior modernization activities include but are not limited to porch rehabs, repairs to balconies, railings, columns, and canopies, exterior lighting, exterior painting and caulking, siding repairs, roofing repairs and repair to exterior doors and soffits. Planned interior modernization activities include but are not limited to repairing and replacing flooring and flooring rehab, repairing and replacing counters and sinks in kitchens and bathrooms, repairing and replacing cabinetry in kitchens and bathrooms, painting, repairing interior doors, carpentry, plumbing, electrical work, replacing fixtures and appliances, repairing and replacing tubs and showers, repairing and replacing HVAC units and systems, and mechanical upgrades. The extensive modernization will may require units to be vacant.

**Demolition/Disposition Activity Description
Westbank**

Activity type: Demolition Disposition (Scattered Sites)

LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001020	1500-06 Hendee; 1508-14 Hendee; 1524-30 Hendee; 1532-38 Hendee; 1814-20 Lawrence; 1815-21 Ptolemy	8/12/2014	0 - vacant lot	Part of development	FY2019-2027
LA001025	717 DeArmas	8/12/2014	0 - vacant lot	Part of development	FY2019-2027

Demolition/Disposition Activity Description Westbank

Activity type: Demolition Disposition (Scattered Sites)

LA # or AMP #	Development Name/Address	Application Status: Planned Submittal	Units Affected	Coverage of Action	Projected Timeline
LA001030	Christopher Park: 3100 Vespasian; 3102 Vespasian; 3104 Vespasian; 3106 Vespasian; 3108 Vespasian; 3110 Vespasian; 3112 Vespasian; 3114 Vespasian; 3114 Caladium 3115 Caladium; 3116 Caladium; 3117 Caladium; 3118 Caladium; 3119 Caladium; 3120 Caladium; 3121 Caladium; 2110 Murl; 2003 Murl	8/1/2020	0 - vacant lot	Part of development	FY2019-2027

**Demolition/Disposition Activity Description West
Carrollton**

Activity type: Demolition Disposition (Scattered Sites)

LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001019	8718-20 Willow; 1738-40 Gen Ogden; 1324-26 Eagle; 1925 Monroe; 1433-39 Gen Ogden; 9031 Cohn;	8/12/2014	0 - vacant lot	Part of development	FY2019-2027
		3/11/2010	0 - vacant lot	Part of development	FY2019-2027
LA001025	8516 Cohn; 8520 Zimple; 8811 Hickory; 1915 Leonidas;	3/11/2010	0 - vacant lot	Part of development	FY 2019-2027

**Demolition/Disposition Activity Description
Uptown**

Activity type: Demolition Disposition (Scattered Sites)

LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001019	400 Dufossat	3/11/2010	0 - vacant lot	Part of development	FY2019-2027
LA001025	2118-20-22 Danneel 1231 Constance; 1120 Thalia	8/12/2014	0 - vacant lot	Part of development	FY2019-2027
	1421-23-25 Constance; 2331-33 Annunciation; 5312 Constance; 3249 Tchoupitoulas; 410 Pleasant	1/6/2011	0 - vacant lot	Part of development	FY2019-2027
		8/12/2014	0 - vacant lot	Part of development	FY2019-2027
	3250 St Thomas; 2400 St Thomas; 2411 St Thomas; 2417-19 St Thomas; 428 7th; 518 Cadiz; 930 7th	3/11/2010	0 - vacant lot	Part of development	FY2019-2027
LA001027	2256 Baronne	1/6/2011	0 - vacant lot	Part of development	FY2019-2027
LA001049	3644 Annunciation; 3664 Annunciation; 735 Amelia	2/6/2002	0 - vacant lot	Part of development	FY2019-2027
LA001051	2901-03-05-07 Dryades	1/6/2011	0 - vacant lot	Part of development	FY2019-2027
LA001052	220-22 Eleonore	3/11/2010	0 - vacant lot	Part of development	FY2019-2027

**Demolition/Disposition Activity Description
Upper Ninth/St. Roch/St. Claude**

Activity type: Demolition Disposition (Scattered Sites)

LA# or AMP#	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001025	3749-55 Apache; 1915-17 Feliciana; 1615 Port; 1319 Montegut;	3/11/2010	0 - vacant lot	Part of Development	FY2022-2027
	1927-29 Mandeville	8/12/2014			
LA001051	3013-15 Mandeville	1/6/2011	0 - vacant lot	Part of development	FY2022-2027
LA001021	2123-25-27 Painters; 2129-31-33 Painters	8/12/2014	0 - vacant lot	Part of development	FY2022-2027

**Demolition/Disposition Activity Description
New Orleans East**

Activity type: Demolition Disposition (Scattered Sites)

LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001025	6601-03-05-07 Old Gentilly Rd; 6609-11-13-15 Old Gentilly Rd; 6617-19-21-23 Old Gentilly Rd; 6641-43-45-47 Old Gentilly Rd; 6649-51-53-55 Old Gentilly Rd; 6630-32-34-36 Chef Menteur; 6638-40-42-44 Chef Menteur; 6646-48-50-52 Chef Menteur; 6654-56-58-60 Chef Menteur; 6662-64-66-68 Chef Menteur; 6670-72-74-76 Chef Menteur; 6678-80-82-84 Chef Menteur; 6686-88-90-92 Chef Menteur	3/11/2010	0 - vacant lot	Part of development	FY2022-2027

**Demolition/Disposition Activity Description
B.W. Cooper**

Activity type: Demolition Disposition

LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001007303	B.W. Cooper	9/21/2007	14	Part of development	FY2026-2029

**Demolition/Disposition Activity Description
Desire**

Activity type: Demolition Disposition

LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001014	Desire	12/29/2000	0 - vacant lot	Part of development	FY2026-2029

Demolition/Disposition Activity Description

**Demolition/Disposition Activity Description
Florida**

Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>					
LA # or AMP #	Development Name/Address	Application Status: Planned	Units Affected	Coverage of Action	Projected Timeline
LA001004 and LA0010011	Florida	12/1/2022	0 - vacant lot	Part of development	FY2019-2027

**Demolition/Disposition Activity Description
Lower Ninth Ward & Seventh Ward**

Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/> (Scattered Sites)					
LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001018	2601-03 Delery; 2609-11 Delery; 2615-17 Delery; 2621-23 Delery; 2627-29 Delery; 2635-37 Delery; 2641-43 Delery; 2600-02 Dubreuil;	3/11/2010	0 - vacant lot	Part of development	FY2019-2027
	2608-10 Dubreuil; 2614-16 Dubreuil; 2620-22 Dubreuil; 2626-28 Dubreuil; 2634-36 Dubreuil; 2640-42 Dubreuil; 6421-23 Law; 6420-22 Florida				
LA001019	1329-31 Charbonnet; 1342-44 Alabo; 1501-03 Benton; 1505-07 Benton; 1509-11 Benton; 1513-15 Benton; 6000-02 N Robertson; 6112-14 N Robertson; 6116-18 N Robertson; 6301-03 N Robertson; 6309-11 N Robertson; 6317-19 N Robertson; 6318-20 N Villere; 5520-22-24-26 Urquhart; 1301-03 Gordon; 1340 Gordon; 1424 Gordon; 1514-16 Gordon; 1514-16 Gordon; 1531-33 Gordon; 1300-02 Tupelo; 1415-17 Tupelo	3/11/2010	0 - vacant lot	Part of development	FY2019-2026
	1016-18-20 Tennessee; 1022-24-26 Tennessee;				

LA001025	1028-30-32 Tennessee; 1034-36-38 Tennessee; 4827 N Rampart; 1111-13-15-17 Reynes; 5400 N Villere; 5400 N Villere; 2405 Charbonnet; 1227-29-31 Alabo; 1233-35-37 Alabo; 1239-45 Alabo; 1800-02 Gordon; 1804-06 Gordon; 1808-10 Gordon; 1530 Gordon; 1751-53 Tupelo; 2023 N Robertson 1916-18 N Roman	3/11/2010	0 - vacant lot	Part of development	FY2019-2027
LA001036	4811 Marais; 4815 Marais	3/11/2010	0 - vacant lot	Part of development	FY2019-2027

HANO plans to apply for the following elderly/disabled designation:

Development Name	Development Number	Bedroom Type			Total Units Designated as Elderly (Pct. of Total Units in the Development)	Total Units in the Development
		0-BR	1-BR	2-BR		
Guste High Rise	LA001015301	0	358	11	385 (100%)	385
Fischer Senior Village	LA001062101	0	91	9	100 (100%)	100
Columbia Parc (Heritage)	LA001008710	0	33	3	36 (100%)	36
Faubourg Lafitte	LA001005711	0	30	0	30 (100%)	30
Total			512	23	551	551
Total Units in HANO's Public Housing Inventory						2,174

Project-Based Vouchers

Pursuant to initial guidance published by HUD regarding the Section 8 Project-Based Voucher (PBV) Program in the January 16, 2001 Federal Register, Volume 66, Number 10, the Housing Authority of New Orleans intends to continue to operate a PBV Program as authorized by HUD and in conformity with all nondiscriminatory requirements specified in the PHA Plan regulations and further declares that the HANO shall affirmatively further fair housing as required by these regulations.

Project-basing in Orleans Parish is a viable and important option to tenant-based assistance because PBVs support redevelopment and revitalization efforts. HANO's Administrative Plan allows for HANO to consider applications for PBV assistance using both the competitive and non-competitive methods as appropriate and allowable under regulations and statute.

The majority of Census Tracts in the City of New Orleans have poverty rates greater than 20%, including tracts that include conventional and scattered site developments and much of the City's blighted housing. Therefore, some PBV units will be in census tracts with poverty rates greater than 20%. However, HANO will use its PBV Program to offer participant families a greater choice of quality and affordable housing. Additional housing development selected under the PBV program will conform to all relevant HUD requirements and goals specified in the HCVP Administrative Plan and the PHA Plan.

HANO currently has 2,457 units under Housing Assistance Payments (HAP) contracts. In addition, HANO has issued 534 PBV commitments which will produce additional affordable units depending on the timing of the financial closing and construction schedule.

PBV UNITS UNDER HAP

Development Name	Development Address	HAP Effective Date	Units Under HAP
1300 OCH (Oretha Castle Haley)	1300 Baronne St., 70113	11/16/2023	20
1508 Orleans, LLC	1508 Basin St., 70116	4/19/2018	33
1601 Orleans, LLC	1601 Basin St., 70116	4/19/2018	31
2 Oaks Apartments	14600 Dwyer Blvd., 70129	7/27/2018	64
3501 St. Claude/Redmellon	3501 St Claude Av., 70117	12/31/2010	12
4948 Chef Menteur Apts	4948 Chef Menteur Hwy, 70126	3/31/2022	42
Abundance Square	3451 Desire Pkwy, 70126	4/17/2014	27
Artspace Bell School	2100 Ursulines Av., 70119	3/23/2018	19
Blueberry Hill Homes	Scatteed Sites (Lower Ninth Ward)	11/6/2018	41
Capdau Home for the Aged	3821 Franklin Av., 70122	11/12/2020	80
City Square 162	1501 St. Louis St., 70112	8/18/2021	15
CNI Redevelopment	1012-14 N. Broad St., 70119	3/8/2021	2
Filmore Parc I	5172 St. Anthony St., 70122	7/1/2012	71
Filmore Parc II	5172 St. Anthony St., 70122	8/1/2012	32
Flint Goodridge	2425 Louisiana Av., 70115	11/1/2017	87
Forrest Park	3708 Garden Oaks Dr., 70114	4/2/2009	71
G.O. Mondy School	2325 - 2327 St. Phillip St., 70119	6/29/2017	32
Guste I	1301 Simon Bolivar St., 70113	3/16/2018	15
Guste III, Stages I-VI	1301 Simon Bolivar St., 70113	9/30/2016	46
H3C, LLC	1385 Baronne St., 70113	11/16/2023	18
Heritage at Columbia Parc Elderly	1401 Caton St., 70122	5/13/2013	83
Holy Angels Partners	3500 St. Claude Av., 70117	10/1/2023	33
Iberville Offsite Rehab 1	Scattered Sites	4/15/2014	20
Iberville Offsite Rehab 2	Scattered Sites	4/15/2014	20
Iberville Offsite Rehab 3	Scattered Sites	3/31/2017	28
Iberville Phase 4	1559 Rue Iberville St., 70112	11/9/2017	51
Jackson Landing South 262	3400 Garden Oaks Dr., 70114	12/31/2010	14
Jacksons Landing North	3204 Memorial Park Dr., 70114	12/31/2010	35
King Rampart Apartments	1931 Martin Luther King Jr., Blvd 70113	11/26/2012	7
Treme Cottages	2200 Lafitte St., 70119	10/15/2013	4
Lafitte Onsite I/Blocks 1-3	2200 Lafitte St., 70119	5/19/2011	60
Lafitte Onsite II/Blocks 5-7	2200 Lafitte St., 70119	11/7/2012	35
Lafitte Senior	700 N. Galvez St., 70119	3/8/2017	70
Lafitte VA Rehab/Treme Oak Pl	2200 Lafitte St., 70119	10/6/2012	38
Lake Forest Manor	10101 Lake Forest Blvd., 70127	9/28/2022	15
Lake Forest Manor	10101 Lake Forest Blvd., 70127	9/28/2022	185
Marais Property/1501 Master Tenant	1501 Canal St., 70112	5/21/2014	106
McCaleb Supportive Housing	2412 Clio St., 70113	10/17/2012	21
Alembic	5909 St. Claude Av., 70117	1/7/2022	16
Opportunity Homes-Redmellon	8518 Oak St., 70118	2/28/2011	4
Redemptorist Apts	950 Josephine St., 70130	10/10/2017	105
Reveal New Orleans	13733 Chef Menteur Hwy, 70128	3/31/2022	150
River Garden Elderly Apts	2017 Laurel St., 70130	4/21/2009	56
Roman Bienville--Iberville	1830 Bienville St., 70112	5/14/2015	9
Roman Bienville--Lafitte	1810 Bienville St., 70112	6/9/2015	2
Roman Bienville--Lafitte	219 N. Roman St., 70112	6/11/2015	5
Roman Bienville--Lafitte	1810 Bienville St., 70112	6/24/2015	1
Rosa F. Keller Bldg	2222 Tulane Av., 70119	7/6/2012	15
Sacred Heart at St Bernard	1720 St. Bernard Av., 70116	9/21/2018	13
Savoy Place I	3451 Desire Pkwy, 70126	2/1/2019	113

Savoy Place II	3451 Desire Pkwy, 70126	3/30/2011	89
SBP Lower 9	Scattered Sites, 70117	9/23/2021	15
SBP St. Peter	2645 Toulouse St., 70119	4/30/2020	16
Skyview Townhomes	Scattered Sites 70126	12/31/2010	14
St. Ann Square 2017	2123 Ursulines Av., 70119	8/14/2020	59
The Crescent Club	3000 Tulane Av., 70119	2/4/2011	30
The Preserve New Orleans I LLC	4301 Tulane Av., 70179	2/4/2011	27
Treasure Village	3451 Desire Pkwy, 70126	7/1/2014	26
Tudor Square Elderly	3011 Milan St., 70115	6/1/2012	41
Walnut Square	8501 I-10 Service Rd., 70127	7/13/2009	48
Wisdom Manor	8900 Quince St., 70118	2/4/2012	20
			2457

Units Approved for Vacancy for Modernization

HANO plans to conduct interior and exterior modernization activities in vacant units at the following properties: Fischer I, Fischer III, Fischer IV, Fischer IVA, Fischer Senior Village, Savoy I, Savoy II, Abundance Square, Treasure Village, City Square 162, Marrero Commons, Marrero Common IB, Harmony Oaks, Columbia Parc, Columbia Parc IIA, Columbia Parc IIB, Columbia Parc III Elderly, Westbank Scattered Sites, Downtown Scattered Sites, Uptown Scattered Sites, Florida, DTSS Piety, Guste, I, Guste II, Guste III, Guste High Rise, River Garden I, River Garden II, Lafitte I, Lafitte II, Lafitte Senior, Bienville Basin I to VII. Planned exterior modernization activities include but are not limited to porch rehabs, repairs to balconies, railings, columns, and canopies, exterior lighting, exterior painting and caulking, siding repairs, roofing repairs and repair to exterior doors and soffits. Planned interior modernization activities include but are not limited to repairing and replacing flooring and flooring rehab, repairing and replacing counters and sinks in kitchens and bathrooms, repairing and replacing cabinetry in kitchens and bathrooms, painting, repairing interior doors, carpentry, plumbing, electrical work, replacing fixtures and appliances, repairing and replacing tubs and showers, repairing and replacing HVAC units and systems, and mechanical upgrades. The extensive modernization will may require units to be vacant.

Section B.3

PROGRESS REPORT

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B3. Progress Report

- **Goals and Objectives. Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years.**

Goal 1: Develop a strategy for integrating affordable housing into mixed use and mixed income communities.

- Objective 1.1 Plan for redevelopment of scattered sites and other vacant parcels utilizing a neighborhood-centric approach.
- Objective 1.2 Leverage resources with partnerships and diverse funding sources to build new housing and modernize existing housing.
- Objective 1.3 Utilize PBV program as an incentive to recruit partners to develop new affordable housing.

Goal 2: Preserve HANO’s existing affordable housing

- Objective 2.1 Maintain database of tax credit expirations
- Objective 2.2 Reposition expiring tax credit properties through purchase or recapitalization
- Objective 2.3 Develop evaluation protocols to ensure HANO-owned and 3rd party managed property managers are in compliance with timely repairs and maintenance of units.
- Objective 2.4 Ensure Capital Fund Plan forecasts future needs of HANO owned properties
- Objective 2.5 Consider RAD or Section 18 conversions for underperforming public housing properties

- Objective 2.6 Develop procedures to evaluate the capital fund plan for 3rd Party managed properties to ensure asset maintenance.

Goal 3: Create or Leverage Partnerships to better serve our clients

- Objective 3.1 Increase community data, research, and outreach through partnerships with colleges and universities
- Objective 3.2 Increase health services to clients by strengthening partnerships with health services agencies
- Objective 3.3 Increase the number of employed people in assisted households by partnering with business and employment organizations

Goal 4: Maintain High-Performer status in the Housing Choice Voucher Program and Public Housing Program

- Objective 4.1 Improve the Agency’s performance under the Public Housing Assessment System (PHAS)
- Objective 4.2 Retool HANO’s asset management protocol to drive continuous improvement in all areas of property management
- Objective 4.3 Maintain high performer status under the Section 8 Management Assessment Program (SEMAP)
- Objective 4.4 Ensure ongoing compliance monitoring and tracking of SEMAP and other HCV performance metrics

Goal 5: Improve HANO’s Public Image

- Objective 5.1 Enhance outreach to residents and landlords with a robust online presence and regular meetings
- Objective 5.2 Maintain an internal and external newsletter
- Objective 5.3 Publish an annual report highlighting progress and obstacles
- Objective 5.4 Develop non-paid media promotion through positive feature stories and news releases.

- Objective 5.5 Create an online comment box to solicit feedback on HANO programs and operations

- Objective 5.6 Share information about HANO initiatives through expanded participation in community and industry associations, at local and national levels

Goal 6: Streamline Business Operations to reduce costs and increase productivity

- Objective 6.1 Convert to an intuitive electronic filing system to reduce paper use and storage
- Objective 6.2 Create a Dashboard to track key metrics across HANO and Third Party Owned Properties.
- Objective 6.3 Utilize electronic and online transmissions and meetings for case management

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- Objective 6.4 Ensure that staff participate in trainings to enhance skills and productivity
- Objective 6.5 Upgrade technology to enhance tracking of data, performance, goals, and deliverables.

Goal 7: Reposition underperforming assets.

- Objective 7.1 Participate in Asset Repositioning training conducted by HUD and other industry
- Objective 7.2 Develop criteria to analyze operational, capital, and financial needs, and to delineate short and long-term approaches for impacted properties.
- Objective 7.3 Implement planned repositioning including Section 18 or RAD conversions with continuous monitoring of property performance

Goal 8: Upgrade technology to streamline business processes including updating hardware and software.

- Objective 8.1 Expand existing software to provide tenant portal services in areas such as virtual wait list applications, no-contact recertifications, and electronic rent payments
- Objective 8.2 Upgrade laptop docking stations to touch screen or other latest technology that can be readily adapted for telework purposes
- Objective 8.3 Increase use of text blast and robocall technology to electronically send up-to-date notices to all tenants, landlords, and business partners
- Objective 8.4 Utilize document imaging software to convert program documents to an electronic format, ultimately reducing file storage and expediting record retrieval

Goal 9: Implement sustainable self-sufficiency programs that create economic mobility and generational wealth

- Objective 9.1 Increase homeownership opportunities for HANO clients
- Objective 9.2 Increase client participation in the Family Self-Sufficiency (FSS) Program
- Objective 9.3 Expand opportunities for client employment and/or entrepreneurship including participation in Section 3 programs
- Objective 9.4 Increase attainment of High School Equivalency (HSE; formerly GED) credentials.
- Objective 9.5 Increase the percentage of tenants living in low poverty neighborhoods
- Objective 9.6 Increase self-sufficiency program awareness and participation among clients who are members of vulnerable population groups
- Objective 9.7 Increase the percentage of clients who have two or more years of education beyond K-12

Goal 10: Improve financial sustainability through conservative investments, cash management, partnerships, and grant opportunities

- Objective 10.1 Research and implement cost savings related to central office space needs and relocation possibilities.
- Objective 10.2 Develop a team of policy/grant writers to seek grants to support all functions of HANO
- Objective 10.3 Continue partnerships with third parties to fund development projects and other Agency initiatives.
- Objective 10.4 Study best practices and implement measures that will further HANO's financial sustainability.

B5. HANO PROGRESS PREPORT ON 5 YEAR GOALS

HOUSING AUTHORITY OF NEW ORLEANS FIVE YEAR GOALS & OBJECTIVES		
OCTOBER 1, 2025 TO SEPTEMBER 30, 2030		
Goal 1: Develop a strategy for integrating affordable housing into mixed use and mixed income communities.		
Objective 1.1	Plan for redevelopment of scattered sites and other vacant parcels utilizing a neighborhood-centric approach.	HANO is developing strategies for the redevelopment of vacant parcels to address issues in a vulnerable Public Housing population and to increasing homeownership options and opportunities for HCVP participants. Plans in development will include use of emerging small contractors and developers and tentatively scheduled for review and approval by May 2026.
Objective 1.2	Leverage resources with partnerships and diverse funding sources to build new housing and modernize existing housing.	As part of HANO’s initiative to address increased homeownership opportunities, HANO will leverage partnerships with private funders, local and regional building suppliers and philanthropic organizations to promote affordability and increase awareness of HANO programs.
Objective 1.3	Utilize PBV program as an incentive to recruit partners to develop new affordable housing.	HANO is engaging nontraditional partners servicing vulnerable populations (i.e. Human Trafficking survivors) by exploring options to use the PBV program. HANO intends to utilize the Project-Based Voucher (PBV) program as an incentive to recruit development partners to create new affordable housing. Implementation will depend on HUD regulations and available program budget , and may be limited based on funding availability and program requirements.
Goal 2: Preserve HANO’s existing affordable housing		
Objective 2.1	Maintain database of tax credit expirations	The database of tax credit expirations has been developed and is being maintained by Development/Modernization and Asset Management Departments.
Objective 2.2	Reposition expiring tax credit properties through purchase or recapitalization	HANO continues to meet with third-party developers on a regular basis to work through the implications of expiring tax credit properties. Third-party developers at River Gardens, Harmony Oaks, Marrero Commons, Columbia Parc, and Lafitte continue to engage with HANO to discuss recapitalization needs and strategies, including RAD for existing third-party owned public housing units and tax credit syndication. HANO and several developers have advocated with the City of New Orleans to

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		preserve the Payment In Lieu of Taxes (PILOT) program for HANO’s affordable housing. For HANO-owned properties, HANO has completed buyout of investor interests for all expired tax credit projects at Guste and Fischer and is evaluating repositioning options offered by HUD and the Low-Income Housing Tax Credit program.
Objective 2.3	Develop evaluation protocols to ensure HANO-owned and 3rd party managed property managers are in compliance with timely repairs and maintenance of units.	HANO’s Asset Management Department is in the process of developing and refining evaluations protocols to ensure properties are maintained properly and repaired timely. Such protocols will include reviewing work orders, reviewing and approving requests for use of replacement reserves, monthly site visits to inspect site and unit conditions, and participation in preparation for NSPIRE inspections.
Objective 2.4	Ensure Capital Fund Plan forecasts future needs of HANO owned properties	The Capital Fund Plan reviews the age of assets, condition and needs reported by property and asset manager, and balances near-term work items with longer-term repositioning strategies for each property. HANO will undertake formalized needs assessments for HANO-owned properties to quantify future needs.
Objective 2.5	Consider RAD or Section 18 conversions for underperforming public housing properties	HANO procured a group of consultants to assist in the review of underperforming public housing property for repositioning options. HANO has undertaken preliminary physical needs and operational assessments at The Estates and Guste High-rise properties and is also examining Lafitte Senior and Columbia Senior operations. HANO will continue to move through the HANO-owned public housing inventory to evaluate repositioning options.
Objective 2.6	Develop procedures to evaluate the capital fund plan for 3rd Party managed properties to ensure asset maintenance.	The Departments of Development/Modernization and Asset Management work together regularly to review repair and replacement needs at HANO-owned properties managed by HANO and 3 rd parties. They plan to assess capital needs in 2026 to ensure that property’s needs are adequately addressed in the capital fund plan each year.-
Goal 3: Create or Leverage Partnerships to better serve our clients		
Objective 3.1	Increase community data, research, and outreach through partnerships with colleges and universities	HANO is actively partnering with Dillard university with Health and wellness and homeownership initiatives to serve our clients. HANO is also actively engaged with Xavier

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		and SUNO with afterschool youth initiatives geared toward nutrition and educational development.
Objective 3.2	Increase health services to clients by strengthening partnerships with health services agencies	HANO is an active participant in the UHC Catalyst Collective with healthcare providers, community organization and local colleges and universities to collectively address health issues among our clients and particularly with our vulnerable population .-
Objective 3.3	Increase the number of employed people in assisted households by partnering with business and employment organizations	HANO is working with local businesses to promote our summer youth employment initiative for the youth of our client households. HANO promotes business development and entrepreneurship through FSS programming, and HANO’s Jobs Plus Initiative host job fairs open to all HANO clients. These initiative leverage partnerships with business and community leaders to promote economic growth and self-sufficiency goal achievement.
Goal 4: Maintain High-Performer status in the Housing Choice Voucher Program and Public Housing Program		
Objective 4.1	Improve the Agency’s performance under the Public Housing Assessment System (PHAS)	<u>HANO returned to a standard performer under PHAS this year. Recent NSPIRE inspections have resulted in scores averaging in the 90s, and Asset Management continues to work diligently with property management to improve occupancy and reduce TARs.</u>
Objective 4.2	Retool HANO’s asset management protocol to drive continuous improvement in all areas of property management	In development.
Objective 4.3	Maintain high performer status under the Section 8 Management Assessment Program (SEMAP)	HANO is maintaining high performer status under the Section 8 Management Assessment Program (SEMAP)
Objective 4.4	Ensure ongoing compliance monitoring and tracking of SEMAP and other HCV performance metrics	HANO is ensuring ongoing compliance monitoring and tracking of SEMAP and other HCV performance metrics
Goal 5: Improve HANO’s Public Image		
Objective 5.1	Enhance outreach to residents and landlords with a robust online presence and regular meetings	Communications has strengthened outreach efforts by expanding our digital presence across social platforms and supporting consistent engagement through community meetings and updates tailored to residents and landlords.
Objective 5.2	Maintain an internal and external newsletter	We have maintained a monthly external newsletter to ensure clear and timely communication, keeping stakeholders informed about key initiatives, updates, and resources. In March 2026, the Communication

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		Department launched the HANO Intranet, which serves as an internal newsletter aimed at providing HANO employees with timely and clear communications.
Objective 5.3	Publish an annual report highlighting progress and obstacles	In January 2026, the Communications department published an annual report that highlighted organizational progress, key milestones, and identified challenges to ensure transparency and accountability.
Objective 5.4	Develop non-paid media promotion through positive feature stories and news releases.	We continue to grow non-paid media exposure by securing positive feature stories and distributing strategic news releases that elevate visibility and reinforce our mission.
Objective 5.5	Create an online comment box to solicit feedback on HANO programs and operations	HANO plans to implement an online comment box to solicit feedback on its programs and operations. In addition, survey cards will be distributed to landlords, tenants, and program participants to gather feedback and improve service delivery and program effectiveness.
Objective 5.6	Share information about HANO initiatives through expanded participation in community and industry associations, at local and national levels	HANO has expanded its footprint in the New Orleans Community with its 2025 move to 3 locations. In doing so, HANO is aggressively outreaching to community and industry associations to establish a presence in the new communities and increase knowledge of HANO programs. HANO’s efforts will also include community outreach and awareness for Local faith-based organizations to increase knowledge of programming and overall awareness.
Goal 6: Streamline Business Operations to reduce costs and increase productivity		
Objective 6.1	Convert to an intuitive electronic filing system to reduce paper use and storage	The Electronic Document Management System (EDMS) project is an agency-wide initiative designed to transition the organization from a paper-based filing environment to a modern, intuitive electronic records system. The goal is to significantly reduce paper consumption, improve document accessibility, and eliminate the need for large-scale physical file storage.
Objective 6.2	Create a Dashboard to track key metrics across HANO and Third Party Owned Properties.	In development.
Objective 6.3	Utilize electronic and online transmissions and meetings for case management	The agency will utilize secure electronic communications, online document submissions, and virtual meeting platforms to support case management activities and reduce reliance on in-person interactions and paper-based processes. These tools enable staff to efficiently exchange information, conduct meetings, and manage case

		documentation in a timely, accessible, and environmentally responsible manner.
Objective 6.4	Ensure that staff participate in trainings to enhance skills and productivity	HANO has implemented an agency-wide, comprehensive, training plan that consist of a series of training and development sessions designed to enhance the skills sets of Agency staff in the areas of customer service, professional development, HCVP, Asset Management, Client Services and other functional areas. Training and development initiatives will continue as HANO works towards creating “HANO U,” existing as HANO’s own University in which departmental and Agency-wide training plans will be defined, strategically planned, coordinated, and executed for HANO staff. At the beginning of FY 27, HANO will launch the Leadership Training Series that will exist as a 6- part leadership training and development course for leadership, management, and those identified as emerging leaders.
Objective 6.5	Upgrade technology to enhance tracking of data, performance, goals, and deliverables.	HANO plans to upgrade technology systems to enhance tracking of data, performance, goals, and deliverables. The agency will also explore the use of artificial intelligence (AI) to support and improve operational processes where appropriate.
Goal 7: Reposition underperforming assets.		
Objective 7.1	Participate in Asset Repositioning training conducted by HUD and other industry	HANO staff in the Departments of Asset Management, Development/Modernization, Strategic Initiatives, and HCV have participated in a HUD-led RAD training. HANO staff have also participated in technical assistance from financial consultants who are reviewing and providing repositioning recommendations for several HANO properties. Finally, HANO staff have participated in multiple repositioning seminars at national trade conferences, such as NAHRO and PHADA.
Objective 7.2	Develop criteria to analyze operational, capital, and financial needs, and to delineate short and long- term approaches for impacted properties.	HANO is exploring various Asset Management software options to standardize reporting and analysis of the performance of its full portfolio of HANO-Owned and 3 rd party owned properties.
Objective 7.3	Implement planned repositioning including Section 18 or RAD conversions with continuous monitoring of property performance	Final repositioning plans have not been developed for HANO’s properties but will be implemented and monitored in the future once repositioning plans have been approved.
Goal 8: Upgrade technology to streamline business processes including updating hardware and software.		

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<p>Objective 8.1</p>	<p>Expand existing software to provide tenant portal services in areas such as virtual wait list applications, no-contact recertifications, and electronic rent payments</p>	<p>HANO will begin implementing the tenant portal by June 1, 2026, expanding digital services to improve resident access and convenience. The agency currently operates an online waitlist portal and is actively seeking a partner to implement secure electronic rent payment services, while also planning to support additional features such as no-contact recertifications and online document submissions.</p>
<p>Objective 8.2</p>	<p>Upgrade laptop docking stations to touch screen or other latest technology that can be readily adapted for telework purposes</p>	<p>The agency will upgrade laptop docking stations and related workstation equipment with touch screen or other modern technologies that support flexible work environments and telework capabilities. To maintain sustainability and budget efficiency, approximately 25% of workstation hardware will be upgraded each year as part of a structured technology refresh cycle.</p>
<p>Objective 8.3</p>	<p>Increase use of text blast and robocall technology to electronically send up-to-date notices to all tenants, landlords, and business partners</p>	<p>We use text blasts and robocall technology to inform tenants and landlords about upcoming meetings, training opportunities, and agency notices, ensuring we reach those who may not be active on social media. HANO will expand the use of text blast and robocall technologies to deliver timely notices and important updates to tenants, landlords, and business partners. To support this effort, HANO will work to consolidate and gather contact information from disparate data sources to improve the accuracy and reach of electronic communications.</p>
<p>Objective 8.4</p>	<p>Utilize document imaging software to convert program documents to an electronic format, ultimately reducing file storage and expediting record retrieval</p>	<p>The agency will utilize document imaging software to scan and convert program documents into secure electronic formats, creating a centralized digital repository for records management. This will reduce the need for physical file storage while improving document organization, enabling faster search, retrieval, and sharing of records across departments.</p>
<p>Goal 9: Implement sustainable self-sufficiency programs that create economic mobility and generational wealth</p>		
<p>Objective 9.1</p>	<p>Increase homeownership opportunities for HANO clients</p>	<p>HANO is looking to expand on the success of our 2025 homeownership campaign of 22 Closings. To accomplish this push, HANO is expanding the tool of lender partners to originate loans and heavily promoting the available resources of our housing counseling partners. This year HANO will leverage the support of elected official and community leaders to increase awareness of our program and promote family self-sufficiency and</p>

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		generational wealth building through homeownership. We aim to increase enrollment beyond our current 262 enrollees.
Objective 9.2	Increase client participation in the Family Self-Sufficiency (FSS) Program	-HANO is actively promoting FSS with our entire eligible population of over 18,000 participants. Extensive outreach includes face to face canvassing with participants on walk-in days for our HANO office locations, tabling and local events, communication via emails, text and social media, and word of mouth from participating clients. We are looking to increase program enrollment which is currently at 297 enrollees. We have plans to highlight the successes of the FSS program by report on upcoming program graduates and their achievements
Objective 9.3	Expand opportunities for client employment and/or entrepreneurship including participation in Section 3 programs	HANO heavily promotes employment and entrepreneurship through FSS programming as well as through the JOBS Plus Initiative. Both programs work in concert to ensure that employment opportunities are presented and available to HANO clients.
Objective 9.4	Increase attainment of High School Equivalency (HSE; formerly GED) credentials.	-HANO actively promotes education and educational resources that are readily available to our clients. As part of goal setting for all of our programs, HANO stresses the importance of attaining high school equivalency and/or pursuit of educational development. HANO continues to motivate clients in this area and current have 26 clients pursuing these credentials.
Objective 9.5	Increase the percentage of tenants living in low poverty neighborhoods	HANO promotes self-sufficiency of vulnerable populations through several of our client services programs. Particularly, FSS & ROSS focus efforts on clients that may be elderly or disabled to ensure that opportunities are available and accessible. Increasing awareness in this population heavily relies on supportive services and HANO is actively providing supportive services to 306 clients across Jobs Plus, FSS, ROSS & Homeownership
Objective 9.6	Increase self-sufficiency program awareness and participation among clients who are members of vulnerable population groups	HANO promotes self-sufficiency of vulnerable populations through several of our client services programs. Particularly, FSS & ROSS focus efforts on clients that may be elderly or disabled to ensure that opportunities are available and accessible. Increasing awareness in this population heavily relies on supportive services and HANO is actively providing

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		supportive services to 306 clients across Jobs Plus, FSS, ROSS & Homeownership
Objective 9.7	Increase the percentage of clients who have two or more years of education beyond K-12	HANO is actively promoting continuing education through both traditional and nontraditional forms. HANO is also supporting this effort through scholarships. To serve more clients, HANO revised its scholarship policy to move from the one-time award to an annual award for students attending college based on maintaining eligibility, including nontraditional education awards and opening the scholarship to nontraditional students. HANO has 53 active enrollees and currently has 12 applicants for review.
Goal 10: Improve financial sustainability through conservative investments, cash management, partnerships, and grant opportunities		
Objective 10.1	Research and implement cost savings related to central office space needs and relocation possibilities.	HANO has relocated to three new office locations and fully expect to realized savings as compared to previous office location.
Objective 10.2	Develop a team of policy/grant writers to seek grants to support all functions of HANO	HANO has hired a Strategic Initiatives & Innovations Analyst and Data Analyst to assist in grant and policy writing to support all functions of HANO.
Objective 10.3	Continue partnerships with third parties to fund development projects and other Agency initiatives.	HANO partnered with the City of New Orleans, the Louisiana Housing Corporation, Finance New Orleans, the Industrial Development Board, and Federal Home Loan Bank to close on the financing of four development projects representing 251 affordable housing units. HANO will continue to work with these agencies to fund future development projects and other Agency initiatives
Objective 10.4	Study best practices and implement measures that will further HANO's financial sustainability.	HANO has begun the process of assessing the agency's portfolio of assets in an effort to identify repositioning options to increase revenue as we continue to manage rising operational expenses.