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For Immediate Release

HANO Announces New Customer Experience Unit

New Orleans, LA, (September 17, 2024) –The Housing Authority of New Orleans (HANO) has launched a new Customer Experience Unit, which is staffed by a dedicated team of eight specialists. This initiative aims to enhance the level of customer service provided to residents and all who call for services.

“I recognized the need to improve the customer service experience at HANO,” stated Executive Director Evette Hester. “I am proud of the Housing Choice Voucher Program (HCVP) and Human Resources Department for spearheading the revisions in HANO’s Call Center and I know it will help our residents tremendously.”

The customer support specialists have undergone customized training to lead HANO’s customer experience and service delivery. Their knowledge of housing operations will alleviate the need for call transfers and reduce wait times for assistance. HANO is investing in training to enhance the team’s skills, knowledge, and development through programmatic housing training, certifying them as housing professionals.

Department Director Ardina Williams explained the quality assurance measures: “We have implemented call monitoring audits for staff and created a QR code displayed in our lobby for instant client feedback. If the experience is less than stellar, clients can provide their contact information for a follow-up discussion on improvement. When a staff member provides excellent customer service, they are awarded with a certificate.”

The Customer Experience Unit, housed in the HCVP department, currently receives an average of 230-250 calls per day. A list of additional emergency housing resources is on hand to provide to members of the community that HANO is unable to immediately assist.

The Customer Experience Unit has quickly gained the support of the staff, who have embraced the model and HANO’s commitment to providing high-quality customer service. As the need for enhancements in technology and staff training is assessed, the Customer Experience Unit will continue to evolve. The department will lead HANO in making remarkable advancements in customer experience and service delivery.

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About The Housing Authority of New Orleans

The Housing Authority of New Orleans (HANO) is focused on providing affordable housing opportunities for low-income residents of the city of New Orleans while laying the foundation for

economic sustainability. HANO serves approximately 22,000 low-income families through a combination of their Housing Choice Voucher Program and public housing units. HANO also serves public housing needs for the elderly, disabled, and veterans. Visit hano.org to learn more.