

Winter Weather Advisory for All HANO Residents

A winter storm is expected to bring bitterly cold temperatures and wind chills to the New Orleans area on Sunday night through the early part of the week. Residents should take time and plan ahead, which includes making arrangements for people, pets, plants, and pipes. For tips and ideas for planning, visit www.getagameplan.org. For the upcoming freeze warning, please take the following precautions:

Stay warm!

1. Stay inside during extreme cold, and wear layers, a hat & glove, and carry a cell phone if you have to go outside.
2. Check on neighbors, children, the elderly, and the chronically ill to make sure they are okay.
3. Go to a public place like a library, recreation center, or mall for temporary relief – if walking/driving conditions are safe.
4. Bring all pets inside and out of the wintery elements.
5. Bring potted plants indoors, if possible. Cover vegetable, tender, and tropical plants with a light-colored material.

Practice fire safety and prepare your home for a hard freeze

1. **Do NOT use space heaters or candles**, as they pose serious fire hazards.
2. **Do NOT use a stove or an oven to heat your home.**
3. **Keep generators outside and at least 20 feet away** from your home and any other neighbor's home.
4. Set your thermostat to the lowest comfortable temperature (recommended: 68 degrees). Lower settings help your home retain heat longer and reduce energy costs.
5. Keep all windows and doors closed except when entering or exiting your home.
6. Leave cabinet doors under sinks and lavatories open to help prevent pipes from freezing.
7. Run a **spaghetti-thin trickle** of water from the faucet farthest from your water meter when temperatures approach 32 degrees. Running more than a thin trickle citywide can cause water pressure issues.

8. Notify your landlord or property management immediately if you see water leaking from a building or hear water running behind your walls.

Stay Informed & Connected

- Report sewer and water emergencies to **52-WATER**. SWBNO crews are on standby and will respond as soon as conditions allow. Hotlines remain available 24/7.
- Stay informed by following **NOLA Ready** on Twitter and signing up for text and email alerts: <http://ready.nola.gov/stay-connected/emergency-alerts/>
- For more winter weather preparedness information, visit: <http://ready.nola.gov/plan/winter/>.
- For Warming Centers, call **3-1-1** for assistance.

Cold, wet weather may also cause ice to form on walkways, balconies, stair landings, and driveways. Walking or driving on ice is extremely dangerous. Maintenance staff for HANO's properties will attempt to clear major walkways and driveways as soon as possible; however, icy conditions may delay their ability to report to work or keep up with weather changes. Residents should assume ice may remain on the property and always use extreme caution.

For maintenance emergencies at HANO's properties, please contact:

- **The Estates:** 504-940-3060
- **Fischer Community:** 504-226-2503
- **New Florida & Scattered Sites:** 504-915-6160

For extreme emergencies requiring HANOPD call the HANOPD Hotline at 504-670-3372