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# ANNUAL PHA PLAN

Fiscal Year Beginning 10/1/2024

Submission to the U.S. Department of Housing and Urban Development Office of Public and Indian Housing



**Table of Contents**

<b>A.</b>	<b>PHA Information.....</b>	<b>3</b>
<b>B.</b>	<b>Annual Plan Elements.....</b>	<b>3</b>
<b>B.1</b>	<b>Revision of PHA Plan Elements.....</b>	<b>4</b>
	• <b>Statement of Housing Needs and Strategy.....</b>	<b>4</b>
	• <b>Financial Resources.....</b>	<b>9</b>
	• <b>Operation and Management.....</b>	<b>10</b>
	• <b>Substantial Deviation/Significant Amendment.....</b>	<b>11</b>
	• <b>Deconcentration Policy.....</b>	<b>12</b>
<b>B.2</b>	<b>New Activities .....</b>	<b>13</b>
	• <b>Hope VI or Choice Neighborhoods.....</b>	<b>14</b>
	• <b>Mixed Finance Modernization or Development.....</b>	<b>14</b>
	• <b>Demolition and/or Disposition.....</b>	<b>14</b>
	• <b>Project Based Vouchers.....</b>	<b>19</b>
	• <b>Designated Housing for Elderly/Disabled.....</b>	<b>19</b>
	• <b>Units Approved for Modernization.....</b>	<b>21</b>
<b>B.3</b>	<b>PHA Five Year Plan Progress Report.....</b>	<b>22</b>
<b>B.4</b>	<b>Statement of Capital Improvements.....</b>	<b>33</b>
<b>B.5</b>	<b>Fiscal Year Audit.....</b>	<b>33</b>
<b>C.</b>	<b>Other Document/Certifications.....</b>	<b>34</b>
<b>C.1</b>	<b>RAB Comments.....</b>	<b>35</b>
<b>C.2</b>	<b>Certification by State or Local Officials.....</b>	<b>37</b>
<b>C.3</b>	<b>Civil Rights Certification.....</b>	<b>39</b>
<b>C.4</b>	<b>Challenge Elements/Comments.....</b>	<b>41</b>
	• <b>Public Hearing Comments.....</b>	<b>42</b>
	• <b>Stakeholder Comments.....</b>	<b>44</b>
<b>C.5</b>	<b>Status of PHA.....</b>	<b>46</b>
<b>D.</b>	<b>Affirmatively Furthering Fair Housing Goals.....</b>	<b>47</b>
<b>E.</b>	<b>Appendix</b>	
	• <b>Admissions and Continued Occupancy Policy (Redline changes) .....</b>	<b>69</b>

<b>Annual PHA Plan</b> <i>(Standard PHAs and Troubled PHAs)</i>	<b>U.S. Department of Housing and Urban Development</b> <b>Office of Public and Indian Housing</b>	<b>OMB No. 2577-0226</b> <b>Expires: 03/31/2024</b>
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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, including changes to these policies, and informs 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- income, very low- income, 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.

**Definitions.**

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, 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, 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 housing choice vouchers combined and is not PHAS or SEMAP troubled.

<b>A.</b>	<b>PHA Information.</b>
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A.1	<p><b>PHA Name:</b> <u>HOUSING AUTHORITY OF NEW ORLEANS</u>      <b>PHA Code:</b> <u>LA001</u></p> <p><b>PHA Type:</b> <input checked="" type="checkbox"/> Standard PHA      <input type="checkbox"/> Troubled PHA</p> <p><b>PHA Plan for Fiscal Year Beginning:</b> (MM/YYYY): <u>10/1/2023</u></p> <p><b>PHA Inventory</b> (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above)</p> <p><b>*Number of Public Housing (PH) Units</b> <u>2,208</u> <b>Number of Housing Choice Vouchers (HCVs)</b> <u>18,310</u></p> <p><b>Total Combined Units/Vouchers</b> <u>20,488</u></p> <p><b>PHA Plan Submission Type:</b> <input checked="" type="checkbox"/> Annual Submission      <input type="checkbox"/> Revised Annual Submission</p> <p><b>Availability of Information.</b> PHAs must have the elements listed below in sections B and C 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. PHAs are strongly encouraged to post complete PHA Plans on their official website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p><b>HANO's draft plans and policy revisions are posted on the following platforms</b></p> <ul style="list-style-type: none"> <li>• Agency's website at <a href="http://www.hano.org">www.hano.org</a></li> <li>• HANO Facebook page at <a href="https://www.facebook.com/HANOHOUSING">https://www.facebook.com/HANOHOUSING</a> HANO</li> <li>• Facebook page at <a href="https://www.twitter.com/HANOHOUSING">https://www.twitter.com/HANOHOUSING</a></li> <li>• HANO Constant Contact Email Group of Stakeholders</li> <li>• HANO Central Offices: 4100 Touro St. &amp; 2051 Senate St., New Orleans, LA 70122</li> <li>• <b>Housing Communities:</b> <ul style="list-style-type: none"> <li>○ Bienville Basin – 215 Treme St. &amp; 1201 Bienville St., New Orleans, LA 70112</li> <li>○ City Square – 1501 Saint Louis 70112</li> <li>○ Columbia Parc – 1400 Milton St. &amp; 1401 Caton St., New Orleans, LA 70122</li> <li>○ Faubourg Lafitte – 2200 Lafitte St. &amp; 700 N. Galvez St., New Orleans, LA 70119</li> <li>○ Fischer – 1915 L. B. Landry St., New Orleans, LA 70114</li> <li>○ New Florida – 2521 Independence St., New Orleans, LA 70117</li> <li>○ Guste – 1301 Simon Bolivar Ave., New Orleans, LA 70113</li> <li>○ Harmony Oaks – 3320 Clara St., New Orleans, LA 70115</li> <li>○ Marrero Commons – 3353 Martin Luther King Jr. Blvd., New Orleans, LA 70125</li> <li>○ River Garden – 913 Felicity St. &amp; 530 St. Andrew St., Ste. D, New Orleans, LA 70130</li> <li>○ The Estates – 3450 Desire Pkwy., New Orleans, LA 70126</li> </ul> </li> </ul> <p><b>PHA Consortia:</b> (Check box if submitting a Joint PHA Plan and complete table below)</p>
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Participating PHAs	PHA Code	Program(s) in the Consortia
Lead PHA:		

**B.**

**B.1 Revision of Existing PHA Plan Elements.**

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

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

**B.1 (b)** If the PHA answered yes for any element, describe the revisions for each revised element(s): **Revised elements are captured below.**

**Statement of Housing Needs and Strategy for Addressing Housing Needs**

In the upcoming fiscal year, HANO will implement a variety of strategies to address the shortage of affordable housing that has increased due to the COVID-19 pandemic and Hurricane Ida. The shortage is reflected in the below waiting list statistics and Statement of Housing Needs. HANO’s strategies emanate from the Agency’s 5-Year Plan goals and objectives and are aligned with HUD’s strategic framework. They are also consistent with the City of New Orleans’ Consolidated Plan and link to many of the broader community strategies currently underway.

Core strategies include: maximizing affordable housing opportunities through continuous program improvements and management efficiencies including upgrading technology and streamlining business operations; leveraging additional resources to replace public housing units and implementing mixed-finance, mixed-income redevelopment; and generating new housing opportunities by applying for additional vouchers should they become available – including special purpose vouchers for targeted groups such as the elderly, disabled, veterans, and the homeless.

# STATEMENT OF HOUSING NEEDS

**HOUSING AUTHORITY OF NEW ORLEANS  
HOUSING NEEDS STATEMENT: FYB 10/1/2024 PHA ANNUAL PLAN**

**HUD 2022 COMPREHENSIVE HOUSING ASSESSMENT SURVEY (CHAS)  
USING U.S. CENSUS AMERICAN COMMUNITY SURVEY (ACS) 2016-2020 CHAS DATASETS**

<b>Total Orleans Parish Households</b>	<b>154,825</b>	Population slightly increased from 153,820 to 154,825.
<b>Owner Households</b>	<b>77,065 (50% of Total)</b>	The number of homeowners increased from 74,240 to 77,065.
<b>Renter Households</b>	<b>77,760 (50% of Total)</b>	The number of renters decreased from 79,580 to 77,760.
<b>Orleans Parish Renter Households by Average Median Income (AMI) With Breakout of "Low Income Renter" Households</b>		<b>Statistical Notations</b>
<b>Extremely Low-Income</b> renter households (<=30% AMI)	26,590	Extreme Low-income population decreased from 28,750 to 26,590.
<b>Very Low-Income</b> renter households (>30% but <=50% AMI)	14,385	Very Low-Income population increased from 13,695 to 14,385.
<b>Low-Income</b> renter households (>50% but <=80% AMI)	<u>11,635</u>	The Low-Income population decreased from 12,110 to 11,635.
<b>Subtotal Low-Income Renter Households (&lt;=80% AMI)</b>	<b>52,610</b>	Of the total 77,760 Renter Households in Orleans Parish, 52,610 or 67.7% are classified as Low-Income Renter Households.
Other renter households (>80% but <=100% AMI)	5,805	A nominal change occurred in the population with incomes greater than 80% AMI.
Other renter households (>100% AMI)	<u>19,345</u>	
<b>Subtotal Other Renter Households (&gt;80% AMI)</b>	<b>25,150</b>	
<b>Total Renter Households:</b>	<b>77,760</b>	
Low-income renter households who are <b>cost burden</b>	<b>37,795</b>	Of all 52,610 Low-Income Renter Households, 37,795 or 72% are Cost Burdened. The same percentage as last year.
Low-income renter households with <b>housing problems</b>	<b>38,590</b>	Of all 52,610 Low-Income Renter Households 38,590 or 73% have Housing Problems. The same percentage as last year.
<b>COST BURDEN:</b> Moderate cost burden is "rent comprising more than 30 percent of income". Severe cost burden is "rent comprising more than 50 percent of income".		
<b>HOUSING PROBLEMS:</b> 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 lacks complete kitchen facilities; 2) housing units lacks complete plumbing facilities; 3) household is overcrowded; and 4) household is cost burdened.		

## Section 8 Tenant- Based Assistance Waiting Lists

Housing Needs of Families on the Housing Choice Voice Waiting List		
<b>Waiting list type: Section 8 tenant-based assistance (2022 Waiting List)</b>		
	# of families	% of total families
Waiting list total***	10517	100%
Extremely low income <=30% AMI	7846	74.60%
Very low income (>30% but <=50% AMI)	1824	17.34%
Low income (>50% but <80% AMI)	579	5.51%
Over income (>80% AMI)	268	2.55%
Families with children	4586	43.61%
Elderly families	277	2.63%
Families with Disabilities**	1665	15.83%
Race/ethnicity – African American	9814	93.32%
Race/ethnicity – White	465	4.42%
Race/ethnicity – American Indian	27	0.26%
Race/ethnicity – Hispanic	324	3.08%
Race/ethnicity – Asian	8	0.08%
Race/ethnicity – Native Hawaiian/Other Pacific Islander	166	1.20%
Race/ethnicity – None Listed	151	0.27%
Characteristics by Bedroom Size*		
No BR Selected	93	0.88%
1BR	5399	51.34%
2 BR	3049	28.99%
3 BR	1502	14.28%
4 BR	391	3.72%
5 BR	69	0.65%
5+ BR	14	0.13%
*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.		

## Public Housing Waiting Lists

Housing Needs of Families on the Public Housing Waiting List		
	# of families	% of total families
Waiting list total*	23495	
Extremely low income	16,916	72%
Very low income (>30% but <=50% AMI)	7472	32%
Low income (>50% but <80% AMI)	2540	11%
Over income (>80% AMI)	2105	9%
Families with children	14142	60%
Elderly families	1577	7%
Families with Disabilities**	3095	13%
Race/ethnicity – African American	21455	91%
Race/ethnicity - White	1168	4%
Race/ethnicity – American Indian	85	1%
Race/ethnicity –Hispanic	562	2%
Race/ethnicity –Asian	27	0%
Race/ethnicity – Native Hawaiian / Other Pacific Islander	39	0%
Race/ethnicity – None Listed	159	1%
<b>Characteristics by Bedroom Size (Public Housing Only)</b>		
1BR	9399	40%
2 BR	7090	30%
3 BR	4454	19%
4 BR	2347	10%
5 BR	935	4%
5+ BR	473	2%
<p>*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 23,495. 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.</p> <p>**The disability count may be underreported based on applicants' self-reporting of their disability status.</p>		

## Strategies for Addressing Disparities in Housing Needs

### Assessment of Fair Housing (AFH) Plan

The City of New Orleans (City) and the Housing Authority of New Orleans (HANO) collaborated to produce a joint Assessment of Fair Housing (AFH) Plan designed to provide meaningful goals and strategies that can be reasonably expected to achieve a material positive change in disparities in housing needs and in access to opportunity; replacing segregated living patterns with truly integrated and balanced living patterns; transforming racially or ethnically concentrated areas of poverty into areas of opportunity; and fostering and maintaining compliance with civil rights and fair housing laws.

To address these barriers, the AFH Plan proposes to:

1. Lower barriers to expanded affordable housing in high opportunity areas through inclusive strategies.
2. Reduce housing segregation and discrimination by aggressively conducting fair housing education and enforcement activities, in coordination and with fair housing organizations.
3. Ensure that internal policies and practices advance access and mobility for groups with significant challenges in accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.
4. Prioritize public investments in transit, quality schools, housing, parks, and other amenities in underserved communities.
5. Expand efforts in creating equitable healthy housing that recognizes the direct connections between healthy housing and quality of life.
6. Stabilize neighborhoods vulnerable to gentrification by preserving existing ownership and affordable rental housing and developing affordable homeownership and rental housing.
7. Provide reliable, frequent, and affordable access to multiple transportation options to transit-dependent populations.

These goals were jointly embraced by the City of New Orleans and HANO and incorporated into the AFH Plan which was approved by HUD on November 17, 2016. HANO has continued to implement and make progress toward these goals.



# Statement of Financial Resources

Anticipate Financial Resources for FYB Oct. 1, 2024			
Planned Sources and Uses			
		Planned \$	Planned Uses
<b>1</b>	<b>Federal Grants</b>		
	Public Housing Operating Fund	\$10,068,805	
	Capital Fund Program	\$10,900,000	
	Replacement Housing Factor Funding	\$0	
	Annual Contributions for Tenant-Based Assistance (HCV HAP)	\$192,530,573	
	Annual Contributions for Tenant Based Vouchers all Administrative Fees	\$14,055,060	
	FEMA	\$2,500,000	
<b>2</b>	<b>Prior Year Federal Grants (unobligated funds only)</b>		
	Capital Funds (CFP & RHF)	\$17,807,108	
	CNI	\$0	
	Hope VI	\$0	
	901 funds	\$0	
<b>3</b>	<b>Public Housing Dwelling Rental Income</b>		
	Tenant Rental Revenue	\$655,440	
<b>4</b>	<b>Other Income (list below)</b>		
	Interest Income	\$30,000	
	State and Local	\$0	
	Misc. Income	\$977,795	
	<b>Total sources</b>	<b>\$249,524,781</b>	

## **Operation and Management**

Following is a summary of policy changes proposed to facilitate the operation and management of HANO's programs. There are no policy changes for HANO's Housing Choice Voucher Program (HCV) Administrative Plan. HANO has continued to make notable policy changes for the Public Housing (PH) Admissions and Continued Occupancy Policy (ACOP). Both documents are available on the Agency's website at [www.hano.org](http://www.hano.org).

### **HCV Administrative Plan Policy Changes**

HANO has no revisions to the HCVP Administrative Plan.

### **Public Housing Admissions and Continued Occupancy Plan (ACOP) Policy Changes**

HANO has revised the Admissions and Continue Occupancy Plan (ACOP) as follows:

1. Clarified that pre-applications for the site-based waiting list are available online.
2. Changed the time to assess a rent late fee from the 15th of the month to the 6th day of the month.
3. Removed language indicating time/date stamp by USPS.
4. Reduced the time from 10 days to 5 days for families to respond to a request for additional application details related to their waitlist application.
5. Changed in-person and mail applications to online applications for the waitlist.
6. Increased the time that income verifications can be used from 90 days to 120 days.
7. Defined the frequency for completing a zero-income questionnaire to be monthly.
8. Removed references to "one strike" policy that is no longer a policy of HANO.
9. Clarified security deposit amounts per bedroom size.

The ACOP with redline changes has been appended to this document.

## **DEFINITION OF “SUBSTANTIAL DEVIATION” AND “SIGNIFICANT AMENDMENT OR MODIFICATION”**

In accordance with HUD regulations in 24 CFR 903.7 (r) and 24 CFR 905.3, HANO has defined below the basic criteria that will be used for determining: (i) substantial deviation from its 5-Year Plan; (ii) significant amendment or modification to the 5-Year and Annual PHA Plans; and (iii) significant amendment or modification to the Capital Fund Program (CFP) 5-Year Action Plan. Prior to implementing changes that meet such criteria, HANO will submit for HUD’s approval, a revised Plan(s) that meets full public process requirements including Resident Advisory Board review and consultation.

HANO’s criteria, as defined below, is applicable to all CFP components including: Capital Fund grants; Replacement Housing Factor (RHF) grants; Disaster Grants; Capital Fund Financing Program (CFFP) allocations; as well as any new or future formula components such as Demolition and Disposition Transitional Funding (DDTF).

### **(i) Criteria for defining “Substantial Deviation” from the 5-Year Plan:**

- A major change in the direction of HANO pertaining to its mission and goals would constitute a “substantial deviation” from the Agency’s 5-Year Plan.
- Examples include the undertaking of new program activities, development strategies, or financing initiatives that do not otherwise further HANO’s stated mission and goals as articulated in the 5-Year Plan.

### **(ii) Criteria for defining “Significant Amendment or Modification” to the 5-Year and Annual PHA Plans:**

- Changes to rent, admission policies, or organization of the waiting list(s) in the Public Housing Program that will impact more than 10% of applicants and/or households assisted under the Program.
- Changes to rent, admission policies, or organization of the waiting list(s) in the Housing Choice Voucher Program that will impact more than 10% of applicants and/or households assisted under the Program.
- Substantial changes to demolition, disposition, designated housing, homeownership, or conversion activities identified in the current HUD-approved Annual or 5-Year Plans.

### **(iii) Criteria for defining “Significant Amendment or Modification” to the Capital Fund Program (CFP) 5-Year Action Plan:**

- Proposed demolition, disposition, homeownership, Capital Fund financing, development, or mixed-finance proposals will be considered significant amendments to the CFP 5-Year Action Plan.
- Additions of non-emergency work items not included in the current CFP Annual Statement or CFP 5-Year Action Plan that exceed \$3 million.

### **(iv) Exceptions:**

- Changes under the above definitions that are required due to HUD regulations, federal statutes, state or local laws/ordinances, or as a result of a declared national or local emergency will not be considered substantial deviation or significant amendment/modification.

- Changes under the above definitions which are funded by any source other than federal funds will not require Plan amendment or modification.

<b>B.1 (c) The PHA must submit its Deconcentration Policy for Field Office review.</b>
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## **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.

<b>B.2</b>	<p><b>New Activities.</b></p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA’s current Fiscal Year?</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 5%;">Y</td> <td style="text-align: center; width: 5%;">N</td> <td></td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>Hope VI or Choice Neighborhoods.</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>Mixed Finance Modernization or Development.</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>Demolition and/or Disposition.</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Designated Housing for Elderly and/or Disabled Families.</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Conversion of Public Housing to Tenant-Based Assistance.</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Conversion of Public Housing to Project-Based Assistance under RAD.</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Occupancy by Over-Income Families.</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Occupancy by Police Officers (<i>Demonstration Program at Guste Homes only</i>).</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Non-Smoking Policies.</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Project-Based Vouchers.</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td>Units with Approved Vacancies for Modernization.</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).</td> </tr> </table> <p>(b) If any of these activities are planned for the current 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.</p>	Y	N		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hope VI or Choice Neighborhoods.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mixed Finance Modernization or Development.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Demolition and/or Disposition.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Designated Housing for Elderly and/or Disabled Families.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Conversion of Public Housing to Tenant-Based Assistance.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Conversion of Public Housing to Project-Based Assistance under RAD.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Occupancy by Over-Income Families.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Occupancy by Police Officers ( <i>Demonstration Program at Guste Homes only</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Non-Smoking Policies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Project-Based Vouchers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Units with Approved Vacancies for Modernization.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).
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## Hope VI or Choice Neighborhoods

HANO applied for and received a CNI planning grant for the BW Cooper housing community. Once a Transformation Plan is developed, HANO will consider seeking a CNI implementation grant for BW Cooper/Marrero Commons.

## Mixed Finance Modernization or Development

Yes  No: d) Will the PHA be engaging in any mixed-finance development activities for public housing in the Plan year?

If yes, list developments or activities below:

*Iberville Choice Neighborhoods Initiative – City Square Phase 2*

## Demolition and/or Disposition

1.  Yes  No: Does the PHA plan to conduct any demolition or disposition activities (pursuant to section 18 of the U.S. Housing Act of 1937 (42 U.S.C. 1437p)) in the plan Fiscal Year?

Demolition/Disposition Activity Description Bywater/Marigny					
Activity type: Demolition		Disposition		(Scattered Sites)	
LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001025	4200 Royal; 2522 N Rampart 2818 Burgundy; 2819 Dauphine; 710 Clouet	8/12/2014 3/11/2010	0 - vacant lot	Part of development	FY2019-2025
LA001036	1740-42-44-46 Poland; 1830-32-34-36 Poland	3/11/2010	0 - vacant lot	Part of development	FY2019-2025
LA001044	600 France; 601 Mazant; 608 France; 611 Mazant; 616 France; 620 France; 621 Mazant; 631 Mazant; 641 Mazant; 644 France; 651 Mazant	8/12/2014	0 - vacant lot	Part of development	FY2019-2025
Demolition/Disposition Activity Description Iberville Choice Neighborhoods Initiative (CNI) Trapezoid					
Activity type: Demolition		Disposition		(Scattered Sites)	
LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001025	1814 Bayou Rd; 1818 Bayou Rd; 2427 Ursulines; 2115-17 St Ann	8/12/2014	0 - vacant lot	Part of development	FY2019-2025
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	FY2019-2025
LA001025	717 DeArmas	8/12/2014	0 - vacant lot	Part of development	FY2019-2025

**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	FY2019-2025

**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; 1715 Cambronne; 1723 Cambronne; 1727 Cambronne; 1735 Cambronne	8/12/2014	0 - vacant lot	Part of development	FY2019-2025
	1324-26 Eagle; 1925 Monroe; 1433-39 Gen Ogden; 9031 Cohn; 8729 Plum	3/11/2010	0 - vacant lot	Part of development	FY2019-2025
LA001025	1400 Gen Ogden; 1408 Gen Ogden; 1416 Gen Ogden; 1424 Gen Ogden; 1432 Gen Ogden; 1440 Gen Ogden; 8516 Cohn; 8520 Zimple; 8811 Hickory; 1915 Leonidas; 8725-27 Plum; 8951 Birch	3/11/2010	0 - vacant lot	Part of development	FY 2019-2025

**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	FY2019-2025
LA001025	2118-20-22 Danneel	8/12/2014	0 - vacant lot	Part of	FY2019-2025
	1000 Melpomene; 1008 Melpomene; 1016 Melpomene; 1231 Constance; 1120 Thalia	1/6/2011	0 - vacant lot	Part of development	FY2019-2025
	1421-23-25 Constance; 2331-33 Annunciation; 5312 Constance; 3249 Tchoupitoulas; 410 Pleasant	8/12/2014	0 - vacant lot	Part of development	FY2019-2025

	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	FY2019-2025
<b>LA001027</b>	2256 Baronne	1/6/2011	0 - vacant lot	Part of development	FY2019-2025
<b>LA001049</b>	3644 Annunciation; 3664 Annunciation; 735 Amelia	2/6/2002	0 - vacant lot	Part of development	FY2019-2025
<b>LA001051</b>	2901-03-05-07 Dryades	1/6/2011	0 - vacant lot	Part of development	FY2019-2025
<b>LA001052</b>	220-22 Eleonore	3/11/2010	0 - vacant lot	Part of development	FY2019-2025

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

<b>Activity type: Demolition      Disposition      (Scattered Sites)</b>					
<b>LA# or AMP#</b>	<b>Development Name/Address</b>	<b>Application Status: Approved</b>	<b>Units Affected</b>	<b>Coverage of Action</b>	<b>Projected Timeline</b>
<b>LA001025</b>	3749-55 Apache; 1915-17 Feliciana; 1615 Port; 1319 Montegut; 1927-29 Mandeville	3/11/2010	0 - vacant lot	Part of Development	FY2022-2025
		8/12/2014			
<b>LA001051</b>	3013-15 Mandeville	1/6/2011	0 - vacant lot	Part of development	FY2022-2025
<b>LA001021</b>	2123-25-27 Painters; 2129-31-33 Painters	8/12/2014	0 - vacant lot	Part of development	FY2022-2025

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

<b>Activity type: Demolition      Disposition      (Scattered Sites)</b>					
<b>LA # or AMP #</b>	<b>Development Name/Address</b>	<b>Application Status: Approved</b>	<b>Units Affected</b>	<b>Coverage of Action</b>	<b>Projected Timeline</b>
<b>LA001025</b>	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	FY2022-2026



Demolition/Disposition Activity Description B.W. Cooper					
Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>					
LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001007303	B.W. Cooper	9/21/2007	0 - vacant lot	Part of development	FY2020-2025

Demolition/Disposition Activity Description Desire					
Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>					
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	FY2022-2026

Demolition/Disposition Activity Description Fischer					
Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>					
LA # or AMP #	Development Name/Address	Application Status: Approved	Units Affected	Coverage of Action	Projected Timeline
LA001016	Fischer	11/24/2004	0 - vacant lot	Part of development	FY2023-2026

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	FY2019-2025

Demolition/Disposition Activity Description Lower Ninth Ward & Seventh Ward					
Activity type: Demolition      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	FY2019-2025



**Designated Housing for Elderly and Disabled Families.**

1.  Yes  No: Has the PHA designated or applied for approval to designate or does the PHA plan to apply to designate any public housing for occupancy only by the elderly families or only by families with disabilities, or by elderly families and families with disabilities or will apply for designation for occupancy by only elderly families or only families with disabilities, or by elderly families and families with disabilities as provided by section 7 of the U.S. Housing Act of 1937 (42 U.S.C. 1437e) in the upcoming fiscal year?

HANO plans to apply for the following 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
<b>Total</b>			512	23	<b>551</b>	551
Total Units in HANO's Public Housing Inventory						<b>2,174</b>

**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
			<b>2457</b>

**Units Approved for Vacancy for Modernization**

HANO plans to conduct interior and exterior modernization activities in vacant units at the following properties: Fischer, Florida, Scattered Sites, and Guste. 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 require units to be vacant.



## **B.3 PROGRESS ON HANO 5 YEAR GOALS**

**October 1, 2020 –September 30, 2025**

**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 long-term affordable housing expansion and preservation strategy**

- Objective 1.1 Plan for redevelopment of scattered sites and other vacant parcels utilizing a neighborhood-centric approach.
- Objective 1.2 Seek publicly-owned vacant lots within close proximity to develop live, work, and play amenities.
- Objective 1.3 Explore opportunities for self-development by HANO.
- Objective 1.4 Leverage resources to build new housing and modernize existing housing.
- Objective 1.5 Implement sustainability measures to preserve and protect HANO’s portfolio.

**Goal 2: Expand HANO’s housing portfolio to include rental and homeownership units**

- Objective 2.1 Facilitate development of 1,000+ affordable housing units during the plan period.
- Objective 2.2 Continue growing the Project Based Voucher program as an incentivizing tool for new housing development
- Objective 2.3 Increase the usage of homeownership vouchers to 5% of HCV households
- Objective 2.4 Recruit partners to provide down-payment assistance for homeowners and security deposit assistance for renters
- Objective 2.5 Utilize Federal low income housing tax credits and other financing tools to support affordable housing development
- Objective 2.6 Utilize community land trusts to ensure long-term affordable homes

**Goal 3: Improve customer service using training, technology, and community engagement.**

- Objective 3.1 Reduce transaction times for clients, landlords, and other business partners.
- Objective 3.2 Establish a call center along with defined response times and tracking protocols
- Objective 3.3 Distribute quarterly customer satisfaction surveys to obtain feedback from internal and external custom
- Objective 3.4 Provide ongoing staff training in customer relations and interpersonal skill building

**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
- Objective 4.5 Apply to become an MTW agency after achieving high performer status

**Goal 5: Rebrand the Agency to improve HANO’s public image**

- Objective 5.1 Develop a rebranding strategy to strengthen HANO’s image and foster positive perceptions of the Agency.
- Objective 5.2 Create a new visual identity using social media and other platforms (website, Facebook, Instagram)
- Objective 5.3 Enlist ambassadors and partnerships to help HANO achieve an active and engaging community presence.
- Objective 5.4 Create and maintain a media kit to facilitate communication with press outlets
- Objective 5.5 Share information about HANO initiatives through expanded participation in community and industry associations, at local and national levels

**Goal 6: Streamline business operations to create efficiencies, effectiveness and reduce cost**

- Objective 6.1 Upgrade to an integrated computer system that will encompass both programmatic and financial functionality
- Objective 6.2 Organize a new call center along with standard operating procedures, response times, and tracking protocols
- Objective 6.3 Evaluate and update work processes to improve efficiency and reduce time to complete client and landlord transactions
- Objective 6.4 Foster continuous performance improvement (CPI) by providing training and professional development opportunities to all staff

**Goal 7: Reposition underperforming assets**

- Objective 7.1 Participate in Asset Repositioning training conducted by HUD and other industry organizations.
- Objective 7.2 Develop criteria for identifying and prioritizing underperforming properties and for determining appropriate repositioning strategies
- Objective 7.3 Utilize the newly-developed criteria to analyze operational, capital, and financial needs, and to delineate short and long-term approaches for impacted properties.
- Objective 7.4 Implement planned repositioning 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 Convert office desktop computers to touch screen laptop docking stations that can be readily adapted for telework purposes
- Objective 8.3 Procure 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 as well as attainment of college level education for all HANO clients
- 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

**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

**Goal 1: Develop a long-term affordable housing expansion and preservation strategy for HANO’s portfolio.**

HOUSING AUTHORITY OF NEW ORLEANS OBJECTVES		PROGRESS TOWARDS GOALS
<b>Objective 1.1</b>	<b>Plan for redevelopment of scattered sites and other vacant parcels utilizing a neighborhood-centric approach</b>	<p>Redevelopment of the 136 units in the Bywater area was reduced to 82 with the reduction of the market rate units. The developer will submit a 4% LIHTC application to the Louisiana Housing Corporation for CDBG Prime 3 in spring 2024.</p> <p>Development of six scattered sites in the West Carrollton and Uptown neighborhoods. Four of the six sites have received Section 106 approval.</p>
<b>Objective 1.2</b>	<b>Seek publicly-owned vacant lots within close proximity to develop live, work, and play amenities.</b>	<p>City Square 162 is a mixed- income, multifamily building with 76 apartments that are close to transit, the central business district, and the Lafitte Greenway. Development was completed in August 2021.</p>
<b>Objective 1.3</b>	<b>Explore opportunities for self-development by HANO.</b>	<p>In the current economic climate, HANO continues to explore self-development opportunities for either rental or homeownership. Staff is working on a Scattered Site Development Strategy, which is expected to be completed by summer 2023.</p>
<b>Objective 1.4</b>	<b>Leverage resources to build new housing and modernize existing housing.</b>	<ul style="list-style-type: none"> <li>• HANO has leveraged its project-based vouchers (PBV) to develop new housing. As part of the CNI redevelopment, 469 PBV units have been constructed in Tremé. An additional 23 PBV units are planned for Winn-Dixie Phase II and another 40 PBV units at Faubourg Lafitte, both of which are within the CNI boundaries.</li> <li>• In the Bywater and Carrollton neighborhoods, 34 and 77 PBV vouchers are planned for new construction, respectively.</li> </ul>
<b>Objective 1.5</b>	<b>Implement sustainability measures to preserve and protect HANO’s portfolio</b>	<p>HANO has increased the term of PBV contracts in accordance with HOTMA regulations that allows PBV contracts to increase from 20 years to 25 years.</p>



**Goal 2: Expand HANO's affordable housing portfolio to include rental and homeownership units.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 2.1</b>	<b>Facilitate development of 1,000+ affordable housing units during the plan period.</b>	HANO is on target to develop 1,000 affordable housing units between 2021 and 2025. HANO expects to develop 236 units by 2025, including 45 rental units for Winn-Dixie Phase 2, 110 rental units in the Carrollton neighborhood, and 51 rental units at Faubourg Lafitte. HANO expects to create affordable homeownership opportunities through self-development and/or development with third-party partners.
<b>Objective 2.2</b>	<b>Continue growing the Project Based Voucher program as an incentivizing tool for new housing development</b>	HANO is steadily increasing the use of project based vouchers and has 13 "Agreements to enter into a HAP contract" (AHAP) that are expected to convert to HAP contracts in the next fiscal year. HANO has roughly 400 PBV commitments for upcoming developments. The agency plans to release a Request for Proposal for additional PBV projects in 2024.
<b>Objective 2.3</b>	<b>Increase the usage of homeownership vouchers to 5% of HCV households</b>	HANO has provided 547 homeownership vouchers which is 3% of HANO's 18,280 HCV allocated vouchers, an increase from the last fiscal year. HANO is working to increase usage to 5%.
<b>Objective 2.4</b>	<b>Recruit partners to provide down-payment assistance for homeowners and security deposit assistance for renters</b>	HANO has partnered with the City of New Orleans to provide down payment and closing costs subsidies to HANO assisted first- time homebuyers.
<b>Objective 2.5</b>	<b>Utilize Federal low-income housing tax credits and other financing tools to support affordable housing development</b>	HANO's third-party development partners have secured low- income housing tax credits (LIHTC) for the development of affordable housing. A total of 76 new units were completed at City Square 162. Another 45 units will be developed under Winn-Dixie Phase 2, which received an allocation of 9% tax 2023 credits. A total of 22 units will be developed as part of 2256 Baronne Street, using 4% tax credits. .
<b>Objective 2.6</b>	<b>Utilize community land trusts to ensure long-term affordable homes</b>	HANO is considering the development of affordable housing in partnership with third party developers as well as organizations such as Crescent City Community land trust.

**Goal 3: Improve customer service using training, technology, and community engagement.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 3.1</b>	<b>Reduce transaction times for clients, landlords, and other business partners</b>	HANO has deployed a cutting-edge website that facilitates intuitive and efficient navigation. Electronic forms have been widely adopted, minimizing the need for manual paperwork and accelerating data entry. Furthermore, a significant investment has been made in the implementation of an Electronic Document Management System, enhancing document organization, retrieval, and sharing capabilities.
<b>Objective 3.2</b>	<b>Establish a call center along with defined response times and tracking protocols</b>	HANO established a call center in March 2021 that is fully operational with staff who are trained to answer questions and track responses.
<b>Objective 3.3</b>	<b>Distribute quarterly customer satisfaction surveys to obtain feedback from internal and external customers</b>	HANO completed tenant surveys in 2020 as part of the ROSS grant application.
<b>Objective 3.4</b>	<b>Provide ongoing staff training in customer relations and interpersonal skill building</b>	All call center staff were trained on customer relations, fair housing, and HCV program details such as the Administrative Plan and Emphasys software.

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

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 4.1</b>	<b>Improve the Agency’s performance under the Public Housing Assessment System (PHAS)</b>	HANO latest composite score of 70 was in 2022 which places the agency as an a Substandard Performer in the Public Housing Program. HANO anticipates that the score for 2024 will increase significantly.
<b>Objective 4.2</b>	<b>Retool HANO’s asset management protocol to drive continuous improvement in all areas of property management</b>	HANO is in the process of retooling its asset management protocol to ensure that property managers focus on the day-to-day operations of rental properties while asset managers focus on the financial integrity and administrative viability of not only developments managed by HANO but those managed by third parties as well.
<b>Objective 4.3</b>	<b>Maintain high performer status under the Section 8 Management Assessment Program (SEMAP)</b>	HANO is currently a high performer under HUD’s SEMAP assessment system. Under the latest assessment for FY 2019, HANO still has room for improvement in the Family Self-Sufficiency (FSS) category & QC inspections. The agency has hired a full time FSS Housing Specialist and has contracted with a third party to perform inspections. HANO will be a high performer for FY 2022 utilizing a HUD COVID waiver to carry forward its most recent SEMAP assessment. The HCVP Department is monitoring its SEMAP performance monthly to stay on track with this goal.
<b>Objective 4.4</b>	<b>Ensure ongoing compliance monitoring and tracking of SEMAP and other HCV performance metrics</b>	Files are audited monthly for compliance monitoring and tracking of SEMAP indicators as well as other HCV metrics.
<b>Objective 4.5</b>	<b>Apply to become an MTW agency after achieving high performer status</b>	HANO plans to apply to Cohort 5 of the MTW program when it is announced.

**Goal 5: Rebrand the Agency to improve HANO's public image.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 5.1</b>	<b>Develop a rebranding strategy to strengthen HANO's image and foster positive perceptions of the Agency.</b>	HANO has developed a strategy to rebrand the agency which is updated periodically with additional tasks as new programs and projects are launched. Multiple tasks have been implemented, with others to follow this year. The marketing agency Prismatic has been selected as the vendor tasked with facilitating the rebranding effort.
<b>Objective 5.2</b>	<b>Create a new visual identity using social media and other platforms (website, Facebook, Instagram)</b>	HANO is currently utilizing Facebook, Twitter, and Instagram as social media platforms to provide updates, notices, features and activity information. A new website is currently being redeveloped by the Velocity Agency.
<b>Objective 5.3</b>	<b>Enlist ambassadors and partnerships to help HANO achieve an active and engaging community presence.</b>	HANO staff were enlisted as Ambassadors in 2020. Ambassadors worked together with the Communications department to develop core values for the Agency and a plan to increase HANO's presence at community meetings in the Second quarter of 2021. As a result, HANO has partnered with the Mayor's Office of Neighborhood Engagement to distribute HANO materials during neighborhood events and activities throughout the city.
<b>Objective 5.4</b>	<b>Create and maintain a media kit to facilitate communication with press outlets</b>	HANO developed a digital agency fact sheet as well as posted information on HANO's Board of Commissioners, our Executive Director and Executive Staff all on our external website, which is all accessible to media. HANO is in the process of creating a general informational video on the successes of HANO and its residents to facilitate communication with press outlets. Anticipate the video being completed and uploaded later this summer.
<b>Objective 5.5</b>	<b>Share information about HANO initiatives through expanded participation in community and industry associations, at local and national levels</b>	<ul style="list-style-type: none"> <li>• Initiatives were shared during the City's Community Clean Up event and during community meetings hosted by the Mayor's Office of Neighborhood Engagement.</li> <li>• Materials are also shared at the New Orleans Public Libraries during the City's Community Office Hours</li> <li>• HANO's Police Department has also shared information on HANO's initiatives through its participation in the City's Neighborhood Leaders' Roundtable discussion on public safety.</li> </ul>

**Goal 6: Streamline Business Operations to create efficiencies, effectiveness and reduce cost.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 6.1</b>	<b>Upgrade to an integrated computer system that will encompass both programmatic and financial functionality</b>	HANO is launching a new financial system that will encompass both programmatic and financial functionality with implementation planned for spring 2023.
<b>Objective 6.2</b>	<b>Organize a new call center along with standard operating procedures, response times, and tracking protocols</b>	Early 2021 standing operating procedures for the call center were developed. We are tracking utilizing Cysco protocols which track response time, hold time, and the length of conversations. The number of calls received by each operator are also tracked and their pickup rate. HANO is exploring additional technological tools to enhance tracking and quality control of calls.
<b>Objective 6.3</b>	<b>Evaluate and update work processes to improve efficiency and reduce time to complete client and landlord transactions</b>	After an evaluation and due to the COVID-19 pandemic, HANO began allowing email correspondence, and DocuSign documents to transact business which is in addition to in-person and mailed correspondence.
<b>Objective 6.4</b>	<b>Foster continuous performance improvement (CPI) by providing training and professional development opportunities to all staff</b>	HANO employees are provided with access to a comprehensive Learning Management System (LMS) that consist of an extensive library of professional development trainings. The trainings provide an enhancement to staffs' knowledge, skills, and abilities in many facets of professional development.

**Goal 7: Reposition underperforming assets.**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 7.1</b>	<b>Participate in Asset Repositioning training conducted by HUD and other industry organizations.</b>	Staff will participate in Asset Repositioning Training and plans to continue this type of training in 2024-2025.
<b>Objective 7.2</b>	<b>Develop criteria for identifying and prioritizing underperforming properties and for determining appropriate repositioning strategies</b>	HANO has identified properties that it has self-developed as well as those constructed in partnership with third-party developers and we are currently working on a performance improvement strategy to for these sites.

<b>Objective 7.3</b>	<b>Utilize the newly developed criteria to analyze operational, capital, and financial needs, and to delineate short and long-term approaches for impacted properties.</b>	HANO has begun analyzing operational costs at self-developed properties as well as properties developed by third-party partners to delineate short and long-term approaches to address the individual needs of each site. Once a plan has been established and implemented, HANO will continue to identify and review its portfolio to develop similar strategies for any other sites that may need repositioning.
<b>Objective 7.4</b>	<b>Implement planned repositioning with continuous monitoring of property performance</b>	HANO has begun analyzing operational costs at its self-developed properties as well as properties developed by third-party partners to delineate short and long-term approaches to address the individual needs of each site.

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

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 8.1</b>	<b>Expand existing software to provide tenant portal services in areas such as virtual wait list applications, no-contact certifications, and electronic rent payments</b>	HANO has implemented an applicant portal that allows a virtual wait list. A tenant portal is under development.
<b>Objective 8.2</b>	<b>Convert office desktop computers to laptop docking stations that can be readily adapted for telework purposes</b>	All staff have been converted from desktops to either laptops or docking stations.
<b>Objective 8.3</b>	<b>Procure text blast and/or robocall technology to electronically send up-to-date notices to all tenants, landlords, and business partners</b>	HANO procured and implemented text blast technology to electronically send notices.
<b>Objective 8.4</b>	<b>Utilize document imaging software to convert program documents to an electronic format, ultimately reducing file storage and expediting record retrieval</b>	The Legal Department is managing the contract to image the historical board documents. Under that contract, the bound volumes of the historic board documents will be scanned and converted to electronic format in March 2021.

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

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 9.1</b>	<b>Increase homeownership opportunities for HANO clients</b>	HANO has placed homeownership applications on-line at hano.org. A dedicated homeownership counselor responds to applicants and assist them with navigating the homeownership process.
<b>Objective 9.2</b>	<b>Increase client participation in the Family Self-Sufficiency (FSS) Program</b>	HANO applied and was awarded a grant to increase from one FSS coordinator to two coordinators. Both coordinators will work to recruit additional clients to the FSS program.
<b>Objective 9.3</b>	<b>Expand opportunities for client employment and/or entrepreneurship including participation in Section 3 programs</b>	HANO is continuing its Resident Entrepreneur Training Institute (RETI) that helps residents develop and implement business ideas. HANO also continues its Section 3 job opportunities and on-site construction training.
<b>Objective 9.4</b>	<b>Increase attainment of High School Equivalency (HSE; formerly GED) credentials as well as attainment of college level education for all HANO clients</b>	HANO has partnered with the Adult Education Program at Delgado Community College, TCA, and Hope House to provide education services to HANO clients. Virtual classes are also available. HANO also maintains a scholarship program for traditional and non-traditional (returning) students who are residents. HANO also implements yearly college tours and computer literacy at Fischer.
<b>Objective 9.5</b>	<b>Increase the percentage of tenants living in low poverty neighborhoods</b>	<ul style="list-style-type: none"> <li>• HANO has established exception payment standards based on the established Small Area Fair Market Rents (SAFMRs) for eight zip codes within HANO’s jurisdiction to encourage better access to low poverty areas.</li> <li>• HANO received HUD’s Mobility Demonstration Program grant. The program is funded at 3.9 million and is designed to increase the percentage of tenants living in low poverty areas. The program has commenced, and families are actively enrolling as part of the Community Choice Demonstration’s pilot.</li> </ul>

<b>Objective 9.6</b>	<b>Increase self-sufficiency program awareness and participation among clients who are members of vulnerable population groups</b>	HANO applied and was awarded a grant to increase from one FSS coordinator to two coordinators. Having two coordinators will enable HANO to develop specific procedures targeting self-sufficiency of vulnerable populations including disabled individuals and formerly incarcerated individuals. As this is the 3rd year of the current FSS grant cycle, HANO plans on requesting FSS funding in the next cycle for an additional grant funded FSS coordinator position, if possible, which will help to meet the demand of our residents to participate in the FSS program.
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**Goal 10: Improve financial sustainability through conservative investments, cash management, partnerships, and grant opportunities**

<b>HOUSING AUTHORITY OF NEW ORLEANS OBJECTIVES</b>		<b>PROGRESS TOWARDS GOALS</b>
<b>Objective 10.1</b>	<b>Research and implement cost savings related to central office space needs and relocation possibilities.</b>	HANO's Asset Management department completed an evaluation of central office space. From this evaluation, HCV office spaces were reconfigured and call center staff were relocated to a central call center location.
<b>Objective 10.2</b>	<b>Develop a team of policy/grant writers to seek grants to support all functions of HANO</b>	HANO has sought more grants utilizing a team approach in the last fiscal year than in the previous five years. HANO has applied and received the FSS grant, ROSS grant, the CNI supplemental grant, the Choice Demonstration Grant, the Primetime Reading grant, and a Choice Neighborhood Planning grant.
<b>Objective 10.3</b>	<b>Continue partnerships with third parties to fund development projects and other Agency initiatives.</b>	HANO partnered with the City of New Orleans, the Louisiana Housing Corporation and the City Planning Commission to host a Developer Symposium to educate developers on each agency's affordable housing programs and processes. HANO is using the information discussed at the symposium to create its Vacant Lot Scattered Site Strategy. In addition, HANO intends to host more informational and listening sessions with developers as well as other City and State agencies to implement industry best practices for future affordable projects.
<b>Objective 10.4</b>	<b>Study best practices and implement measures that will further HANO's financial sustainability.</b>	HANO is studying best practices as a part of developing asset repositioning strategies.





<b>B.4</b>	<b>Statement of Capital Improvements.</b> Required for all PHAs completing this form that administer public housing and receive funding from the Capital Fund Program (CFP).
	<p><b>Capital Improvements.</b> Include a reference here to the most recent HUD-approved 5-Year Action Plan (HUD-50075.2) and the date that it was approved by HUD.</p> <p><b><u>Optional 5-Year Action Plan</u></b>  <i>See HUD Form 50075.2 approved by HUD on October 4, 2023.</i></p>

<b>B.5</b>	<b>Most Recent Fiscal Year Audit.</b>
	<p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y   N  <input checked="" type="checkbox"/>   <input type="checkbox"/></p> <p>(b) If yes, please describe:</p> <p>The HANO audit for FY 2023 was completed in March 31, 2024 and there was one finding. HANO was granted an extension for a late submission to the State of Louisiana of our audit results. Despite receiving approval, the State requires a finding that the submission was late.</p>



## **C. Other Documents and Certifications**

### **C.1 Resident Advisory Board (RAB) Comments** **Plan Consultation Meeting – May 1, 2024**

Date	RAB Comments	HANO Response
5-01-24	<b>Online Waiting list:</b> Most public housing sites do not have computer rooms that are accessible. Applicants may need training and assistance.	Onsite property managers will be able to assist applicants if they need assistance completing an online waitlist application.
5-01-24	<b>Online Waiting list:</b> Please continue to allow applications via mail.	In order to increase efficiency regarding time stamps, completion rates, and data input, HANO has decided to only use an online process. However, residents may call our call center and receive assistance with completion, and they may also go to the individual sites.
5-01-24	<b>Zero income residents:</b> HANO should request statements from Cash App, Zelle, Venmo, and other online cash transfer applications.	HANO's Admission and Occupancy Policy (ACOP) provides that HANO can request documents such as bank statements, account statements, and financial statements. Cash app, Zelle, and Venmo are financial statements and should be provided under the existing policy if they are not connected to the bank statement.
5-01-24	<b>Security Deposit:</b> Security deposits for public housing should be increased to \$500 for two-bedroom units and \$800 for three or more bedroom units.	HANO may decide to implement an additional increase for security deposits for public housing units. At this time, HANO will increase security deposits to \$300 for unit sizes of 3 or more bedrooms. The 2-bedroom units or less will remain \$200 for the security deposit.
5-01-24	<b>Security Deposit:</b> To help with increased security deposits, please allow a payment plan and ensure that third party managers offer payment plans as well.	HANO's ACOP allows for a payment plan. The policy currently states that security deposits may be paid in installments of no more than four monthly payments, of no less than \$50.00 for each payment.
5-01-24	<b>One Strike:</b> I understand that HANO no longer adheres to a "One Strike" policy and has opted for an "expedited termination" policy. The policy language states expedited terminations are 5 day terminations instead of 30 days and in some chapters it states seven days. Please correct.	HANO's ACOP only mentions five day expedited terminations. The language is as follows: " <i>Lease terminations which involve drug related criminal activity or criminal activity that would threaten the health, safety, or right to peaceful enjoyment of the public housing premises by other residents or employees of HANO or its Agents are expedited by the use of a Five (5) Day Notice to Vacate provided under state law.</i> "
5-01-24	<b>One Strike:</b> If a tenant was evicted due to a prior "One Strike" violation, when are they able to apply for admissions to public housing, if at all?	A tenant is eligible to return to publicly assisted housing after it has been three years from eviction.

Date	RAB Comments	HANO Response
5-01-24	<b>Late fee assessment:</b> Most residents have jobs that pay every two weeks; therefore, they have to wait until the 15 <sup>th</sup> and the 30 <sup>th</sup> to have all of their rent payment. Moving the late fee assessment to the 5 <sup>th</sup> day of the month may cause a hardship.	The change to the 5 <sup>th</sup> of the month to assess a late fee will make HANO's policies consistent with rental market standards. It will also assist residents and property managers by allowing better calculation of arrears and payment of a 30 day month instead of 45 days.
5-01-24	<b>Late fee assessment:</b> Many third-party managers do not follow HANO's late fee policy for public housing tenants and they do not have a process for online payments.	HANO is engaging in policy and procedural meetings with all third party managers to ensure compliance with policies and consistent application in implementing policies.
05-01-24	<b>Healthy Homes Ordinance:</b> Please review healthy homes ordinance and train tenants and landlords on requirements.	The City of New Orleans will be hosting several trainings on the Healthy Home Ordinance. HANO will coordinate with these trainings to ensure that our tenants and landlords are aware.
5-01-24	<b>Modernization &amp; Development:</b> HANO should have discussed its proposal to sell vacant land with the RAB. This was a surprise to RAB members. Regulations allow RAB members first right of refusal.	HANO will provide notice and details to RAB members of properties that HANO selects to be sold to the public prior to offering land for sale to garner input from the RAB. Please note that although a PHA must offer the first right of refusal to eligible residents occupying public housing units when a PHA opts to sell public housing units in accordance with 24 CFR 906.23, this does not apply in this case.
5-01-24	<b>Modernization &amp; Development:</b> Vacant land near Desire (the Estates & Abundance Square) and Florida should be used for homeownership and service amenities.	The current housing and insurance market does not support homeownership development at this time.
5-01-24	<b>Modernization &amp; Development:</b> What are the plans for the historic maintenance building at Marrero Commons (formerly B. W. Cooper)?	HANO has not specified a use for the maintenance building. HANO welcomes RAB input as the agency is developing a transformation plan for this neighborhood as part of HUD's Choice Neighborhood Initiative.
5-01-24	<b>Modernization &amp; Development:</b> Are the bridges proposed by the State of Louisiana still planned for the Florida area?	HANO has not been made aware of the status of the proposed bridges for the Florida area.
5-01-24	<b>CFP:</b> Guste hasn't received upgrades since 1996. The roof needs repair and windows need sealing.	HANO has utilized capital funds to repair Guste systems including roof repairs and have planned repairs using capital funds.
5-01-24	<b>CFP:</b> Marrero Commons also has issues with water entering windows.	HANO is working with third party managers to address needed repairs at Marrero Commons.
5-01-24	<b>CFP:</b> Scattered sites have some units with no back door. Screen doors are installed backwards. A number of electrical outlets do not work.	HANO will inspect issues with the scattered sites and determine if any necessary improvements can be supported by capital funds. There are plans to complete interior and exterior repairs.

<b>Date</b>	<b>RAB Comments</b>	<b>HANO Response</b>
5-01-24	<b>HCVP:</b> HCVP vouchers are not covering the rental rates for many properties in New Orleans.	New Orleans, like many other cities in the United States, are struggling with housing affordability. To address, HANO has implemented Small Area Fair Market Rent payment standards in select zip codes. HANO also provides additional search times once a tenant demonstrates that they have been diligently searching for properties. HANO will continue to search for solutions to address lack of affordable homes in the City of New Orleans.

## **C.2 CERTIFICATION BY STATE OR LOCAL OFFICIALS**

Form HUD 50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, must be submitted by the PHA as an electronic attachment to the PHA Plan.

<b>Certification by State or Local Official of PHA Plans Consistency with the Consolidated Plan or State Consolidated Plan (All PHAs)</b>	<b>U.S. Department of Housing and Urban Development</b> Office of Public and Indian Housing OMB No. 2577-0226 <b>Expires 3/31/2024</b>
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**Certification by State or Local Official of PHA Plans Consistency with the Consolidated Plan or State Consolidated Plan**

I, Tyra J. Brown, the Director Housing & Commun certify that the 5-Year PHA Plan for fiscal years 2024-2028 and/or Annual PHA Plan for fiscal year 2024 of the LA001 - Housing Authority of New Orleans is consistent with the Consolidated Plan or State Consolidated Plan including the Analysis of Impediments (AI) to Fair Housing Choice or Assessment of Fair Housing (AFH) as applicable to the New Orleans pursuant to 24 CFR Part 91 and 24 CFR § 903.15.

Provide a description of how the PHA Plan's contents are consistent with the Consolidated Plan or State Consolidated Plan.

The PHA Plan is consistent with the Consolidated Plan including the Assessment of Fair Housing Plan through a combined focus on woviding affordable housing; fostering community development, and further fair housing in the City: of New Orleans. Guided by mutual goals, these initiatives work together in addressing the housing and community services needs of low income residents throughout the community.

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Name of Authorized Official: <b>Tyra J Brown</b>	Title: <b>Director Housing &amp; Commun</b>
Signature: 	Date: <u>9/9/2024</u>

The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality. This information is collected to ensure consistency with the consolidated plan or state consolidated plan.

Public reporting burden for this information collection is estimated to average 0.16 hours per year per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

**Form identification:** LA001-Housing Authority of New Orleans form HUD-50077-SL (Form ID - 1365) printed by Jessica Knox in HUD Secure Systems/Public Housing Portal at 09/19/2024 04:27PM EST

### **C.3 CIVIL RIGHTS CERTIFICATION**

Form HUD-50077 ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations.*



<b>Certification of Compliance with PHA Plan and Related Regulations</b> <i>(Standard, Troubled, HCV-Only, and High Performer PHAs)</i>	<p align="center">U.S. Department of Housing and Urban Development</p> <p align="right">Office of Public and Indian Housing  OMB No. 2577-0226  Expires 3/31/2024</p>
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**PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations including PHA Plan Elements that Have Changed**

*Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairperson or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the    5-Year and/or    Annual PHA Plan, hereinafter referred to as "the Plan", of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) for the PHA fiscal year beginning 10/2024, in connection with the submission of the Plan and implementation thereof:*

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located (24 CFR § 91.2).
2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments (AI) to Fair Housing Choice, or Assessment of Fair Housing (AFH) when applicable, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan (24 CFR §§ 91.2, 91.225, 91.325, and 91.425).
3. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Resident Advisory Board or Boards in developing the Plan, including any changes or revisions to the policies and programs identified in the Plan before they were implemented, and considered the recommendations of the RAB (24 CFR 903.13). The PHA has included in the Plan submission a copy of the recommendations made by the Resident Advisory Board or Boards and a description of the manner in which the Plan addresses these recommendations.
4. The PHA provides assurance as part of this certification that:
  - (i) The Resident Advisory Board had an opportunity to review and comment on the changes to the policies and programs before implementation by the PHA;
  - (ii) The changes were duly approved by the PHA Board of Directors (or similar governing body); and
  - (iii) The revised policies and programs are available for review and inspection, at the principal office of the PHA during normal business hours.
5. The PHA made the proposed Plan and all information relevant to the public hearing available for public inspection at least 45 days before the hearing, published a notice that a hearing would be held and conducted a hearing to discuss the Plan and invited public comment.
6. The PHA certifies that it will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d-2000d—4), the Fair Housing Act (42 U.S.C. 3601-19), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), title II of the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), and other applicable civil rights requirements and that it will affirmatively further fair housing in the administration of the program. In addition, if it administers a Housing Choice Voucher Program, the PHA certifies that it will administer the program in conformity with the Fair Housing Act, title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, title II of the Americans with Disabilities Act, and other applicable civil rights requirements, and that it will affirmatively further fair housing in the administration of the program.
7. The PHA will affirmatively further fair housing, which means that it will take meaningful actions to further the goals identified in the Assessment of Fair Housing (AFH) conducted in accordance with the requirements of 24 CFR § 5.150 through 5.180, that it will take no action that is materially inconsistent with its obligation to affirmatively further fair

housing, and that it will address fair housing issues and contributing factors in its programs, in accordance with 24 CFR § 903.7(o)(3). The PHA will fulfill the requirements at 24 CFR § 903.7(o) and 24 CFR § 903.15(d). Until such time as the PHA is required to submit an AFH, the PHA will fulfill the requirements at 24 CFR § 903.7(o) promulgated prior to August 17, 2015, which means that it examines its programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; and maintains records reflecting these analyses and actions.

8. For PHA Plans that include a policy for site-based waiting lists:

- The PHA regularly submits required data to HUD's 50058 PIC/IMS Module in an accurate, complete and timely manner (as specified in PIH Notice 2011-65);
- The system of site-based waiting lists provides for full disclosure to each applicant in the selection of the development in which to reside, including basic information about available sites; and an estimate of the period of time the applicant would likely have to wait to be admitted to units of different sizes and types at each site;
- Adoption of a site-based waiting list would not violate any court order or settlement agreement or be inconsistent with a pending complaint brought by HUD;
- The PHA shall take reasonable measures to assure that such a waiting list is consistent with affirmatively furthering fair housing; and
- The PHA provides for review of its site-based waiting list policy to determine if it is consistent with civil rights laws and certifications, as specified in 24 CFR 903.7(o)(1).

9. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.

10. In accordance with 24 CFR § 5.105(a)(2), HUD's Equal Access Rule, the PHA will not make a determination of eligibility for housing based on sexual orientation, gender identify, or marital status and will make no inquiries concerning the gender identification or sexual orientation of an applicant for or occupant of HUD-assisted housing.

11. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.

12. The PHA will comply with the requirements of Section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.

13. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.

14. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).

15. The PHA will provide the responsible entity or HUD any documentation that the responsible entity or HUD needs to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58 or Part 50, respectively.

16. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under Section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.

17. The PHA will keep records in accordance with 2 CFR 200.333 and facilitate an effective audit to determine compliance with program requirements.

18. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act, the Residential Lead-Based Paint Hazard Reduction Act of 1992, and 24 CFR Part 35.

19. The PHA will comply with the policies, guidelines, and requirements of 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Financial Assistance, including but not limited to submitting the assurances required under 24 CFR §§ 1.5, 3.115, 8.50, and 107.25 by submitting an SF-424, including the required assurances in SF-424B or D, as applicable.

- 20. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the regulations and included in its Plan.
- 21. All attachments to the Plan have been and will continue to be available at all times and all locations that the PHA Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its PHA Plan and will continue to be made available at least at the primary business office of the PHA.
- 22. The PHA certifies that it is in compliance with applicable Federal statutory and regulatory requirements, including the Declaration of Trust(s).

**Housing Authority of New Orleans**

**LA001**

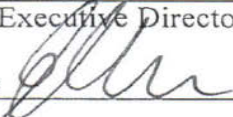
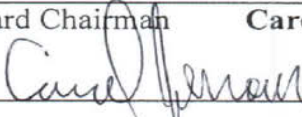
PHA Name

PHA Number/HA Code

Annual PHA Plan for Fiscal Year 2024

5-Year PHA Plan for Fiscal Years 20\_\_ - 20\_\_

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Name of Executive Director <b>MS Evette Hester</b>		Name Board Chairman <b>Carol Johnson</b>	
Signature 	Date <u>9-10-24</u>	Signature 	Date <u>9-10-24</u>

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<b>C.4</b>	<b>Challenged Elements.</b> 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>(a) Did the public challenge any elements of the Plan?</p> <p>Y    N <input checked="" type="checkbox"/>    <input type="checkbox"/></p> <p>If yes, include Challenged Elements.</p>

**Public Hearing Comments**  
**No Public Hearing Comments**



## **Stakeholder Comments**

**No Public Hearing Comments**

<b>C.5</b>	<b>Troubled PHA.</b> (a) Does the PHA have any current Memorandum of Agreement, Performance Improvement Plan, or Recovery Plan in place? Y   N   N/A <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>  (b) If yes, please describe: <b>N/A</b>
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**D. Assessment of Fair Housing (AFH) Goals and Strategies**  
Approved by HUD November 11, 2016



<u>Goal</u>	<u>Strategy</u>	<u>Fair Housing Issue</u>	<u>Contributing Factor</u>	<u>Timeframe for Action</u>	<u>Measure of Achievement</u>	<u>Responsible Program Participant(s)</u>	<u>Status</u>
<b>Lower barriers to expanded affordable housing in high opportunity areas through inclusive strategies.</b>	Reserve publicly owned land in high-opportunity neighborhoods for affordable housing.	Segregation; Disparity in Access to Opportunity; Disproportionate Housing Need	Location and Type of Affordable Housing; Displacement of Residents Due to Economic Pressures; Community Opposition	<1 yr	20% of qualified tax adjudicated property is made available for development through OCD, NORA, HANO NOFAs.	OCD, HANO, NORA	HANO in partnership with the New Orleans Redevelopment Authority (NORA) and the City of New Orleans Office of Community Development (OCD) reserved publicly owned land in the high opportunity neighborhoods of Tremé that were made available for development in a 2016 NOFA. Under this NOFA 30 parcels were made available resulting in 11 homeownership units and 22 rental units.
<b>Lower barriers to expanded affordable housing in high opportunity areas through inclusive strategies.</b>	Prioritize public subsidy for development in high-opportunity neighborhoods.	Segregation; Disparity in Access to Opportunity; Disproportionate Housing Need	Location and Type of Affordable Housing; Displacement of Residents Due to Economic Pressures; Community Opposition	<1 yr	OCD, NORA, HANO NOFAs reflect priority in scoring for developments in high opportunity neighborhoods.	OCD, HANO, NORA, FANO	Redevelopment of the Bywater units saw a reduction from 136 to 82 affordable housing units eliminating the market rate units. The developer will submit a 4% LIHTC application to the Louisiana Housing Corporation CBDG Prime 3 in spring 2024

<p><b>Lower barriers to expanded affordable housing in high opportunity areas through inclusive strategies.</b></p>	<p>Prioritize public subsidy for development in high-opportunity neighborhoods.</p>	<p>Segregation; Disparity in Access to Opportunity; Disproportionate Housing Need</p>	<p>Location and Type of Affordable Housing; Displacement of Residents Due to Economic Pressures; Community Opposition</p>	<p>&lt;1 yr</p>	<p>OCD, NORA, HANO NOFAs reflect priority in scoring for developments in high opportunity neighborhoods.</p>	<p>OCD, HANO, NORA, FANO</p>	<p>To continue to preserve affordable units, Winn-Dixie Phase 2 is currently in pre-development. It will house 45 affordable units, including six public housing units for Iberville residents while attracting new residents to this high opportunity historic area bordering the French Quarter and Treme.</p>
<p><b>Lower barriers to expanded affordable housing in high opportunity areas through inclusive strategies.</b></p>	<p>Implement administrative streamlining policies in accordance with HUD regulations to increase landlord participation and HCV tenant mobility.</p>	<p>Segregation R/ECAP Disproportionate Housing</p>	<p>Location and type of affordable housing; Community opposition; Private Discrimination; Impediments to Mobility</p>	<p>1. &lt; 1 yr &lt; 1 yr</p>	<p>1. Develop streamlining policies and procedures by 2017. 2. Conduct ongoing stakeholder workshops to engage with landlords and solicit program feedback.</p>	<p>HANO and nonprofit partners</p>	<p>HANO in partnership with the Louisiana Fair Housing Action Center (LaFHAC) has conducted ongoing stakeholder workshops. HANO added streamlining procedures including the use of DocuSign and the creation of a Landlord Liaison</p> <p>HANO also adjusted its policy on contract rent increase requests to ensure that owners are able to request an increase in contract rent without delay. HANO, in partnership with the Louisiana Fair Housing Action Center (LaFHAC), was awarded and has started the</p>

							Community Choice Demonstration, which will help families with children move to areas of opportunity. The CCD offers expedited leasing, landlord incentives for participation, and a damage mitigation fund. There is also a dedicated Leasing Coordinator position to help with landlord recruitment.
<b>Lower barriers to expanded affordable housing in high opportunity areas through inclusive strategies.</b>	Provide rental registry landlords with information on how to become an HCV landlord to expand program participation in coordination with the City's rental registry timeline	Segregation R/ECAP Disproportionate Housing	Location and type of affordable housing; Community opposition; Private Discrimination; Impediments to Mobility	3 - 5 yrs	Decrease HCV properties in R/ECAP areas from 33% according to HUD tables to 30% by 2021 and increase HCV properties in non-R/ECAPs to 70%.	HANO	The City of New Orleans began registering landlords in the spring of 2024. HANO has provided information to landlords regarding the registry at HANO landlord meetings and has urged landlords to register.

<p><b>Lower barriers to expanded affordable housing in high opportunity areas through inclusive strategies.</b></p>	<p>Prioritize the award of Project Based Vouchers for developments in high-opportunity neighborhoods.</p>	<p>Segregation; Disparity in Access to Opportunity;</p>	<p>Location and Type of Affordable Housing; Availability of Affordable Units in a Range of Sizes; Community Opposition</p>	<p>1. 3 - 5 yrs &lt;1 yr</p>	<p>1. Decrease HCV properties in R/ECAP areas from 33% according to HUD tables to 30% by 2021 and increase HCV properties in non-R/ECAPs to 70% 2. Vet with HUD the possibility of issuing neighborhood-specific PBV solicitations.</p>	<p>HANO</p>	<p>1. As part of the Iberville/CNI redevelopment, 460 Project Based Voucher (PBV) units have been constructed in the high opportunity area of Tremé, along with another 15 PBV units under construction and 36 PBV units in predevelopment. The high opportunity neighborhoods of Bywater and Carrollton received PBV vouchers, 34 and 77 respectively. HUD regulations prohibit issuing neighborhood-specific PBV solicitations; however, HANO awards extra points for units located in low poverty neighborhoods.</p>
<p><b>Lower barriers to expanded affordable housing in high opportunity areas through inclusive strategies.</b></p>	<p>Study the implications of Small Area Fair Market Rents and other potential Section 8 mobility</p>	<p>SegregationR/ECAPDisproportionate Housing Needs</p>	<p>Displacement of residents due to economic pressures Impediments to Mobility Location and type of affordable housing Location</p>	<p>1. The timeline is based on HUD issuance of final rule. 2. 1 year after</p>	<p>1. Review HUD proposed rule on Small Area Fair Market Rents and develop policies in adherence to HUD SAFMR rules as they are</p>	<p>HANO</p>	<p>1. HANO has established exception payment standards based on the established Small Area Fair Market Rents (SAFMRs) for eight zip codes within HANO's</p>

	strategies.		of proficient schools Access to proficient schools for persons with disabilities Private Discrimination	implementati on of HUD rule. 1 year after implementati on of HUD rule. 4. < 1 yr	promulgated Monitor the impact of implementation on access to affordable housing within 1 years of implementation. 3. Use monitoring results to refine HANO policies/strategies as feasible to further mobility. 4. Complete feasibility study.		jurisdiction to encourage better access to areas outside of poverty concentration.  HANO received HUD's Mobility Demonstration grant which is slated for implementation in October 2022
<b>Reduce housing segregation and discrimination by aggressively conducting fair housing education and enforcement activities, in coordination and with fair housing organizations.</b>	Provide monetary support for local fair housing groups' education and/or enforcement programs and/or other forms of support (letters, endorsements, etc.) for local fair housing groups' fundraising efforts.	Segregation	Private Discrimination; Lending Discrimination; Community Opposition;	< 1 yr	Funding included in City budget	OCD, HANO, GNOFHAC, SLLS, Advocacy Center	The New Orleans Office of Community Development awarded GNOFHAC a contract to perform a review of ESG and HOPWA policies and procedures to ensure that no discriminatory language was included within documents and to make recommendations regarding the inclusion of additional fair housing language.
<b>Reduce housing segregation and discrimination by aggressively conducting fair housing education</b>	Expand fair housing outreach, education, and training for youth and other	Segregation	Private Discrimination; Lending Discrimination; Community Opposition;	< 1 yr	Regular training and outreach schedule developed through 2018	GNOFHAC, SLLS, Advocacy Center, Office of Neighborhood	HANO has partnered with the City to engage families at housing fairs and town hall meetings.

<p><b>and enforcement activities, in coordination and with fair housing organizations.</b></p>	<p>targeted populations through collaboration with NORD-C, Office of Neighborhood Engagement, One Stop Shop, and HANO.</p>					<p>Engagement, NORD-C, CPC, HANO</p>	
<p><b>Reduce housing segregation and discrimination by aggressively conducting fair housing education and enforcement activities, in coordination and with fair housing organizations.</b></p>	<p>Increase awareness about fair housing issues, resources, and equitable outcomes through enhanced media outreach especially during Fair Housing Month each year.</p>	<p>Segregation</p>	<p>Private Discrimination; Lending Discrimination; Community Opposition;</p>	<p>&lt; 1 yr</p>	<p>Press release developed, PSAs developed, and related activities conducted</p>	<p>GNOFHAC, SLLS, Advocacy Center, OCD, HANO</p>	<p>In collaboration with HUD's Fair Housing Office, HANO hosted a series of outreach workshops.</p> <p>HANO worked with the City of New Orleans to develop a PSA to acknowledge the 50th Anniversary of the passing of the Fair Housing Act of 1968.</p> <p>In 2018, HANO began training with HUD on Reasonable Accommodations and continues internal trainings. LAFHAC will continue to do trainings for staff and public on FAIR Housing which we in 2024 and continue to do annually.</p>

<b>Reduce housing segregation and discrimination by aggressively conducting fair housing education</b>	Launch a public awareness campaign to create broad based support	Segregation/ RECAP Disproportionate Housing	Private Discrimination; Lending Discrimination; Community Opposition;	1 - 3 yrs	1. Develop 2 PSA's on fair housing. Develop informational brochures on fair housing to distribute to landlords	HANO, GNOFHAC, OCD	Status of this item is reported above.
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<b>and enforcement activities, in coordination and with fair housing organizations.</b>	for fair housing efforts by 2019.				citywide.3. Develop informational brochures to educate residents on their rights as renters.4. Develop informational brochures to educate prospective owners on their rights in the lending environment.		
<b>Reduce housing segregation and discrimination by aggressively conducting fair housing education and enforcement activities, in coordination and with fair housing organizations.</b>	Expand the capacity of public call centers, and HCV Case workers, public agency front desk personnel including and 311 operators to provide information on resources to address.	Segregation	Private Discrimination; Lending Discrimination; Community Opposition;	< 1 yr	Trainings conducted with public call center staff; resource guide provided to public agencies	GNOFHAC, SLLS, Advocacy Center, City of New Orleans Departments, HANO	HANO has trained all HCV caseworkers and operators to provide information on housing and mobility resources.
<b>Ensure that internal policies and practices advance access &amp; mobility for groups with significant challenges in accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.</b>	Create a public awareness campaign to ensure the majority of Section 8 voucher holders are aware that they can use their vouchers to become homeowner.	Disparity in Access to Opportunity;	Admissions and occupancy policies and procedures in publicly supported housing Impediments to mobility	1 - 3 yrs	Increase the number of Section 8 homeownership closings by 10% annually through 2018	HANO	In January 2017, HANO had 274 Section 8 Homeownership closings. By 2018, the closings rose to 302, a 10% increase. Closings continue to rise as follows: 2019 – 324 (+7%) 2020 – 345 (+9%) 2021 - 369 (+7%) 2022 – 392 (+6%) 2023 – 410 (+5%) 2024 – 427 (4%)



<p><b>Ensure that internal policies and practices advance access &amp; mobility for groups with significant challenges in accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.</b></p>	<p>Increase engagement among individuals who have significant challenges in accessing safe and affordable housing.</p>	<p>Disproportionate Housing Needs Disparity in access to Opportunity</p>	<p>Admissions and occupancy policies and procedures in publicly supported housing Impediments to mobility</p>	<p>1. &lt; 1 yr 2. 1 - 3 yr</p>	<p>1. Add HCV residents to existing resident advisory board or reconvene an HCV specific resident advisory board. Invite individuals with disabilities, prior criminal history, and LEP to participate in stakeholder workshops.</p>	<p>HANO</p>	<p>1. HANO assisted in the creation of an HCV Resident Advisory Board. 2. HANO established a Criminal Background Focus Group to provide input and assistance on tenets of the Agency’s current criminal background policy and screening procedures.</p>
<p><b>Ensure that internal policies and practices advance access &amp; mobility for groups with significant challenges in accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.</b></p>	<p>Review HANO’s reasonable accommodation process for HCVP and public housing tenants.</p>	<p>Disproportionate Housing Needs Disparity in access to Opportunity</p>	<p>Admissions and occupancy policies and procedures in publicly supported housing Impediments to mobility</p>	<p>1. ≤1 yr 1 - 3 yrs</p>	<p>1. HANO will provide updates to its reasonable accommodation process by 2017 to improve processes for HCVP and public housing tenants. HANO will offer bi-annual training to its employees in conjunction with this policy.</p>	<p>HANO</p>	<p>1. HANO updated its reasonable accommodation policies in the Admissions and Continued Occupancy Plan and the HCV Administrative Plan in 2017. Reasonable accommodation process was further updated according to HUD guidance in 2018.</p>
<p><b>Ensure that internal policies and practices advance access &amp; mobility for groups with significant challenges in</b></p>	<p>Ensure that all new HANO constructed units are built according to Section 504 accessibility standards.</p>	<p>Disproportionate Housing Needs Disparity in access to Opportunity</p>	<p>Admissions and occupancy policies and procedures in publicly supported housing Impediments to mobility</p>	<p>1. 1 - 3 yrs 1 - 3 yrs</p>	<p>1. Ensure that 5 - 15% of all new HANO constructed units are built according to Section 504 accessibility standards. Create incentives to</p>	<p>HANO</p>	<p>1. Since the November 2016 approval of the AFH Plan, HANO has constructed 759 units Of the total 759 units, 120(16%) are built according to the Section 504 accessibility</p>

<p>accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.</p>					<p>increase the number of accessible units in (Section 8 tenant-based and) project-based developments.</p>		<p>standards.</p>
<p>Ensure that internal policies and practices advance access &amp; mobility for groups with significant challenges in accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.</p>	<p>Prioritize resources to develop permanent supportive housing for persons experiencing homelessness.</p>	<p>Disparity in access to Opportunity</p>	<p>Location and Type of Affordable Housing; Displacement of Residents Due to Economic Pressures; Community Opposition; Land Use and Zoning</p>	<p>1. &lt; 1 yr 1 - 3 yrs</p>	<p>1. 10% of OCD supported units developed are PSH units. Dedicate 120 project based vouchers to the City's Cooperative Agreement to Benefit Health Initiative (CABHI) for homeless individuals.</p>	<p>OCD, HANO, NORA, Unity</p>	<p>1. The Office of Community Development is continuing to work towards having 10% of supported units designated as Permanent Supportive Housing (PSH) units. 2. In 2017 HANO entered into an MOU with the City of New Orleans and provider, Unity of New Orleans, to dedicate 120 project based vouchers for homeless individuals. The City opened a low barrier shelter in September 2018. The 24/7 shelter includes 100 beds, a living and community space, accommodations for special needs clients.</p>

<p><b>Ensure that internal policies and practices advance access &amp; mobility for groups with significant challenges in accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.</b></p>	<p>Implement HANO criminal background policy to integrate formerly incarcerated individuals back into the community.</p>	<p>Segregation R/ECAP Disparity in access to Opportunity Disproportionate Housing Needs</p>	<p>Community Opposition Admissions and occupancy policies and procedures in publicly supported housing Impediments to mobility</p>	<p>1. &lt; 1 yr &lt; 1 yr</p>	<p>1. Begin review of formerly incarcerated applicants using new Criminal Background Policy in Summer 2016. Track implementation with reporting at 6-month intervals.</p>	<p>HANO</p>	<p>1. HANO implemented the criminal background policy in 2016 and is admitting tenants in accordance with the adopted policy. 2. HANO has tracked implementation every 6 months and posted reports on the Agency's website.</p>
<p><b>Ensure that internal policies and practices advance access &amp; mobility for groups with significant challenges in accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.</b></p>	<p>Provide juvenile reentry services to youth to reduce barriers to future employment, education, or housing opportunities</p>	<p>Segregation R/ECAP Disparity in access to Opportunity Disproportionate Housing Needs</p>	<p>Community Opposition Admissions and occupancy policies and procedures in publicly supported housing Impediments to mobility Lack of employment opportunities</p>	<p>1. &lt; 1 yr 1 - 3yrs</p>	<p>1. Begin review of youth denied housing by 2017. Track implementation with reporting at 6-month intervals.</p>	<p>SLLS, HANO</p>	<p>1. As part of HANO's Juvenile Reentry Assistance Program (JRAP), HANO partnered with Southeast Legal Services to serve youth living in public housing up to age 24. 2. HANO conducted 226 informational and outreach sessions reaching over 1,500 members of the community. Approximately 20 cases were open for services. Five expungements were made.</p>

<p><b>Ensure that internal policies and practices advance access &amp; mobility for groups with significant challenges in accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.</b></p>	<p>Ensure fair housing and other housing resource materials are available in languages other than English.</p>	<p>Segregation; Disparity in Access to Opportunity; Disproportionate Housing Need</p>	<p>Inaccessible government facilities or services</p>	<p>&lt;1 yr</p>	<p>Language accessibility provisions included in subrecipient grant agreements; OCD funded services available in languages other than English on City of New Orleans and HANO websites.</p>	<p>OCD, NORA, HANO</p>	<p>HANO and the City's website can be converted in various languages.</p> <p>The Office of Community Development has included in all sub-recipient grants language that states the Contractor agrees to take all reasonable actions to communicate with persons who have Limited English Proficiency (LEP) to ensure that such persons have meaningful access and an equal opportunity to participate in the program(s) and/or services.</p>
<p><b>Ensure that internal policies and practices advance access &amp; mobility for groups with significant challenges in accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.</b></p>	<p>Identify and utilize existing bilingual and/or hire and train bi-lingual staff at public agencies.</p>	<p>Segregation; Disparity in Access to Opportunity; Disproportionate Housing Need</p>	<p>Inaccessible government facilities or services</p>	<p>1 – 3 yrs</p>	<p>Staff identified and/or hired and trained</p>	<p>OCD, HANO</p>	<p>In addition to utilizing its bilingual staff members, HANO's HCVP Department has entered into an agreement with a certified interpreter service that offers oral interpretation upon request through a toll free 1-800 hotline for LEP individuals.</p>

<p><b>Ensure that internal policies and practices advance access &amp; mobility for groups with significant challenges in accessing safe and affordable housing including people with disabilities, people with limited English proficiency, and people with criminal records.</b></p>	<p>Revise HANO's Limited English Proficiency Policy.</p>	<p>Disparity in Access to Opportunity;</p>	<p>Inaccessible government facilities or services</p>	<p>&lt; 1 yr</p>	<p>1. Ensure Spanish and Vietnamese languages are addressed in new policy by 2017.</p> <p>2. Determine if any items should be standard issuance in top 3 languages in New Orleans by 2017.</p> <p>3. Continue to provide documents in other languages upon request.</p>	<p>HANO</p>	<p>1-3. HANO has updated its Limited English Proficiency (LEP) and Reasonable Accommodations Policies in conjunction with the PHA Planning process. The Reasonable Accommodations policies were further updated in 2018. HANO also developed a Language Access Plan (LAP) and implemented the recommendations of this assessment in 2019.</p>
<p><b>Prioritize public investments in transit, quality schools, housing, parks, and other amenities in underserved communities.</b></p>	<p>Support development of 200+ affordable rentals in underserved communities.</p>	<p>Disproportionate Housing Needs</p>	<p>Availability of Affordable Units in a Range of Sizes Deteriorated and abandoned properties Lack of community revitalization strategies Access to publicly supported &amp; affordable housing by persons with disabilities</p>	<p>1. ≤1 yr 2. ≤1 yr 3 - 5 yrs</p>	<p>1. Complete redevelopment of 51 units of various sizes at Florida by 2017. 2. Complete redevelopment of 155 units at Guste III (155 units) by 2017. Initiate redevelopment of 50 units at various sizes at BW Cooper (Marrero Commons) by 2021.</p>	<p>HANO</p>	<p>HANO has completed or planned development in the following underserved areas</p> <ol style="list-style-type: none"> <li>1. Florida - 51 units, has been completed and units are now leased. Phase 2 are in predevelopment.</li> <li>2. Guste III - 155 units completed.</li> <li>3. B.W. Cooper - CNI Planning grant awarded.</li> </ol>
<p><b>Prioritize public investments in transit, quality schools, housing, parks, and other amenities in underserved communities.</b></p>	<p>Support development of affordable single family homes in underserved areas to support deconcentration of racial and ethnic</p>	<p>Segregation/ECAP Disproportionate Housing Needs</p>	<p>Availability of Affordable Units in a Range of Sizes Deteriorated and abandoned properties Lack of community revitalization strategies</p>	<p>1. &lt;1 yr 2. 3 - 5 yrs 3. 3 - 5 yrs 3 - 5 yrs</p>	<p>Develop 5 or more on-site homeownership units at the following locations: -The Estates -vacant scattered sites inventory in Lower 9th Ward- vacant scattered sites</p>	<p>HANO</p>	<p>Homeownership units are no longer feasible in the current financing climate.</p>

	concentrated areas of poverty.		Access to publicly supported & affordable housing by persons with disabilities		inventory in New Orleans East-vacant scattered sites inventory in Westbank. <i>(Actual number of homes developed dependent on financing and the housing market. Number of homes could be more or less than the target)</i>		
<b>Prioritize public investments in transit, quality schools, housing, parks, and other amenities in underserved communities.</b>	Develop new commercial sites in concentrated areas of poverty and at public housing sites to provide access to jobs, fresh food, and other quality of life amenities.	Disparity in access to opportunity;	Lack of community revitalization strategies Lack of public/private investments in specific neighborhoods Lack of employment opportunities	1. 1 - 3 yrs 2. <1 yr 3. 3 - 5 yrs 4. 3 - 5 yrs 1 - 3 yrs	1. Commercial Development at Columbia Parc with proposal to include a grocery, health clinic, & small commercial retail 2. Commercial Development at Bienville Basin with proposal to include a Yoga studio, café, & small retail 3. Study feasibility of commercial development at BW Cooper/ Marrero Commons. 4. Study feasibility of commercial development at The Estates 5. Commercial Development in Bywater utilizing scattered sites	HANO	1. At Columbia Parc, a new health clinic and K-8 charter school have been completed and a grocery store and pharmacy are in pre-development. 2. At Bienville Basin (Iberville) a Yoga studio and café have opened for business. A cemetery museum is also being planned. 3. HANO was awarded a CNI Planning grant in 2022 which will help to determine feasibility of commercial development at BW Cooper. 4. No progress. 5. No progress.

					inventory – Small scale retail		
<b>Expand efforts in creating equitable healthy housing that recognizes the direct connections between healthy housing and quality of life.</b>	Develop smoke free policies in accordance with HUD final rule when promulgated.	Disparity in access to Opportunity	Location of environmental health hazards	1 - 3 yrs	Implementation of HANO's Smoke-Free Policy in public housing within 18 months of HUD's publication of the final rule	HANO	HANO passed the smoke-free policy in April of 2018, conducted resident educational sessions at each affected site, and residents of all HANO-owned properties signed non- smoking lease addendums by July 30, 2018. HANO implemented the smoke-free policy at its central office facility as well as at all of its management offices as of July 30, 2018.
<b>Expand efforts in creating equitable healthy housing that recognizes the direct connections between healthy housing and quality of life.</b>	Conduct ongoing HQS inspections of all properties under Section 8 contracts and institute a system with the City to exempt Section 8 landlords from duplicative inspections in anticipation of the passage of a citywide Rental Registry.	R/ECAPs Disparity in access to opportunity;	Deteriorated and abandoned housing Access to publicly supported housing for persons with disabilities Location of environmental health hazards	Based on timeline for City implementation of rental registry.	1. Conduct required HQS inspections of all properties under Section 8 contract. 2. Conduct inspections in response to tenant or neighbor complaints. Institute a system with the City to exempt Section 8 landlords from multiple inspections resulting from HANO and City inspections.	HANO & City	1-2. HANO completes HQS inspections for all new HCV units and on an annual basis for existing HCV units. 2. Special HQS inspections are also conducted when complaints are received denoting unit problems. The agency outsourced inspections services which improved timeliness and efficiency.

							3. HANO, in 2020, partnered with the City of New Orleans Code Enforcement to compile and share data regarding failed HQS inspection abatements that violate the City's building codes.
<b>Expand efforts in creating equitable healthy housing that recognizes the direct connections between healthy housing and quality of life.</b>	Continue to implement housing health and safety standards for rehabilitation and development of publicly supported housing.	R/ECAP; Disparity in access to opportunity; Disproportionate Housing Need	Location of environmental health hazards; Deteriorated and abandoned properties; Lack of private investment in specific neighborhoods	< 1 yr	Ongoing Monitoring and Enforcement	OCD, Code Enforcement, HANO, NORA, Health Department, Mayor's Office	<p>HANO conducts annual Housing Quality Standards inspections as part of its ongoing operations.</p> <p>HANO and its third party managers also conduct Uniform Physical Conditions Standards (UPCS) inspections annually for public housing units.</p> <p>The City inspects properties assisted with federal funds in accordance with applicable program regulations. The inspections are done on a sample basis of at least 20 percent of the units.</p>



<p><b>Expand efforts in creating equitable healthy housing that recognizes the direct connections between healthy housing and quality of life.</b></p>	<p>Develop and implement a strategic plan to address environmental hazards including lead, mold, toxic waste.</p>	<p>R/ECAP; Disparity in access to opportunity; Disproportionate Housing Need</p>	<p>Location of environmental health hazards; Deteriorated and abandoned properties: Land use and zoning laws</p>	<p>&lt; 1 yr</p>	<p>1. Strategic Plan Developed  2. HANO continue annual HQS inspections for HCVP properties and annual HUD REAC inspections for Public Housing properties.</p>	<p>OCD, Code Enforcement, HANO, NORA, Health Department, Mayor's Office</p>	<p>HANO has updated its lead based paint policy in accordance with HUD guidelines. In the City's 2017-2021 Consolidated Plan, OCD will continue to use its lead-based policy of ensuring that every house that is rehabbed under its auspices is free from lead-based paint contamination.</p> <p>HANO completes HQS inspections for all new HCV units and on an annual basis for existing HCV units. HUD REAC inspections are generally conducted on an annual basis for public housing properties.</p>
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<p><b>Stabilize neighborhoods vulnerable to gentrification by preserving existing ownership and affordable rental housing and developing affordable homeownership and rental housing.</b></p>	<p>Develop 400+ affordable rental units in gentrifying neighborhood of Tremé</p>	<p>Disproportionate Housing Needs Disparity in access to Opportunity</p>	<p>Displacement of residents due to economic pressures; Availability of affordable units in a range of sizes Location &amp; type of affordable housing</p>	<p>1. ≤1 yr 3 - 5 yrs</p>	<p>1. Complete 100 housing units at Faubourg Lafitte by 2017 2. Develop 300+ Iberville CNI off-site replacement units in Treme</p>	<p>HANO</p>	<p>1. HANO completed and leased 100 senior housing units at Faubourg Lafitte. HANO is developing 51 additional units, expected to be completed by 2026</p> <p>2. Through the Iberville CNI initiative, HANO has provided 535 offsite replacement units. Additional units will be developed as part of Winn Dixie Phase 2.</p>
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<p><b>Stabilize neighborhoods vulnerable to gentrification by preserving existing ownership and affordable rental housing and developing affordable homeownership and rental housing.</b></p>	<p>Utilize HANO scattered sites inventory in gentrifying areas to develop affordable single family homes</p>	<p>Disproportionate Housing NeedsDisparity in access to Opportunity</p>	<p>Displacement of residents due to economic pressures; Availability of affordable units in a range of sizes; Location &amp; type of affordable housing</p>	<p>1 - 3 yrs</p>	<p>1. Develop 45 on-site homeownership units (1/3 affordable) at Faubourg Lafitte in gentrifying neighborhood of Treme by 2018.  2. Target development of 5+ affordable single family homes utilizing HANO's scattered sites in Treme  3. Target development of 5+ affordable single family homes utilizing HANO's vacant scattered sites in Carrollton.  4. Develop 5+ affordable single family homes utilizing HANO's vacant scattered sites inventory in Upper 9th Ward.  <i>(Actual number of homes developed dependent on financing and the housing market. Number of homes could be more or less than the target)</i></p>	<p>HANO</p>	<p>1. Project has been converted to rental due to unfavorable market conditions.  2. Under the Choice Neighborhoods Initiative, HANO, in partnership with the City of New Orleans and NORA, is in the pre-development phase of constructing 18 homeownership units in Tremé.  3. In the Carrollton area affordable homeowner units are being planned.  4. HANO plans to develop 5 affordable and 5 market rate homes in Bywater which is located in the 9<sup>th</sup> Ward.</p>
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<p><b>Stabilize neighborhoods vulnerable to gentrification by preserving existing ownership and affordable rental housing and developing affordable homeownership and rental housing.</b></p>	<p>Protect the quantity and affordability of government-assisted rental properties.</p>	<p>Disproportionate Housing Need</p>	<p>Location and Type of Affordable Housing; Displacement of Residents Due to Economic Pressures</p>	<p>1 - 3 yrs</p>	<p>Expanded Affordability Periods Implemented</p>	<p>OCD, NORA, HANO</p>	<p>HANO updated its policies to capture new regulatory provisions that allow for increased affordability periods of Project Based Voucher (PBV) contracts from a maximum of 15 years to 20 years; and further allowing for additional 20 year contract extensions if requested within 24 months of expiration.</p> <p>The Office of Community Development released a Request for Information (RFI) which prioritized developments that included long term and permanent affordability periods.</p>
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<p><b>Provide reliable, frequent, and affordable access to multiple transportation options to transit-dependent populations.</b></p>	<p>Better coordinate initiatives of housing agencies (OCD, HANO, NORA) and other departments (including Public Works, Parks and Parkways, ) and agencies (RTA, Sewerage and Water Board) to ensure that investments in gentrifying neighborhoods can be paired with affordable housing.</p>	<p>Disparity in Access to Opportunity</p>	<p>Lack of public investments in specific neighborhoods; Lack of private investment in specific neighborhoods</p>	<p>1 - 3 yrs</p>	<p>Refine and Revise Place Based Areas; Tracking and Reporting on all CDBG funding used for non-housing investments; Continue Geographically Limited NOFAs</p>	<p>HANO, OCD, NORA, RTA</p>	<p>HANO, OCD, and NORA collaborated with New Orleans Regional Transit Authority to develop a strategic mobility plan that included affordable housing near high frequency transit centers and in 2024 collaborated on a transit orient development pilot program grant.</p> <p>In September 2018, Orleans and Jefferson parishes reinstated the Regional Ride program, which allows residents in Orleans and Jefferson parishes to buy one pass to transfer between both the New Orleans Regional Transit Authority (RTA) and Jefferson Transit (JeT) lines for the first time in more than a decade. The program grants 24-hour access for \$6 without having to buy separate passes and provides the connectivity transit riders need.</p>
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## **Appendix**

### **ACOP**

Please click [here](#) to review the redlined draft of the Admissions and Continued Occupancy Plan (ACOP) proposed for October 1, 2024.

### **HCV ADMINISTRATIVE PLAN**

Please click [here](#) to review the existing HCV Administrative Plan. No redline changes for board or HUD approval.