



Frequently Asked Questions

Question: I am currently in a lease in another state. What are my options to return home?

Answer: HUD has authorized HANO to work with other public housing agencies and out of state landlords to assist residents in amicably ending their lease if they wish to return to New Orleans. Former HANO tenants who are in this situation are encouraged to call HANO to obtain this assistance. However, a resident should not walk away from an active lease without authorization from his or her current Public Housing Agency.

Question: I am a former HANO tenant, but I am not currently receiving any type of rental assistance. What options are available to me?

Answer: All HANO participants whether they were public housing clients or Section 8 voucher holders are eligible for rental assistance under the Disaster Voucher Program. To receive this assistance, former HANO clients must qualify through the Public Housing Agency in the jurisdiction that they are currently residing. This is also HANO's way of maintaining a client's contact information for ongoing communication.

Question: I have heard that the DVP program ends in September 2007. What happens to me at that time?

Answer: The DVP Program does end in September 2007, however HUD and HANO have made provisions for continuing assistance for all Pre-Katrina HANO clients. Those persons who were participants with the Section 8 Voucher Program will continue to receive assistance through the Section 8 Program. Those persons who were public housing residents will either return to their pre-storm unit or be issued a Tenant Protection Voucher to ensure continued rental assistance.

Question: What do I have to do to qualify for the HANO Relocation Assistance?

Answer: The HANO Relocation Assistance is for qualified Pre-Katrina public housing tenants only. The completion of a short relocation assistance application is required to receive these benefits. To request an application, please call **1-888-361-3093**.

Question: I have heard that rents have drastically increased since the storm. Will my Section 8 Voucher cover these new rents?

Answer: HUD has authorized HANO to increase its Fair Market Rents by 35%. This increased rate has allowed HANO clients to attain rental units in a highly competitive housing market. For example, a three-bedroom unit that rented for \$987 prior to the storm, now qualifies for rental assistance up to \$1,447.

Question: Will HANO allow me to retrieve my belongings from my pre-storm unit?

Answer: Yes, HANO has allowed residents to retrieve their personal belongings. To facilitate retrieving personal belongings, HANO clients should call **1-888-361-3093** to schedule an appointment. These appointments should be made 24 hours in advance.