



WHA Board of Commissioners

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WHA Hurricane Ida Response

Administration:

- ***Administrative Office Staff Members*** are working remotely and we are available to assist with tenant concerns. Clients in need of assistance should call the ***Administrative Hotline at 504-239-8543***. Staff has received numerous calls about the ***September Rent***. Please be advised that **Late Fees and Penalties will not be assessed** at this time due to the Hurricane Damages. Once power and normalcy have returned, we will resume regular office operations.

Maintenance:

- ***Maintenance Staff Members*** are on the property to address emergencies only. To have an Emergency Work Order addressed, please call the ***Maintenance Hotline at 504-239-8486***. Staff on-site are unable to accept request directly from tenants.
- We have a contractor on-site to begin removing dangerous and/or hazardous debris near the residential units. This effort began Tuesday, August 31, 2021. The WHA will move the dangerous and/or hazardous debris off, from, or near the residential units to the curb for further removal.
- We have a contractor on-site to begin making temporary, stop-gap repairs to the residential units. Complete, permanent repairs will begin once a full assessment has been completed by the Insurance / FEMA Adjusters. This effort began Tuesday, August 31, 2021 and is ongoing.

Stay Connected to the WHA for further updates:

- As previously mentioned, the WHA Administrative Office is functioning from a remote location. You can contact us via email

EMERGENCY NUMBERS:

- ***EMERGENCY Maintenance Service Repair - 504-239-8486***. Other Emergencies (health, flood, fire, etc.) - 911. Other Informational Updates – NOLA Ready or 311.
- ***As a reminder, the WHA will only be able to service Life threatening emergencies. As soon as emergent conditions are abated, staff will do a site assessment and begin addressing immediate work order needs.***