

Housing-hazard record

New Orleans | Page 1: condition, incident and repair notice

Keep this record. Completing it does not submit a complaint or request a repair.

Seek emergency help for immediate danger. Record facts from a safe location.

Property address, unit and room / location

Your name and safe contact method (optional on copies shared with others)

Condition observed; date and time first noticed

Incident or injury, if any; date, time, witnesses and immediate response

Landlord / manager notified: name, method, date and time

What you requested; access arrangements; promised response or repair date

Photos, videos, messages or other records saved (file names and dates)

Complaint / work-order number; HANO case manager or city contact

Use page 2 to record each follow-up, inspection and repair visit.

Retain original files and delivery confirmations. Do not alter a hazard to document it.

Keep medical records private; share only what is needed through an appropriate channel.

Follow-up and repair log

New Orleans | Page 2: repeat this page for additional contacts

Property / unit: _____

Date / time	Person / agency	Action or response	Next step / date

Reinspection result / written notice date; repairs still outstanding

Additional costs or missed work (keep receipts and supporting records)

Reporting routes checked October 17, 2026

Voucher unit: notify landlord and HANO case manager; HANO main: 504-670-3300.

Public housing: property management first; HANO escalation: 504-670-3300, option 1.

City rental-condition complaint: 311 / nola311.org. Keep the service-request number.

Sources: hano.org/residents/ and nola.gov/next/healthy-homes/topics/resources-for-renters/