

BLIGHT RESOURCE GUIDE 2014

COMMITTEE FOR A BETTER NEW ORLEANS
GREATER NEW ORLEANS HOUSING ALLIANCE



ACKNOWLEDGEMENTS

With special thanks to:

- GNOHA
- CBNO
- SURDNA
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- Chase Bank

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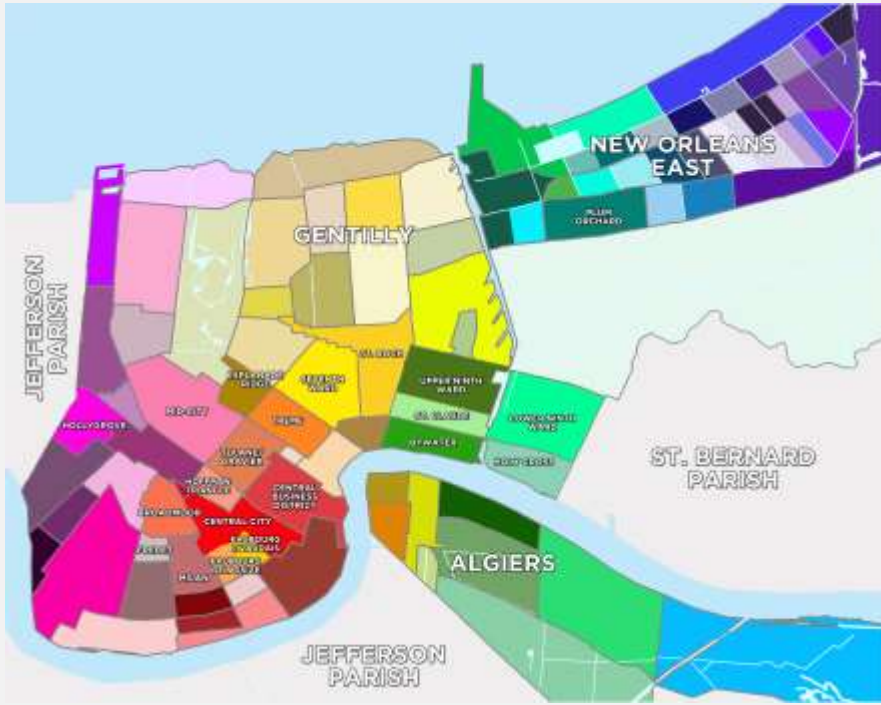
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Updates and corrections to information contained in
this guide should be sent to info@cbno.org.





LOCATION OF NEW ORLEANS COMMUNITY AND NON PROFIT RESOURCES

<p>Broadmoor</p> <p>Broadmoor Development Corporation Global Green USA</p>	<p>Gentilly</p> <p>Beacon of Hope Resource Center Dillard University CDC Habitat for Humanity Project Home Again Project Homecoming St. Paul's Homecoming Center</p>	<p>New Orleans East</p> <p>Camp Re-store</p>
<p>Central Business District</p> <p>Louisiana Appleseed Preservation Resource Center Pro Bono Project Rebuilding Together New Orleans Southeast LA Legal Services</p>		<p>St. Bernard Parish</p> <p>St. Bernard Project</p>
<p>Central City</p> <p>Associated Neighborhood Development Harmony Neighborhood Development Neighborhood Development Foundation United Saints Recovery Project</p>	<p>Hoffman Triangle</p> <p>Urban Impact Ministries</p>	<p>St. Claude</p> <p>Build Now</p>
<p>Faubourg Delassize/ Faubourg Livaudais</p> <p>Jericho Road</p>	<p>Lower Ninth Ward</p> <p>Common Ground Relief Lower Ninth Ward CSED Lower Ninth Ward Homeownership Association Lowernine.org</p>	<p>St. Roch</p> <p>Rebuilding Together New Orleans</p>
<p>Freret</p> <p>Freret Neighborhood Center Neighborhood Housing Services</p>	<p>Mid-City</p> <p>Committee for a Better New Orleans</p>	<p>Seventh Ward</p> <p>Youth Rebuilding New Orleans</p>
		<p>Tulane/Gravier</p> <p>HandsOn New Orleans</p>

WHAT THIS GUIDE OFFERS

At the time of writing, City estimates suggest there are approximately 30,000 blighted residential and commercial properties in New Orleans. Although this represents an improvement from the post-Katrina peak, blight remains one of the most widely-felt issues in the city. With the hope of facilitating efforts to reduce blight in New Orleans, we have compiled this guide to community resources for addressing blight on house-by-house, block-by-block, and neighborhood-by-neighborhood levels.

This guide is meant to provide a starting point for New Orleans residents and community organizations to learn about the City's code enforcement process and about the resources available to them. The first section of the guide presents a brief summary of the City resources available to help residents grapple with the issue of blight in New Orleans. The second section details the necessary actions for residents to bring their blighted property into compliance with City building code. The third section describes what steps residents can take to address blight in their neighborhoods. The fourth section describes the Road Home Unmet Needs program and the fifth section briefly lists ways blighted property is brought back into commerce.

Following those descriptions, we've compiled a list of non-profit and community organizations that provide services and programs designed to tackle various aspects of the blight issue. We have tried to list as much relevant information as possible about each organization and program, but please contact individual organizations to find out more about the services they offer.

While every effort was made to make sure that the information in this guide was accurate, names and contact information – and even some programs – change frequently. We will update the online version frequently, and republish the printed version as updates and resources warrant. We ask your understanding if you do find old or incorrect information; we strongly encourage you to contact us if you have updated information, find mistakes, or have new information altogether.

Contact Committee for a Better New Orleans at (504) 267-4665 or at info@cbno.org. Check GNOHA.org or NolaBlightGuide.com for the most up-to-date version.

30,000 *BLIGHTED Properties*
in New Orleans

INTRO - WHAT IS BLIGHT?

E*verybody knows what blight looks like.* You only need to spend a little time in New Orleans to see the problems posed by the empty, crumbling houses and the overgrown lots that dot the city. These vacant buildings and lots constitute one of the most pressing quality-of-life issues facing New Orleanians; blight poses a threat to resident health, public safety, property values, and community cohesion.

What is blight? The City of New Orleans outlines its standards for building maintenance in Chapter 26 of the City Code of Ordinances. Properties not in compliance with the rules outlined there are officially considered 'blighted.' According to the New Orleans Redevelopment Authority's glossary page¹, a property is generally considered blighted if:

1. It is chronically vacant.
2. There are unresolved code violations for unsafe, unsanitary or unhealthy conditions.
3. It has been declared a fire hazard.
4. It is lacking in facilities or equipment required by the Housing Code of the City of New Orleans.
5. It has been cited for "demolition by neglect" pursuant to section 84-108 or 84-208 of the City Code.
6. It has a substantial negative impact on the health, safety, or economic vitality of a neighborhood.
7. It is a vacant lot that is abandoned, does not meet the requirements of the City Code or has been adjudicated.
8. There is a vermin infestation.

More information about standards for blight can be found in Chapter 26 and Chapter 28 of the City Code, which can be accessed at: <http://library.municode.com/index.aspx?clientId=10040>.

¹ <http://www.noraworks.org/glossary>

CITY OF NEW ORLEANS BLIGHT PROCESS

OVERVIEW OF THE BLIGHT REDUCTION PROCESS



The City of New Orleans' s blight policy plays a large role in the rate and shape of recovery;

it is important to know what resources the City makes available to combat blight. It takes several

City departments to execute the official strategy for blight remediation. The Department of Code Enforcement is chief among these; Code Enforcement determines—officially—whether a property is blighted and they determine which of several possible outcomes—Sheriff's sale, demolition, or owner rehabilitation—will remediate each property reported to the City.

(On a similar note, an unoccupied property can be deemed a "public nuisance" if it has overgrown plants, significant garbage, vermin, or other unsafe features on its grounds. Public nuisances and blight are both addressed by through the code enforcement process.)

Specific information about the Department of Code Enforcement can be found at their website, <http://nola.gov/code-enforcement>, or in a City Council-published guide to housing code enforcement, available at <http://www.nolacitycouncil.com/docs/resources/HousingCodeHandbook.pdf>. The City Council's full description of the code enforcement process is included on the next page.

Explanation of the Enforcement Process

Inspections

There are a number of reasons that the Code Enforcement Department might decide to inspect a property. (1) A resident or the City Council might have made a complaint about it. (2) It may be a danger to the community. (3) It might be part of a code enforcement sweep area. For more a more detailed explanation of code enforcement sweeps, please visit the city's Code Enforcement website at: <http://www.nola.gov/code-enforcement/>.

If a City inspector determines that a property violates any of the City's housing standards, the owner will receive a Notice of Violation. A notice will be posted on the property and another will be mailed to the owner as part of a Notice of Violation packet. The notice lists the specific violations observed along with a hearing date.

Pre-Hearing

Proving that the Property has been Repaired or Demolished

Before the hearing date, a property owner can contact the Code Enforcement Department with information proving the violations have been corrected or that the property was demolished. An inspector will revisit the property and if it now meets City laws, the case is closed. The property owner must contact the department at least seven days before the hearing.

Requesting an Extension of Time to Comply

A property owner who has received a Notice of Violation may be eligible for a one-time extension if he provides a valid reason. To request an extension, the property owner must contact the department no later than seven days after the Notice of Violation is postmarked.

The Administrative Hearing

If a property owner does not correct the violations, an administrative hearing is conducted by an impartial judge. The judge determines whether the property is a public nuisance or blight.

At the hearing, both the City and the property owner testify under oath. The City presents the evidence against the owner and neighbors are allowed to offer testimony. The property owner has the right to be represented by an attorney, present evidence, introduce witnesses, and question city inspectors under oath.

If a property owner has made repairs, they should bring photographs and copies of contracts to the hearing. If they cannot attend the hearing, a representative that has been given power of attorney can attend in their place.

Judgment

Determining Public Nuisance & Blight

Within seven days of the hearing, the Judge will decide whether the owner is innocent or guilty. If guilty, the owner's property is declared a "public nuisance," "blight," or both. In addition to potential fines of up to \$1000 per violation, the judgment can include a fine of \$100 to \$500 per day until the violations are corrected. Depending on whether a property is declared a public nuisance or blight, other actions may also be required

Public Nuisances

If a property is declared a “public nuisance,” an owner has ten days to correct or remove the nuisances. The owner must prove that this has been done by sending in photographs and copies of contracts. A city inspector will revisit the property to verify that it now meets City laws.

A one-time extension may be granted if an owner proves that additional time is needed. To request an extension, the owner should contact the Code Enforcement Department at (504) 658-4346.

If the public nuisance has not been removed within ten days of a final judgment and an extension has not been given, a fine of \$100-\$500 a day will be charged against the property owner. In addition, the City will notify the property owner that the City can enter the property to remove the nuisances. If this happens, the owner will be charged with the fees and costs related to the City removing the nuisances. A verdict of ‘Public Nuisance’ also gives the City the legal right to demolish the property if necessary.

Blight

If a property is declared “blight,” the property can be seized under the City’s eminent domain authority. Before attempts to seize a property can be made, the property owner will be given the opportunity to enter into an agreement with the City to repair or sell the property. Daily fines are suspended during the duration of the agreement.

If the property owner does not enter into an agreement or breaches the terms of the agreement, the New Orleans Redevelopment Authority can initiate the process to forcibly acquire ownership of the property. If a property is seized, the owner will be paid fair market value for the property.

Appeals

After a final judgment by a Judge is issued, a property owner has thirty days to appeal. Homeowners should contact the Civil District Court to file an appeal. Their number is (504) 592-9250.

In an effort to keep problem properties in compliance with City standards over time, the City Council voted to expand the City’s ability to cut grass and weeds on privately owned property. The city will now be able to send crews onto properties with high grass—above 18 inches—to cut any growth on the lot. The cost of this maintenance will be charged to the homeowner on their property tax bill.

CITY RESOURCES

In addition to the information provided in the City Council's handbook, there are a number of other valuable City resources that make understanding and following the code enforcement process easier:

Code Enforcement:

The City department primarily tasked with addressing the blight issue in New Orleans through the enforcement of the City Code. Their website, accessible at <http://www.nola.gov/code-enforcement/>, hosts a handful of links to other City resources, many of which are included in this list. Homeowners who have received notice to attend a hearing should always check the Code Enforcement website for the most up-to-date information about Code Enforcement requirements.

Nola 311:

A City "knowledge base" accessible online at <http://www.nola.gov/311> or via phone by dialing "311," Nola 311 is an information service with two primary purposes for New Orleans residents: to ask questions about City services or report problems with City infrastructure. Residents wishing to report blighted properties to the Department of Code Enforcement should call this number.

- Keep track of the case number given at the end of the call and follow up to see if the property is listed on the Blightstatus map (see below).

Blightstat:

The City of New Orleans meets monthly at City Hall to review the results and performance of the Office of Code Enforcement, the New Orleans Redevelopment Authority (NORA) and other City departments affiliated with blight prevention. Each meeting measures the City's progress towards pre-determined benchmarks in a variety of categories. The calendar of meetings can be viewed at: <http://www.nola.gov/code-enforcement/blightstat/>.

Blightstatus.nola.gov:

An online map of blighted properties in the Office of Code Enforcement's system and an extension of the City's Blightstat program. The website <http://blightstatus.nola.gov> hosts an updated map of the Office of Code Enforcement's responses to citizen blight reports. Users can search for specific properties or browse the citywide map to learn the status of individual cases as they progress through the code enforcement process.

Tax Assessor:

Accessible at <http://nolaassessor.com>, the Orleans Parish Assessor's Office website allows users to look up the owner of record for every land parcel in Orleans Parish. Like the Blightstatus tool, users can search for a specific owner name, tax number, address, or they can browse the map to find information about any property. This is useful when trying to contact the legal owner of a property in question.

NORA:

The New Orleans Redevelopment Authority is a government agency whose primary responsibility is revitalizing neighborhoods by returning residential and commercial properties to the real estate market. NORA oversees the City's Lot Next Door program and sells properties through targeted Redevelopment Initiatives. More information is available at their website, <http://noraworks.org>, especially in their FAQ pages.

Property.nola.gov:

Another tool for looking up legal information about individual parcels; <http://property.nola.gov> allows users to search by address, owner name, or tax bill number. Users can view the location information, owner/valuation information, and planning/development information that the City has on file. (The last category includes flood information, historic district designation, and planning district designations for each parcel.)

Data.nola.gov:

Data.nola.gov, accessible at <https://data.nola.gov/>, is the City's clearinghouse for the open datasets used to produce the resources listed above. Records of Code Enforcement, BlightStatus, and NORA functions are listed and updated here periodically and can be accessed online or downloaded for later analysis.

One Stop:

The City's consolidated point of contact for any licensing, permitting, or City Planning Commission applications. The One Stop Shop is accessible online at <http://www.nola.gov/onestop> or on the 7th Floor of City Hall. Information available on their website includes details about specific permits, a searchable records database, and a planning/zoning lookup tool.



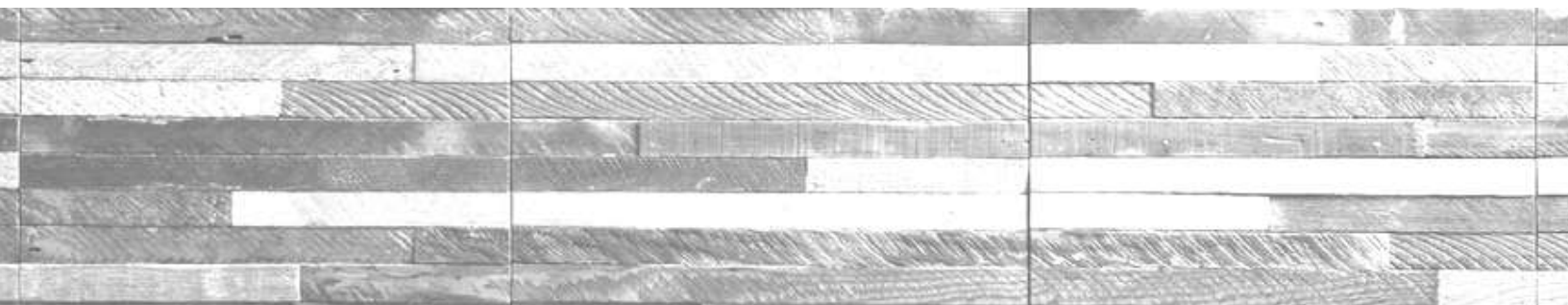
HOW DO I FIX MY BLIGHTED PROPERTY?

HOW CAN I FIX BLIGHT IN MY NEIGHBORHOOD?

THE ROAD HOME PROGRAM UNMET NEEDS PROCESS

HOME BUYING BASICS/PROPERTIES RETURNED TO
COMMERCE

IF A PROPERTY YOU OWN has been deemed 'blighted' or a 'public nuisance,' read this section to find out how to maintain the property; how to hire the right construction professional; and how to comply with historic building conservation standards.



HOW DO I FIX MY BLIGHTED PROPERTY?



Upkeep and Maintenance

The most important concern when dealing with a blighted property is to prevent damage until reconstruction has started in order to protect your home and your neighborhood. Keep the following steps in mind:

Secure the property

Board up all entryways including doorways, windows, and holes to prevent humans and animals from entering your home. Uninvited humans and animals can cause additional damage to your home and create a public safety issue for your neighborhood. *It is better to use screws rather than nails when securing your home so that the boards cannot be easily ripped off.*

Remove Wet Materials

Due to the hot and humid climate, it is important to remove materials that hold water. These can harbor mold and quickly damage additional parts of the structure, creating unsafe conditions.

Before removing any materials, it is important to thoroughly photograph all damage to the property. Many agencies, including Road Home and insurance companies, require ‘before’ pictures to prove the extent of damage.

Porous materials should be disposed of first. These include carpet, ceiling tiles, drywall, insulation, and clothed items. Some items, such as wood, metal, and/or plastic, may be saved, depending on the amount of mold. If salvageable, these items will need to be cleaned with a strong disinfectant. Simply painting over the materials will not work because the mold spores will not be killed—mold will continue to grow and the paint will peel off soon after.

- If a hired contractor is used for mold cleanup, the contractor must be licensed in mold remediation. A list of these contractors in Louisiana can be found at <http://www.lslbc.louisiana.gov/>.
- If the homeowner intends to complete the mold remediation themselves, a detailed guide on how to conduct this safely can be found on the Environmental Protection Agency’s website at <http://www.epa.gov/mold/cleanupguidelines.html>

Landscaping

Climbing vines—such as cat’s claw—can grow quickly, accelerate deterioration of a home, and lead to structural damage if left unchecked.

Regular landscaping will hinder the growth of damaging vines as well as help prevent infestation of vermin and insects, maintain the exterior of the home, and help keep nuisance letters at bay.

The City Council's guide to Housing Code Enforcement outlines the basic standards for building and property maintenance standards required by the City Code. The guidelines in the handbook describe the requirements for ensuring that your property's outside walls and features, roofs, yards and lots, other structures on lot, doors, and windows stay in compliance with New Orleans building code. Complete text can be found at <http://www.nolacitycouncil.com/docs/resources/HousingCodeHandbook.pdf>.

Properties that are found to be in violation of these standards can be reported to code enforcement. If the property owner does not comply with code during the inspection and hearing process and there is sufficient evidence to render a 'public nuisance' or 'blight' judgment against the property, Code Enforcement can level liens against the property. **The City can now levy up to \$1000 per violation.** Properties will be subject to additional daily fines that begin after 30 or more days if the property is still not in compliance with City Code.

Find non-profits that offer home renovation or individual home beautification services among those listed at the end of this guide.

Legal Resources: Clear Title Issues

Many homeowners who have blight judgments rendered against their property often find themselves without clear title to homes they've been living in for years. There are community and non-profit resources that take special care to address this problem, given its prevalence in New Orleans.

The Louisiana Appleseed Network has published a brief guide explaining the importance of establishing clear title to heir property. An electronic version of their six-page handbook can be found online at <http://www.appleseednetwork.org/wp-content/uploads/2012/05/Protect-Your-Property.pdf>.

Past transaction and contracts for the property in question can be accessed at the Notarial Archives. The Notarial Archives is a government agency that files and maintains land records and other contracts recorded in Orleans Parish. The Notarial Archives offices are located at 1340 Poydras Street, 5th floor.

To conduct a transfer, act of sale, or act of donation on a property, all parties must be present to file the application at the City of New Orleans Conveyance Office at 1340 Poydras Street, 4th floor. Additional information can be found at <http://www.orleanscivilclerk.com/> or by calling (504) 407-0007.

See the entries for legal resources in the listings at the end of this guide for more specific assistance on the issue of property title. Also, see the entry for GNO Info in 'Other Resources.'

Hiring a Reputable Contractor

Contractor fraud is a prevalent problem in areas affected by disasters. In order to prevent contractor fraud, use the resources available from the Louisiana State Licensing Board for Contractors found at <http://www.lslbc.louisiana.gov>. You can also find a reputable contractor through the Home Builders Association of Greater New Orleans at <http://www.hbagno.org> or by calling (504) 837-2700.

Keep the following in mind when selecting a contractor:

Hire only Louisiana State Licensed or Registered contractors.

- Commercial Projects over \$50,000 require state license
- Residential New Construction of Single Family Homes require state license

- Home Improvement/Remodeling over \$1,500 requires state registration
- Hazardous materials or mold remediation over \$1.00 requires state license

Verify Contractor Licenses or Registration numbers.

- Call 1-800-256-1392 or visit <http://www.lslbc.louisiana.gov> and search for contractor license/registration number.

Get second and third opinions.

- Get at least three local area references and review the contractor’s experience.
- Get at least three bids on the work to be performed.

Get a written contract.

- Don’t sign anything until you understand the terms of your contract clearly.

Track payments.

- Pay 10% down, or \$1,000, whichever is less, depending on project size and reasonable starting cost requirements.
- Don’t let payments get ahead of work completed.
- Keep a record of all payments.
- Don’t make the final payment until you are satisfied with the job.
- Never pay cash.
- Keep a job file of all papers relating to your construction project.

WHAT TO DO WHEN MEETING A CONTRACTOR

Request a copy of the following:

- Applicable Licenses – the license needed depends on the type of work being done
- General Liability and Workers Compensation Insurance – check to ensure that the insurance policy will remain in effect until the end of construction.

Ask the following questions:

- Do you have a physical office address?
- Do you guarantee your work?
- Have you or your company been a party to any construction-related litigation within the past five years?
- Will you provide me with a written lien waiver?
- Will you obtain all the required building permits?
- How is cleanup handled?
- How will you protect my home?
- How many projects like mine have you completed in the past year?

Building Permits: The City of New Orleans requires that permits be filed with the Office of Safety and Permits for the following actions when rehabilitating a home:

- New construction
- Structural repairs
- Non-structural renovation
- Demolition
- Electrical work
- Mechanical work

A note on demolition permits: If your property is located in the Neighborhood Conservation District, a demolition permit from the Neighborhood Conservation District Committee is required. More information about Demolition Permits, including the boundaries of the NCD, can be found at:

<http://www.nola.gov/onestop/building/demolition/demolition-permit/> and in the user

guide at the bottom of that page. For more information about special permits in historic districts, see the 'How are Homes in Historic Districts Affected?' section.

Applications for permits and the schedule of fees can be found at <http://www.nola.gov/onestop/building>. (See 'One Stop Shop' in City Resources for additional information.)

Construction Management

Although plenty of New Orleans property owners need contractors for maintenance, renovation, and wholesale construction work, not many know the ins-and-outs of working with a contractor. Don't let this lack of comfort and/or technical knowledge prevent you from getting the necessary work completed on your property.

Some organizations offer construction management services, acting as advisors to help protect homeowners from fraud and miscommunication. Construction project management (CPM) is the overall planning, coordination and control of a project from development to completion. Depending on the house, many homeowners hire third-party construction managers to coordinate and expedite the work between architects, material suppliers and construction crews.

Construction projects normally follow a logical sequence, similar to the following:

- File permits
- Work on structure and/or foundation
- Roof work
- Environmental treatments including lead, asbestos, mold, termite, etc.
- Exterior carpentry
- Rough framing
- Rough MEPs (Mechanical, Electric, Plumbing)
- Framing inspection (open wall)
- Insulation
- Drywall
- Interior paint
- Flooring
- Cabinets/Countertops
- Trim carpentry (Baseboards, Molding, Doors, etc)
- Trim MEPs (Mechanical, Electric, Plumbing)
- Final inspections (Closed Wall)
- Certificate of Occupancy
- Release of electric, gas, and water meters

Find non-profits and rebuilding organizations that offer construction management services among those listed at the end of this guide.

How are homes in historic districts affected?

The Historic District Landmarks Commission (HDLC) is the City's regulatory agency for local Historic District Landmarks Commissions² outside of the Vieux Carre³. The HDLC preserves the historic characteristics of neighborhoods and offers assistance to owners to ensure that any changes to the exterior are appropriate to the architecture of the building and the character of the district. The regulations provide for a design review process that allows for pre-application conferences.

An HDLC-issued Certificate of Appropriateness is required for work on the exterior of all buildings located within local historic districts and for individually-designated landmark buildings. Categories of exterior work include repairs, alterations, additions, demolition, relocation, new construction, and site work such as fencing or paving.

² <http://www.nola.gov/hdlc/staff-commission-contacts/>

³ <http://www.nola.gov/RESIDENTS/Vieux-Carre-Commission/>

New Orleans Historic Districts cover the following areas (excluding the French Quarter, which is covered by the Vieux Carré Commission):

- St. Charles Ave. corridor between Napoleon Ave. and the CBD
- Irish Channel & Garden District
- CBD and Warehouse District
- Canal Street adjacent to the French Quarter
- Algiers Point
- Marigny & Bywater
- Holy Cross
- Treme
- Esplanade Ridge

Check the map at <http://www.nola.gov/hdlc/map/> or search for a specific property by address at <http://property.nola.gov> to see its historic district status.

If your property does fall within a historic district, exterior renovation will need a Certificate of Appropriateness and must comply⁴ with the following process:

Application: All work proposed must begin with filling out a *Master Building Permit Application*. Depending on the type of work, drawings may be required. The HDLC encourages drawings to be submitted in an electronic format. Drawings larger than 11x17 in. must be submitted electronically.

Review Process: the plans examiner will review the application and if the work can be approved at the staff level, a Certificate of Appropriateness will be issued. The normal waiting time for applications which can be approved by the staff ranges from 6-10 weeks.

Architectural Review Committee Meeting: If the work proposed requires approval from the Architectural Review Committee (ARC), the plans examiner will let the applicant know the date and time of the meeting. The applicant/owner is required to attend the meeting to make sure all issues are discussed.

Commission Meeting: sometimes a project needs the approval of the full Commission. These projects usually involve demolition, new construction, or the retention of work done in violation.

Certificate of Appropriateness: once the project receives all the necessary approvals, a Certificate of Appropriateness (C of A) will be issued by the HDLC. Once a C of A is issued, the applicant may obtain a building permit if needed.

Although a Certificate of Appropriateness is required by the HDLC for the following work, no permit is required from the Department of Safety and Permits:

- Removal and replacement of deteriorated weatherboards, aluminum or vinyl siding
- Removal and replacement of deteriorated floor boards
- Removal and replacement of deteriorated porches and steps - front, rear and sides, when not in conflict with the Zoning Ordinance
- Paving of yard
- Retaining walls which are not over three (3) feet in height
- Exterior painting when not requiring protective scaffolding over public property
- Roofing and/or gutter work with respect to one and two family dwellings
- Fences up to seven (7) feet in height. - Exemption from the permit requirements of this Code shall not be deemed to grant authorization for any work to be done in

⁴ The painting of a building does not require a CoA unless it involves the painting of a previously unpainted brick surface, or the painting involves caulking and/or changing of weatherboards.

any manner in violation of the provisions of this Code or any other laws or ordinances of the City of New Orleans including Vieux Carré

- Commission and Historic District Landmarks Commission requirements.

Complete explanations of the design guidelines for properties in New Orleans Historic Districts can be found at the HDLC Design Guidelines page at <http://www.nola.gov/hdlc/design-guidelines/>.

Find resources available to property owners in historic districts in the Preservation Resource Center entry at the end of this guide, or at the HDLC homepage.



HOW DO I FIX MY BLIGHTED PROPERTY?

HOW CAN I FIX BLIGHT IN MY NEIGHBORHOOD?

THE ROAD HOME PROGRAM UNMET NEEDS PROCESS

HOMEBUYING BASICS/PROPERTIES RETURNED TO COMMERCE

IF YOU WANT TO TACKLE THE BLIGHT ON YOUR OWN BLOCK, read this section to find tips about tracking a property's code enforcement status; resources for doing something with vacant land; organize a property campaign; or other strategies for community stewardship of abandoned property.



HOW CAN I FIGHT BLIGHT IN MY NEIGHBORHOOD?



Track Properties Individually

The fastest way—and only legal way—to eliminate blight on a property-by-property basis is through diligent adherence to the City’s code enforcement process. Private citizens interested in seeing the process through to the finish for specific properties should keep a few things in mind when reporting properties to 311:

Track blighted properties close to you:

Make a note of the address and any special considerations about the status of the structure. Drug activity, vagrants (see below), high weeds, trash/debris, open windows/doors, rodents, and structural problems are all reportable issues.

- Notify the 311 operator if you are interested in purchasing the property that you’re reporting: Code Enforcement will notify you if the property is sent to Sheriff Sale.
- Notify 311 if the building is in imminent danger of collapse—special steps can be taken to demolishing an abandoned building if it poses an immediate threat to properties around it.
- *If you think someone might be using the abandoned building as a dwelling, you can contact Unity of GNO’s Abandoned Building Team. More information can be found at <http://unitygno.org/about/programs/street-abandoned-bldg-outreach/>.*
- *Optional:* Look up the owner on the tax assessor’s website—<http://nolaassessor.com/search.html>, at the One Stop Shop, or on Property.nola.gov.

Use BlightStatus:

Follow the code enforcement process at <http://blightstatus.nola.gov/>

- The city hosts BlightStat meetings on the second Thursday of every month from 8 am - 10 am in the 8th floor conference room of City Hall. You can attend these to find out more about the City’s tracking process.

Attend the Code Enforcement hearing:

Most properties now make it to hearing in 90 days or less.

- At the hearing, the property will be declared either ‘Guilty’ or ‘In Compliance.’ If it is declared ‘Guilty,’ the property will be fined and possibly demolished, mowed, or sold in a Sheriff’s sale. By attending the hearing, you can voice your complaints about the property and influence the final outcome.
- To find out when a property is scheduled for hearing, check the hearings calendar at <http://www.nola.gov/code-enforcement/calendar/>. The hearings calendar will give you the exact time and date. Alternatively, you can call 311 or look on <http://blightstatus.nola.gov>. Hearings are small, usually with only 3 or 4 people in attendance. They take place in an office, so you will not have to give a public speech.⁵

⁵ Paraphrased closely from “Fight Blight!” document produced by New Orleans Area Habitat for Humanity.

Vacant Land Strategies

Vacant land is a natural product of deteriorating buildings and the code enforcement process. Empty space can pose a different sort of problem to neighborhoods than that posed by shuttered buildings. Abandoned lots accumulate an unsightly mix of garbage and weeds, becoming eyesores that attract crime, depress nearby home values, and pose health risks.

In partnership with United Saints Recovery Project, Jericho Road Episcopal Housing Initiative has developed a strategy for beautifying and stabilizing vacant lots in the Central City neighborhoods they serve. Jericho Road and the Tulane City Center released a handbook of vacant lot solutions for New Orleans neighborhoods; it's now available from Jericho Road's website at <http://www.jerichohousing.org/vacant-land-site-strategies-jerichoroad.pdf>. The 40-page describes policy and program structures; provides information about species of groundcover, fences, and trees; and illustrates the need for a cohesive vacant land management strategy.

Included in the guide are suggestions for what to do with vacant lots. Plans include suggestions for different kinds of vegetation—from ground cover to trees—and suggestions for how to turn empty lots into orchards, community gardens, pocket parks, and assets for storm water management.

Find non-profit organizations and volunteer groups that offer community beautification among those listed at the end of this guide.

Organize a Property Campaign

Fighting blight on the scale of whole neighborhoods requires residents to combine the diligent reporting and tracking of a property through the code enforcement process with the political power of an organized community. In 2008, the Freret and Milan neighborhoods did just that, conducting a neighborhood-wide property survey. They worked with property owners and city officials to help target blighted properties strategically, utilizing a Community-City Hall dialogue to address the high incidence of blight in the neighborhood. The effort is ongoing; the Property Campaign re-surveys all properties on a yearly basis to track improvement and re-focus their effort.

If you'd like to **organize a property campaign** in your own neighborhood, see the Freret-Milan Property Campaign website for more information at <http://www.nhsnola.org/site113.php>. The Freret Neighborhood Center, the organization that helps coordinate the campaign, makes training material available here: <https://sites.google.com/site/fncnola/property-campaign>. See their seven-step guide to "Starting a Blight Campaign in Your Neighborhood."

If you'd like to **find the neighborhood association** that represents where you live, consult the City's map of Self-Reported Neighborhood Association Boundaries at <https://data.nola.gov/Geographic-Reference/Self-Reported-Neighborhood-Association-Boundaries/t2b3-x5hi> or the list of neighborhoods on file at the City's Office of Neighborhood Engagement at <http://www.nola.gov/neighborhood-engagement/organizations/>.

If you'd like to **organize your own neighborhood association or improve how it's run**, see the Neighborhood Association Manual produced by the Committee for a Better New Orleans, available at <http://nolacpp.files.wordpress.com/2013/02/neighborhood-manual-final2.pdf>.

Find organizations that offer community/blight survey services among those listed at the end of this guide.

Other Options Available to Neighborhoods

The most straightforward path to recovery for blighted residential properties—properties move through code enforcement and into new ownership—is an unlikely prospect for neighborhoods in “weak-market areas.” Weak market areas are those where significant investment in developing the existing (buy vacant) housing stock is unlikely to occur, due to economic conditions.

In a forthcoming guide, Miller Urban Consulting will present a “blight toolkit,” to help residents understand the different mechanisms that exist for bringing property in their neighborhood out of its blighted condition. The toolkit will include discussion of the Market Value Analysis and information about how residents can understand their neighborhood market type; a review of the blight-related policies, information about the costs associated with maintaining a vacant lot and various mechanisms for reducing those costs, and information and resources related to establishing alternative land uses.

Release of this information is planned for mid-March. When ready, it will be released on the Foundation for Louisiana’s website and the Miller Urban Consulting website.

Find more information at <http://www.millerurbanconsulting.com/>.



HOW DO I FIX MY BLIGHTED PROPERTY?

HOW CAN I FIX BLIGHT IN MY NEIGHBORHOOD?

THE ROAD HOME PROGRAM UNMET NEEDS PROCESS

HOME BUYING BASICS/PROPERTIES RETURNED TO
COMMERCE

IF YOU WERE A ROAD HOME RECIPIENT and still haven't been able to return home, read this section for more information on how to proceed.



THE ROAD HOME PROGRAM UNMET NEEDS PROCESS

WHAT IS UNMET NEEDS?

People who received Road Home grants and promised to return home may have encountered problems that left them unable to do so. The Road Home Program has therefore created an Unmet Needs process to assist some of these homeowners.

People who have faced certain approved Unmet Needs, outlined below, and who can provide documents to prove it, may be able to receive additional help returning home. No monies will be distributed to applicants; instead, they will be used to pay for rebuilding measures.

Who is eligible for Road Home's Unmet Needs Process? The policy is only applicable to homeowners who:

1. Received a Road Home award and chose Option 1, have not met the terms of their grant agreement, and are subject to recapture of grant funds; and
2. Have not returned home (unable to re-occupy the damaged residence) and/or have not completed elevation (if they were required to elevate). Help may also be available if the homeowner has returned home but the home still doesn't meet habitability standards.

What are the approved Unmet Needs?

Contractor/builder fraud

Contractor fraud is defined as an act committed by a contractor, misrepresenting themselves to a customer (applicant), in which services were not performed according to a binding contract.

Examples:

- Contractor received payment but did not start project
- Contractor received payment but did not complete or completed repairs that rendered structure uninhabitable
- Contactor received payment but did not deliver home or delivered home in an uninhabitable state

Involuntary forced mortgage payoff

An involuntary forced mortgage payoff is when the mortgage company forced you to use your Road Home Funds to either put a large payment toward your mortgage balance or to pay your mortgage off in full, with the funds. This cannot be a voluntary payoff.

Theft/vandalism

Theft/Vandalism identifies that there was intent by another to steal and/or destroy your personal property. Personal property includes items and/or materials purchased with your Road Home funds, to repair your damaged residence. Examples of theft/vandalism include having building supplies and materials stolen, or the structure on your property suffering damage of some kind (e.g. pipes removed, graffiti, etc.).

Damage from a subsequent event

Your damaged residence was repaired and rebuilt with your Road Home funds and, due to a subsequent event (storm, fire, or flood), you experienced damages.

Contaminated drywall

During repairing and/or rebuilding your damaged residence, with your Road Home funds, contaminated drywall was installed in your home and had to be removed.

Reclassify Elevation Funds

If you received the Road Home Elevation Incentive from the Road Home Program, but were unable to elevate your home due to cost, and used those designated funds to repair and/or rebuild your damaged residence. Reclassification of the elevation funds to another grant that you received may be applied.

Other Circumstances

Other circumstances that occurred after your initial Road Home closing that may have hindered and/or delayed you from repairing and/or rebuilding your damaged residence with your Road Home funds. Examples include needing additional time to complete repairs or the death of the applicant or co-applicant (if applicable).

If you believe you may be eligible for this program, you should contact the Road Home Call Center at 1-888-762-3252 (TTY callers use 711 relay or 1-800-846-5277) to discuss the status of your file or schedule an appointment with an Outreach Advisor. For further information and to obtain sample forms, visit the Road Home website at <http://www.road2la.org>.

Please be aware that you will have to be able to produce documents that prove your Unmet Need.

Many of the non-profit groups in this handbook are also helping homeowners qualify for this program. You are encouraged to contact a group in your area so that they may assist you. They may also be able to let you know if there are other programs that could help you get home. (Also, see the GNO Info resources for “road home” at <http://www.gnoinfo.com/?s=road+home>.)




HOW DO I FIX MY BLIGHTED PROPERTY?

HOW CAN I FIX BLIGHT IN MY NEIGHBORHOOD?

THE ROAD HOME PROGRAM UNMET NEEDS PROCESS

HOME BUYING BASICS/PROPERTIES RETURNED TO COMMERCE

IF YOU WANT TO FIND OUT HOW PROPERTIES CAN BE OBTAINED AFTER COMPLETING THE CODE ENFORCEMENT PROCESS, read this section to find links to the appropriate sales programs.



HOME-BUYING BASICS/PROPERTIES RETURNED TO COMMERCE

After all is said and done in the City’s code enforcement process—property inspection, hearing, judgment—the best outcome for still-blighted properties is to be purchased through one of the City’s several channels for returning real estate to commerce.

NORA Property Sales

The New Orleans Redevelopment Authority sells targeted groups of properties in the Louisiana Land Trust through their Request for Proposal (RFP) process. Individuals are asked to review OPEN RFPs and submit proposals for the purchase of the properties listed as available through the RFP. Should you have any questions, contact the project manager listed as the point of contact for the particular RFP. If you have general questions, please call (504) 658-4400.

Find out more at <http://www.noraworks.org/faqs>.

Sheriff’s Sales/Lien Foreclosure

When a property has proceeded through the code enforcement process and is considered marketable, it is sold at public auction by the Orleans Parish Civil Sheriff’s Office. Properties are eligible for Sheriff’s Sale if they have NOT had the homestead exemption applied to them, if they have NOT been through tax sale in three years, and if they have a blight judgment rendered against them.⁶ To find out more about where properties are listed and how neighborhoods can push blighted properties towards Sheriff’s Sale, see the Freret Neighborhood’s resource page at <https://sites.google.com/site/fncnola/property-campaign/acquire-or-promote-the-acquisition-of-a-vacant-property>.

Sheriff’s Sales properties can be viewed at <http://civilsheriff.com/RealEstateSales.asp>.

Property Tax Sales

The City of New Orleans also sells blighted properties through tax sales—auction-style sales in which a share of the property’s delinquent tax bill is ‘sold’ to whoever is willing to bid for the least percent ownership. Winners do not immediately gain ownership of the property; tax title-holders have a clear path to title if the property’s original owners do not “redeem” their ownership within three years (or eighteen months in the case of legally ‘blighted’ properties).⁷ Find more information about tax sales at <http://civicsource.com/content/taxtitlesaleguide>.

Bidding on tax sale properties is done at <http://civicsource.com/>.

⁶ <https://sites.google.com/site/fncnola/property-campaign/acquire-or-promote-the-acquisition-of-a-vacant-property>

⁷ <https://sites.google.com/site/fncnola/property-campaign/acquire-or-promote-the-acquisition-of-a-vacant-property>

OTHER RESOURCES

Whodata.org

“An online mapping tool for New Orleans” resource available at <http://whodata.org> or <http://whodata.net>, allows users to search through layered property data in over a dozen maps produced over the past several years.

Open-source geo-coding and Geographic Information System (GIS)

Geographic Information Systems are computer systems designed to store and display information in map-based formats. There are several open-sourced, or free, programs available online.

GIS programs can be useful for residents who are interested in organizing their property campaigns or otherwise curious about mapping data not already available freely through the City or other open-source efforts. Free GIS software like **QGIS** and **Grass GIS** allow users to create their own maps. **Google Fusion Tables** allow users to display tabular data (data in a spreadsheet) on a customizable Google Map.

GNO Info

Found online at <http://httpwww.gnoinfo.com>, GNO Info is a catch-all guide to resources and information about the Greater New Orleans area. The information available in their “Recovery Assistance,” “Legal Assistance,” and “Homeowners” sections, among other sections, contains links to resources relevant to addressing housing and blight issues in the region.

The Louisiana Civil Justice Center

A legal service hotline that provides basic legal advice and referrals to legal aid programs for low-income, elderly, or disaster-affected persons in Louisiana. They can be reached at 1-800-310-7029 or (504) 355-0970 or at their website <http://www.laciviljustice.org/>.

In addition to the New Orleans-specific guides to organizing property campaigns and vacant land strategies, there is ***Blight on the Block: A Resident's Guide to Reducing Blight***. Compiled by University of Michigan graduate students in the Urban Planning program, this **170-plus-page Detroit-specific guide** focuses on local neighborhoods and case studies with an added focus on community art and community crime prevention tips. It is available for free at: http://taubmancollege.umich.edu/planning/students/student_work/project_galleries/blight_block_residents_guide_reducing_blight/.

NEW ORLEANS-AREA COMMUNITY & NON-PROFIT RESOURCES

We've included information for New Orleans-area non-profits that have identified themselves as a provider of at least one service to homeowners that combats blight. We encourage you to use the information listed here as a starting point for undertaking any project described in the guide to this point. Please follow up directly with any organization in this listing to find out more about what they do.

We intend to keep this Blight Resource Guide as current and updated as possible. The online version will be republished as new or corrected information becomes available. The printed version will be republished based on various factors, but within no more than two years. Therefore, we invite and encourage users of this Guide to contact us whenever you find information that is outdated or incorrect. We also invite users, service providers and other resources to contact us any time you have new information to add.

Updates and corrections to information contained in
this guide should be sent to info@cbno.org



COMMUNITY AND NON-PROFIT RESOURCES - SERVICES OFFERED

Services Offered	New Home Construction	Construction Management	Home Renovation	Demolition	Ind. Home Beautification	Community Beautification	Volunteer Coordination	Community /Blight Survey	Legal Services	Repurposed Building Materials	Home Buyer Counseling	Credit Counseling	Property Acquisition
Associated Neighborhood Development	■	■				■		■					■
Beacon of Hope Resource Center								■					
Broadmoor Development Corp.	■												■
Build Now	■	■							■		■	■	■
Camp Restore			■			■	■	■					
Comm. for a Better New Orleans								■					
Common Ground Relief	■	■	■	■	■	■	■	■	■			■	
Dillard Univ. CDC						■	■	■					
Freret Neighborhood Center								■					
Global Green, USA			■										
Habitat for Humanity	■		■		■	■				■			
HandsOn New Orlenas						■	■						
Harmony Neighborhood Development	■	■	■								■	■	
Jericho Road	■				■	■	■	■			■		
Louisiana Appleseed													
Lower Ninth Ward CSED					■	■	■						
Lower Ninth Ward Home Ownership Association								■					
Lower Ninth Ward NENA	■	■	■					■			■	■	■
Lowernine.org		■	■	■	■	■	■	■					
Neighborhood Development Foundation											■	■	
Neighborhood Housing Services	■	■	■		■	■	■	■			■	■	■
Northshore Disaster Recovery	■	■	■	■	■		■			■			
Preservation Resource Center			■								■		■
Preservation Salvage Store										■			
Pro Bono Project									■				
Project Home Again	■			■		■	■						■
Project Homecoming	■	■	■				■						
Rebuilding Together New Orleans			■		■		■						
Southeast LA Legal Services									■				
St. Bernard Project	■	■	■								■		■
United Saints Recovery Project		■			■	■	■	■					
Urban Impact Ministries				■		■	■						
Youth Rebuilding New Orleans		■	■		■	■	■	■					■

COMMUNITY AND NON-PROFIT RESOURCES - AREAS SERVED

Areas Served	Orleans Parish	7- Ward	Broadmoor	Central City	Gentilly	Lower 9- Ward	Specific N.O. Neighborhoods	Greater New Orleans	Jefferson Parish	St. Bernard Parish	N.O.-area Parishes
Associated Neighborhood Development				■							
Beacon of Hope Resource Center	■										
Broadmoor Development Corp.			■								
Build Now								■			
Camp Restore							■	■			
Comm. for a Better New Orleans	■										
Common Ground Relief	■								■	■	■
Dillard Univ. CDC					■						
Freret Neighborhood Center							■				
Global Green, USA	■										
Habitat for Humanity	■	■		■			■				
HandsOn New Orlenas	■	■		■							
Harmony Neighborhood Development				■							
Jericho Road				■							
Louisiana Appleseed	■							■			■
Lower Ninth Ward CSED						■					
Lower Ninth Ward Home Ownership Association						■					
Lower Ninth Ward NENA						■		■			
Lowernine.org						■					
Neighborhood Development Foundation								■			
Neighborhood Housing Services							■	■			
Northshore Disaster Recovery	■								■	■	■
Preservation Resource Center	■										
Preservation Salvage Store								■			
Pro Bono Project								■			
Project Home Again					■						
Project Homecoming	■				■		■				
Rebuilding Together New Orleans		■	■		■	■					
Southeast LA Legal Services	■								■		
St. Bernard Project	■								■	■	■
United Saints Recovery Project	■										
Urban Impact Ministries				■							
Youth Rebuilding New Orleans							■				

Associated Neighborhood Development

Organization offering a number of housing services and educational opportunities for interested property owners.

Phone	(504) 488-0155
Website	http://ndf-neworleans.org/
Street Address	
City, State, Zip	
Hours	
Areas Served	Central City

Affordable Housing Program:

Program services offered:

- New Home Construction
- Construction Management
- Community Beautification (neighborhood clean ups)
- Community Organizing/Blight Surveying
- Property Acquisition

Works with clients who:

- Are 18 or older
- Have incomes 50% to 120% AMI
- Take home buyer training

Program Contact:

Contact Phone: (504) 488-0155

Contact E-mail:

Program Website: www.and-nola.org

Beacon of Hope Resource Center

Neighborhood recovery organization providing resources and info for storm-devastated areas in greater New Orleans. Beacon of Hope works with neighborhood associations on tracking blighted properties and help them create strategies that might help remediate those properties.

Phone	(504) 309-5120
Website	http://www.beaconofhopenola.org
Street Address	145 Robert E Lee Blvd Suite 200
City, State, Zip	New Orleans, LA 70124
Hours	Monday – Friday, 8:30 am - 4:30 pm
Areas Served	Orleans Parish

Blight Remediation:

Program services offered:

- Community Organizing/Blight Surveying

Client Requirements:

- There are some technical costs associated with some projects.

Program Contact:

Contact Phone:

Contact E-mail: contact@beaconofhopenola.org

Program Website: www.beaconofhopenola.org

Broadmoor Development Corporation

BDC works to enhance the economic well-being of the Broadmoor neighborhood. Created in 2006 to help meet housing needs in the aftermath of Hurricane Katrina, in a neighborhood where 100% of properties suffered between 6 and 10 feet of flooding, the BDC currently works to promote a more sustainable Broadmoor by minimizing blight, building homeowner assets, and promoting private investment. The BDC currently offers newly constructed homes and renovated properties for sale.

Phone	(504) 309-2571
Website	http://broadmoorcorp.com/
Street Address	2703 S. Broad St.
City, State, Zip	New Orleans, LA 70125
Hours	Monday - Friday, 9:00 am - 5:00 pm
Areas Served	Broadmoor

Prospective Homebuyer:

Program services offered:

- New Home Construction

Program Contact: Diana Searl
Contact Phone: (504) 309-2571
Contact E-mail: info@broadmoorcorp.com
Program Website: <http://broadmoorcorp.com/>

Works with clients who:

- Are 18 or older
- Have low-moderate incomes
- Take home buyer training

BDC offers a wide array of financial resources and multiple support services depending on eligibility and need; for example, their First Time Home Buyers Program offers up to \$65,000 in loan subsidies to eligible individuals. Contact them at (504) 309-2571 if you would like to inquire about the opportunities that they have available.

Build Now

Build Now was founded to build new, elevated, high quality homes with traditional New Orleans architecture. They have helped over 60 families move into their dream home and continue to look for new clients to serve.

Phone	(504) 373-6962
Website	http://www.buildnownola.com
Street Address	2372 St Claude Ave
City, State, Zip	New Orleans, LA 70117
Hours	By Appointment
Areas Served	Greater New Orleans

Buying New Homes for Residents:

Program services offered:

- New Home Construction
- Construction Management
- Property Acquisition

Program Contact: Nikki Najiola
Contact Phone: (504) 458-5708
Contact E-mail: najiola@buildnownola.com
Program Website: www.buildnownola.com

Works with clients who:

Build Now is a non-profit home builder based in New Orleans. They walk clients through the entire construction process, including putting together financing,

designing blueprints, and applying for permits. They then build houses using our licensed contractors. Build Now helps clients access all available government funding and, in some cases, makes extra funding available.

Camp Restore

In addition to home restoration, Camp Restore coordinates with and supplies volunteers to local non-profit organizations who use volunteers to achieve their missions. They always welcome exploring new opportunities for partnership in service.

Phone	(504) 242-2636
Website	http://www.camprestore.org
Street Address	9301 Chef Menteur Highway
City, State, Zip	New Orleans, LA 70127
Hours	Monday – Friday, 8:00 am - 4:00 pm
Areas Served	Greater New Orleans

Home Restoration:

Program services offered:

- Home Renovation
- Community Beautification (neighborhood clean-ups)
- Volunteer Coordination
- Community Organizing/Blight Surveying

Works with clients who:

- Are home owners
- Assist with project if able
- Have resided in home prior to Katrina

Program Contact: Lois Sullivan
 Contact Phone: (504) 242-2636
 Contact E-mail: info@camprestore.org
 Program Website: www.camprestore.org

Throughout the year Camp Restore hosts thousands of volunteers with a wide range of construction skills, who work to help New Orleans-area families restore their storm-damaged homes. They are working to build our capacity for assisting in purchasing materials, but at the moment our most significant resource is volunteer labor. Camp Restore will go anywhere, but has a special program focus in the Lower Ninth Ward, Gentilly, New Orleans East, and St. Bernard Parish.

Committee for a Better New Orleans

Non-profit that offers help with community organizing and neighborhood association support.

Phone	(504) 267-4666
Website	http://www.cbno.org/
Street Address	4902 Canal St., Suite 300
City, State, Zip	New Orleans, LA 70112
Hours	
Areas Served	Orleans Parish

New Orleans Citizen Participation Project:

Program services offered:

- Community Organizing/Blight Surveying

Works with clients who:

- Assist with the project, if able
- Are neighborhood organizations

Program Contact: Breonne DeDecker
Contact Phone: (504) 267-4665
Contact E-mail: nolacpp@gmail.com
Program Website: <http://nolacpp.wordpress.com>

The New Orleans Citizen Participation Project seeks to create a formal structure to get more resident input in government decision-making. We work with individuals and neighborhood associations (mostly in Gentilly, but also citywide) to inform them of government decisions that will impact their quality of life, build the capacity of these groups, and facilitate their input to city government.

Common Ground Relief

Assistance including debris removal, yard work, home repair and reconstruction. Case-by-case aid. Walk-in and free services.

Phone	(504) 312-1729
Website	http://www.commongroundrelief.org
Street Address	1800 Deslonde Street
City, State, Zip	New Orleans, LA 70117
Hours	Monday - Saturday, 9:00 am - 5:00 pm
Areas Served	Greater New Orleans (See programs for more information)

Common Ground Relief Legal Clinic, LLC:

Program services offered:

- Legal Services
- Credit Counseling

Works with clients who:

- Reside in Jefferson, Orleans or St. Bernard Parishes

Program Contact:
Contact Phone: (504) 717-7324
Contact E-mail:
Program Website: <http://www.commongroundrelief.org/legalclinic>

The Legal Clinic is open Tuesday through Saturday. Call (504) 717-7324 to schedule an appointment to meet with an attorney. The clinic is located at 1800 Deslonde Street in the Lower Ninth Ward. The clinic handles all types of civil litigation, will preparation, successions, family practice and criminal law. A debt clinic is held the second Saturday of each month from 12 to 3 pm.

Common Ground Relief Millwork and Cabinetry, LLC:

Program services offered:

- New Home Construction
- Home Renovation

Works with clients who:

- Reside in Jefferson, Orleans or St. Bernard Parishes

Program Contact:
Contact Phone: (504) 235-1759
Contact E-mail:
Program Website: www.commongroundrelief.org

Installation of doors, window, and door trim and all types of wood moldings for house and business interiors. Custom wood moldings can also be created. Liability and workers comp insurance policies are in place.

This program is part of Common Ground Relief's Job Training Program. The millwork program hires and trains local youth in carpentry skills.

CGR New Home Construction & Elevations:

Program services offered:

- New Home Construction
- Construction Management
- Home Renovation
- Demolition

Works with clients who:

- Reside in Jefferson, Orleans, St. Bernard or St. Tammany Parishes

Program Contact: Thom Pepper
Contact Phone: (504) 312-1731
Contact E-mail:
Program Website: www.commongroundrelief.org

In partnership with a local licensed, insured and bonded general contractor, Common Ground Relief is working with Road Home and HMGP participants to construct new homes and elevate existing houses. Contractor partner also has "riggers" insurance. New Home Construction Services also available to first time buyers and Small Rental Property Program participants.

Common Ground Relief Volunteers:

Program services offered:

- Individual Home Beautification (exterior home improvements)
- Community Beautification (neighborhood clean-ups)
- Volunteer Coordination
- Community Organizing/Blight Surveying

Works with clients who:

- Reside in Orleans Parish
- Be the home owner
- Provide materials
- Have resided in home *prior* to Katrina

Program Contact:
Contact Phone: (504) 312-1729
Contact E-mail:
Program Website: www.commongroundrelief.org

Common Ground Relief provides free volunteer construction labor for framing and drywall installation and finishing and painting. Services provided on a case-by-case basis and volunteer availability. Volunteers also available for community service projects when booked in advance.

Common Ground Relief Wetlands LLC:

Program services offered:

- Wetlands Restoration
- Raingarden Installations

Client Requirements:

- Program involves travel by car, boat and airboat to wildlife refuge areas throughout the region

Program Contact: Wetlands Coordinator
Contact Phone: (504) 442-2314
Contact E-mail: wetlands@commongroundrelief.org
Program Website:

Fee-based program that provides opportunities for students, residents and convention groups to plant marsh grasses and bottomland hardwood trees in wetland areas throughout southern Louisiana. Half-day and full-day programs available.

Liability insurance in place. Program directed by trained wilderness first responder and waterfront lifeguard.

Raingarden installations for residents are also available.

Dillard University Community Development Corporation

The CDC was established in 2002 to increase homeownership in Gentilly neighborhoods. That focus shifted in 2005 following Hurricane Katrina. Today the CDC is actively engaged in revitalization across the city, working to assist in rebuilding the infrastructure of New Orleans, while also offering numerous community outreach programs.

Phone	(504) 816-4704
Website	http://dillardcdc.com/
Street Address	2601 Gentilly Blvd.
City, State, Zip	New Orleans, LA 70122
Hours	
Areas Served	Gentilly

Office of Community Relations:

Program services offered:

- Community beautifications (neighborhood clean-ups)
- Volunteer coordination
- Community organizing/blight surveying

Works with clients who:

- Are 8 years or older
- Have low to medium incomes
- Reside in Gentilly
- Are an organization/neighborhood association

Program Contact: Nick Harris
Contact Phone: (504) 816-4704
Contact E-mail: nharris@dillard.edu
Program Website: <http://www.dillard.edu>

Provides program assistance to neighborhood organizations, educational institutions, churches, youth organizations, senior citizens, and small businesses.

Freret Neighborhood Center

The Freret Neighborhood Center was opened in 2007 to revitalize the neighborhood and organize community capacity. The center serves as a space for the community to gather and for the fostering of leadership development in the Freret and Milan neighborhoods.

Phone	(504) 373-6403
Website	http://www.nhsnola.org/site14.php
Street Address	4605 Freret Street
City, State, Zip	New Orleans, LA 70115
Hours	
Areas Served	Freret and Milan Neighborhoods

Freret-Milan Property Campaign:

Program services offered:

- Community Organizing/Blight Surveying

Works with clients who:

Program Contact: Eva Sohl
Contact Phone: (504) 407-7684
Contact E-mail: evasohl@nhsnola.com
Program Website: <http://nhsnola.org/site113.php>

The Freret/Milan Property Campaign is a group of neighbors whose primary focus is the identification and remediation of abandoned properties in the Freret and Milan area. The Freret Neighborhood Center provides space, technical assistance and one-on-ones to any residents who want to address vacant properties.

The Property Campaign team meets every first Tuesday of the month at 6:30 at the Freret Neighborhood Center to survey properties and identify blight; try to connect owners of damaged property with resources to renovate; and recommend target properties in the neighborhood to focus on and follow up with them through the City's Code Enforcement process.

Global Green, USA

The Green Building Resource Center is open for residents to come in and gain information about energy efficiency, water efficiency, and storm-water management for their home/lot. Global Green is working in partnership with Energy Smart to do community outreach around energy efficiency. The NOLA Wise loan is available to complement the Energy Smart rebates for energy efficiency upgrades.

Phone	(504) 523-9473
Website	http://www.globalgreen.org/articles/global/115 ; http://www.nolawise.org/
Street Address	2705 S. Broad St.
City, State, Zip	New Orleans, LA 70125
Hours	10:00 am - 4:00 pm
Areas Served	Orleans Parish

NOLA Wise Energy Efficiency Loan:

1. Choose an Energy Smart Certified Contractor & get an assessment.
2. Agree on a scope of work with your contractor
3. Contact Fidelity Homestead Savings Bank (Marci: 504-283-0003) to begin loan application. (Application requires bid from contractor, driver's license, and 2 most recent pay stubs.)

Unsecured loans from \$3,000 - \$15,000 are available, as are secured loans from \$15,001-\$25,000. Call (504) 523-9473 for more information.

Program services offered:

- Energy Efficiency Resources
- Energy Efficiency Financing
- Stormwater Management Resources
- Outreach/Community Education

Works with clients who:

Program Contact: Robyn Kilman
Contact Phone: (504) 523-9473
Contact E-mail: nolawise@globalgreen.org
Program Website: www.nolawise.org/

Habitat for Humanity

Home building at low-cost for qualifying residents who (1) need shelter, (2) are willing to partner, (3) can repay loan, (4) earn 35-50% of median income, and (5) have good or no credit. Call for more information; the process can take one to two years.

Phone	(504) 861-2077
Website	http://www.habitat-nola.org/
Street Address	2900 Elysian Fields Ave.
City, State, Zip	New Orleans, LA 70122
Hours	Monday - Friday, 8:15 am - 5:00 pm
Areas Served	Orleans Parish

A Brush With Kindness:

Program services offered:

- Individual Home Beautification
- Minor Interior Work

Works with clients who:

- Have incomes less than 80% AMI
- Complete 8 hours with NOAHH before project
- Participate in project, if able
- Priority given by total number of applicants in neighborhood
- Are home-owners

Program Contact:

Contact Phone: (504) 861-2074

Contact E-mail:

Program Website: <http://www.habitat-nola.org/involved/abwk>

A Brush with Kindness provides exterior painting and repair, landscaping, accessibility features, and makes minor interior repairs for New Orleans homeowners. Habitat for Humanity is now accepting applications from anywhere in the city, but applications are placed on a wait list if they are the only one from their neighborhood. For homes in areas where Habitat is already building—the 7th Ward, Upper 9th Ward, Central City, Hollygrove and Plum Orchard—applications will be processed and approved faster. There are sliding scale fees for having work done.

Habitat Urban Gardens:

Program services offered:

- Land leases for gardeners and growers

Works with clients who:

- Are chosen through program application process

Program Contact:

Michelle Conway

Contact Phone:

(504) 330-6894

Contact E-mail:

michellec@habitat-nola.org

Program Website:

Through this program, Habitat leases vacant lots that are not likely to be built on—e.g. too small, in an area not popular with partner families, etc. —for \$1 per year for 5 years to gardeners and growers.

Lessees must maintain the lot to City code—i.e. keep grass below 18"—and pay water bills if they have water installed at the lot.

HandsOn New Orleans

HandsOn New Orleans' mission is to transform communities through volunteer service and leadership development. We connect local and visiting volunteers to a variety of high-impact service opportunities by coordinating community revitalization projects and promoting the projects of our non-profit partners. We also provide project planning and volunteer management support services to smaller non-profits and committed residents looking to enhance their activism through volunteerism.

Phone	(504) 827-6854
Website	http://www.handsonneworleans.org
Street Address	2515 Canal St., 4 th Floor
City, State, Zip	New Orleans, LA 70119
Hours	Monday - Friday, 9:00 am - 5:30 pm
Areas Served	Orleans Parish

Neighboring:

Program services offered:

- Community Beautification (neighborhood clean-ups, lot clearing, beautified board-ups, urban garden builds)
- Volunteer Coordination

Works with clients who:

- Operate non-profits or other civic associations. HandsOn most commonly partners with schools, parks, neighborhood associations and other non-profits and does minimal work on residential spaces.

Program Contact: Peyton Juneau
Contact Phone: (225) 252-7222
Contact E-mail: pjuneau@handsonneworleans.org
Program Website: www.handsonneworleans.org/

HandsOn New Orleans is a volunteer action center that mobilizes both local and visiting volunteers in beautification and redevelopment efforts. Our staff identifies neighborhood residents and dynamic grassroots organizations, assisting them with project management, links to financial and material resources, and volunteer help to jumpstart their own initiatives. Working collaboratively with the host site, HandsOn identifies projects on which unskilled volunteers can work and then leads volunteers in blight reduction projects such as lot clearings, urban garden builds, beautified board up and minor construction of benches, picnic tables and other outdoor features. HandsOn works throughout New Orleans but has strong ties in the 7th Ward and Central City neighborhoods.

Harmony Neighborhood Development

Harmony Neighborhood Development (HARMONY) - formerly NONDC -is a non-profit organization focused on the comprehensive revitalization of Central City New Orleans. Our comprehensive approach to revitalization also includes blight elimination, high-quality home construction, homeownership services, resident organizing, community asset building and small-scale commercial development.

Phone	(504) 524-3919
Website	http://harmonynola.org/
Street Address	1055 St. Charles Avenue
City, State, Zip	New Orleans, LA 70130
Hours	
Areas Served	Central City

Home Construction:

Program services offered:

- New Home Construction
- Home Renovation

Works with clients who:

Program Contact:

Contact Phone: (504) 524-3919

Contact E-mail:

Program Website: <http://harmonynola.org/>

Harmony believes that Central City residents deserve more than affordable housing. They should have access to high-quality and energy efficient homes that preserve classic New Orleans architecture.

Construction Management:

Program services offered:

- Construction Management

Works with clients who:

Program Contact:

Contact Phone: (504) 524-3919

Contact E-mail:

Program Website: <http://harmonynola.org/>

Development in Central City New Orleans include high quality, affordable rental housing with supportive services (totaling 494 units since 2006) and small commercial projects. Contact them for potential partnership opportunities.

Home Buyer Counseling:

Program services offered:

- Home Buyer Counseling
- Credit Counseling

Works with clients who:

- *This program is not accepting new applicants*

Program Contact:

Contact Phone: (504) 524-3919

Contact E-mail:

Program Website: <http://harmonynola.org/steps-to-homeownership/>

Harmony believes that Central City residents deserve more than affordable housing. They should have access to high quality and energy efficient homes that preserve classic New Orleans architecture. Please contact them if you are interested in becoming a Homeowner in Central City, New Orleans; their office can assist you in every step of the way.

Jericho Road Episcopal Housing

Jericho Road Episcopal Housing Initiative of New Orleans is a neighborhood-based nonprofit homebuilder that provides families with healthy and energy-efficient affordable housing opportunities. They partner with neighborhood residents, organizations and businesses to create and maintain a stable, thriving community.

Phone

504-895-6763

Website

<http://jerichohousing.org/>

Street Address

2919 St. Charles Avenue

City, State, Zip

New Orleans, LA 70115

Hours

Areas Served

Central City (Delassize, Livaudais, Lafayette)

Community Organizing:

Program services offered:

- Individual Home Beautification
- Community Beautification
- Community Organizing/Blight Surveying

Works with clients who:

Program Contact: Michael Robinson
Contact Phone: (504) 293-2885
Contact E-mail: michaelrobinson@jerichohousing.org
Program Website: www.jerichohousing.org/

Jericho Road's Community Organizing is focused on empowering residents to manage the issues that affect their quality through building accountable relationships, increasing the dissemination of information and improving the delivery of resources.

Homebuyers Club:

Program services offered:

- New Home Construction
- Home-buyer Counseling

Works with clients who:

- Are adults
- Earn up to 120% AMI
- Take home-buyer training
- Will be first-time homeowners

Program Contact: Ysela Galindo
Contact Phone: (504) 293-2888
Contact E-mail: homebuyeroutreach@jerichohousing.org
Program Website: www.jerichohousing.org/

Jericho Road's Homebuyers' Club is designed to help individuals through the process of buying a home for the first time.

Vacant Land Management:

Program services offered:

- Community Beautification
- Volunteer Coordination
- Healthy Living

Works with clients who:

Program Contact: Kim Washington
Contact Phone: (504) 293-2886
Contact E-mail: kimwashington@jerichohousing.org
Program Website: www.jerichohousing.org/

The Vacant Land Management program at Jericho Road is interested in implementing creative solutions for land that is not ready for development in the near term. The focus is on strategies that enhance the surrounding community.

Louisiana Appleseed

Louisiana Appleseed recruits professionals to donate pro bono time to solve problems at their root cause. Their goal is to advance social justice by effecting change at the policy, or systemic, level. Louisiana Appleseed's projects seek to increase access to opportunity, education and justice.

Phone	(504) 561-7312
Website	https://www.appleseednetwork.org/louisiana-appleseed/louisiana/
Street Address	1615 Poydras Street, Suite 1000
City, State, Zip	New Orleans, LA 70112
Hours	
Areas Served	Louisiana

"Protect Your Property": Heir Property & Title Clearing Education and Outreach:

Program services offered:

- Policy Solutions

Works with organizations who serve:

- Low-income population

Program Contact: Jessie Haynes
Contact Phone: (504) 561-7304
Contact E-mail: jhaynes@appleseednetwork.org
Program Website: <http://louisiana.appleseednetwork.org>

Louisiana Appleseed's volunteers can speak with your neighborhood organization, church group, counseling center, or rebuilding agency about the importance of obtaining clear title to your heir property. Louisiana Appleseed's volunteers identify and address systemic barriers to clear title and other property issues. They will distribute copies of their community education booklet, "Protect Your Property," and answer any questions the community may have about heir property and title issues.

If you are interested in scheduling an outreach event or even simply distributing booklets, please contact Jessie Haynes, Program Director of Louisiana Appleseed.

Lower 9th Ward Center for Sustainable Engagement and Development (CSED)

Community organization providing rebuilding assistance.

Phone	(504) 324-9955
Website	http://www.sustainthenine.org
Street Address	5130 Chartres Street
City, State, Zip	New Orleans, LA 70117
Hours	Tuesday - Saturday 9:00 am - 5:00 pm
Areas Served	Lower Ninth Ward

Volunteer:

Program services offered:

- Individual Home Beautification (exterior home improvements)
- Community Beautification (neighborhood clean-ups)
- Volunteer Coordination

Works with clients who:

- Have low incomes
- Are home owners
- Can provide materials
- Can assist with project (if able)

Program Contact: Warrenetta Banks
Contact Phone: (504) 324-9955
Contact E-mail: wbanks@sustainthenine.org
Program Website: www.sustainthenine.org/

Lower 9th Ward CSED works to assist Lower Ninth Ward Homeowners rebuild their homes.

Lower Ninth Ward Home Ownership Association

The Lower 9th Ward Homeownership Association formed in 2006 as a resident-run not-for-profit organization to address the needs of residents trying to return home after the levees failed. Right now, they are working to bring home 600 families that are still scattered throughout Louisiana and the country, eight years later.

Phone	(504) 240-3059
Website	http://www.lower9thwardhomeowners.org/
Street Address	P.O. Box 3920
City, State, Zip	New Orleans, LA 70177
Hours	
Areas Served	Lower Ninth Ward

Road Home Option 1 Advocate:

Program services offered:

- Community Organizing/Blight Surveying

Works with clients who:

- Are 30-80 years old
- Have incomes between \$18,000 and \$40,000 a year
- Are Road Home recipients
- Are home owners
- Have resided in home prior to Katrina

Program Contact: Mario Washington
Contact Phone: (504) 669-4858
Contact E-mail: info@lower9thwardhomeowners.org
Program Website: www.lower9thwardhomeowners.org/

The Lower 9th Ward Homeownership Association has been assisting Road Home Applicants with getting into compliance, more funds for unmet needs, and advocating on their behalf to HUD and Road Home.

Lower Ninth Ward Neighborhood Empowerment Network Association (NENA)

NENA utilizes an innovative resident-based approach to the comprehensive rebuilding of the Lower Ninth Ward, providing services and implementing sustainable programs in community outreach, case management, design and construction administration, home and school rebuilding, and economic development.

Phone	(504) 373-6483
Website	http://www.9thwardnena.org/
Street Address	1123 Lamanche St.
City, State, Zip	New Orleans, LA 70117
Hours	Tuesday - Saturday, 8:30 am - 5 pm
Areas Served	Lower Ninth Ward, Greater New Orleans (for credit counseling)

Advocacy/Outreach:

Program services offered:

- Community Organizing/Blight Surveying

Works with clients who:

- Are 18 and older

Program Contact: Charlotte Jackson
Contact Phone: (504) 373-6483

Contact E-mail: cjackson@9thwardnena.org
Program Website: www.9thwardnena.org/

NENA conducts outreach to connect to and organize Lower 9th residents, encourage community participation, and provide vital community information.

Housing Counseling and Education:

Program services offered:

- Home-Buyer Counseling
- Credit Counseling

Works with clients who:

- Are 18 and older
- Earn \$10,000 or more
- Live in Greater New Orleans/Jefferson Parish

Program Contact: Cynthia Ketchens
Contact Phone: (504) 373-6483
Contact E-mail: cketchens@9thwardnena.org
Program Website: www.9thwardnena.org/

NENA's Housing Counseling Program provides services in the Greater New Orleans Area to include Orleans Parish and Jefferson Parish. NENA provides Housing Counseling services to a broad spectrum of the population, but targets households that are in need of stabilization. NENA's Housing Counseling program provides industry standard training that spans a broad spectrum, covering topics from comprehensive pre-purchase counseling, post-purchase counseling, loss mitigation, etc.

Redevelopment of Housing and Community Institutions:

Program services offered:

- New Home Construction
- Construction Management
- Home Renovation
- Property Acquisition

Works with clients who:

- Are 18 and older
- Take home-buyer training
- Are first-time homeowners

Program Contact: Cynthia Ketchens
Contact Phone: (504) 373-6483
Contact E-mail: cketchens@9thwardnena.org
Program Website: www.9thwardnena.org/

NENA's approach is to cluster widespread home redevelopment around the rebuilding of schools, libraries, and community space in the neighborhood.

Lowernine.org

lowernine.org is a 501(c)(3) nonprofit organization rebuilding homes in New Orleans' historic Lower Ninth Ward. They use volunteer labor in all the elements of home rebuilding except plumbing and electric, and require that the homeowner furnish materials.

Phone	(504) 278-1240
Website	http://www.lowernine.org
Street Address	6018 El Dorado St.
City, State, Zip	New Orleans, LA 70117
Hours	
Areas Served	Lower Ninth Ward

Lower Ninth Ward Home Rebuild:

Program services offered:

- Construction Management
- Home Renovation
- Demolition
- Individual Home Beautification (exterior home improvements)
- Community Beautification (neighborhood clean-ups)
- Volunteer Coordination
- Community Organizing/Blight Surveying

Works with clients who:

- Can be of any income, but priority will be given to low-income individuals and families
- Are home owners
- Provide materials
- Have resided in home prior to Katrina

Program Contact: Laura Paul
Contact Phone: (504) 278-1240
Contact E-mail: info@lowernine.org
Program Website: www.lowernine.org

In addition to its currently offered program, Lowernine.org has also conducted blight surveys and other neighborhood surveys in partnership with WhoData and for the City of New Orleans' Department of Public Works. They support the general interest and needs of their community with volunteer labor in any way they are able, but keep a primary focus on home rebuilding. When they have large groups, they also gut houses, do demolition, clear lots, and support a local urban farm.

Neighborhood Development Foundation

NDF is a non-profit organization that helps low and moderate-income families to build assets through the home buying process. It has been providing straight talk and sound advice to people who register in its home buyer education programs. NDF implements this through training, counseling, and facilitating financing.

NDF clients buy homes they can afford to purchase and maintain that are both newly constructed or renovated homes. The programs also help families maintain the home they thought they could never afford by showing them how to use their resources in a different way. The staff at Neighborhood Development Foundation helps families structure financing for a variety of home purchases, and their work has had life-long impact on over 2,000 homeowners in our area.

Phone	(504) 488-0155
Website	http://www.ndf-neworleans.org/
Street Address	1429 Rampart Street
City, State, Zip	New Orleans, LA 70113
Hours	
Areas Served	Greater New Orleans

Credit Counseling - Financial Fitness:

Program services offered:

- Credit Counseling

Works with clients who:

- Are 21 or older
- Provide materials

Program Contact: Patricia Fortneberry
Contact Phone: (504) 488-0155
Contact E-mail: patriciaf@ndf-neworleans.org
Program Website: www.ndf-neworleans.org/

Financial Fitness Learning Course is designed to provide its participants with the necessary knowledge, skills, and abilities to examine their financial status, eradicate credit blemishes, build a good credit profile, & create asset building movements.

Home Buyer Education:

Program services offered:

- Home Buyer Counseling

Works with clients who:

- Are 21 or older
- Take home buyer training
- Provide materials

Program Contact: Fred Johnson
Contact Phone: (504) 488-0155
Contact E-mail: fredj@ndf-neworleans.org
Program Website: www.ndf-neworleans.org/

Housing Counseling:

Program services offered:

- Home buyer Counseling
- Financial Fitness
- Landlord Training
- Default Counseling

Works with clients who:

- Are 18 or older
- Reside in Metro New Orleans:
Orleans and Jefferson Parishes

Program Contact: Patricia Fortneberry
Contact Phone: (504) 488-0155
Contact E-mail: patriciaf@ndf-neworleans.org
Program Website: www.ndf-neworleans.org/

NDF has been providing training and counseling for first time home buyers since 1986. NDF is a HUD approved housing counseling agency that can also assist clients with budget planning (financial fitness), landlord training, refinancing, reverse mortgages, and default counseling.

Neighborhood Development Foundation provides HUD-approved Housing Counseling, Financial Fitness, Landlord Training, and Default Counseling to residents of metro New Orleans.

Neighborhood Housing Services

Offers Financial Fitness and HomeBuyer Education classes, one-on-one counseling, estimates with construction, mortgage lending, contracting assistance, construction oversight, low-interest loans, credit-improving systems, community organizing support with a resident leadership capacity building emphasis. For first-time and current homeowners.

Phone	(504) 899-5900
Website	http://www.nhsnola.org
Street Address	4528 Freret Street
City, State, Zip	New Orleans, LA 70115
Hours	Monday-Friday 9:00 a.m.-5:00 p.m.
Areas Served	Greater New Orleans

Design/Build Center:

Program services offered:

- New Home Construction
- Construction Management
- Home Renovation
- Individual Home Beautification (exterior home improvements)
- Community Beautification (neighborhood clean-ups)
- Volunteer Coordination
- Community Organizing/Blight Surveying
- Property Acquisition
- Computer Support

Works with clients who:

Program Contact: Louis Schneider
Contact Phone: (504) 899-5900
Contact E-mail: louisschneider@nhsnola.org
Program Website: www.nhsnola.org

NHS's Design/Build Center works in conjunction with other NHS programs for holistic community development.

Our Design/Build Center engages in real estate development, building homes working families can afford to buy in our target neighborhoods (currently: Central City). The Construction Management Department is a useful tool for anyone who doesn't want the burden of monitoring their own home renovations. Our process ensures that a client's home renovations are done to exact specifications and according to schedule. We prevent contractor fraud by using licensed, local contractors who have been through our approval process, and whose work we trust. Between 1995 and 2013, NHS has renovated or built 446 homes, investing over \$17 million in construction activity. NHS believes working families should be able to afford to buy a home and that home repairs should be done efficiently, with the highest standards of quality.

HomeOwnership Center:

Program services offered:

- Home-Buyer Counseling
- Credit Counseling
- Property Acquisition

Works with clients who:

Program Contact: Donna Darensbourg
Contact Phone: (504) 899-5900
Contact E-mail: donnadarensbourg@nhsnola.org
Program Website: www.nhsnola.org

NHS HOC works with other NHS divisions to deliver holistic community development initiatives.

Neighborhood Housing Services is best known for its work educating people to become financially savvy, building long-term wealth through homeownership. The Homeownership Center's classes deliver basic personal finance management information and demystify the home buying process; one-on-one counseling helps people clean up their credit, avoid foreclosure, and learn sound financial management skills. All of these services are offered free or carry a nominal fee. Between 1995 and 2012, they counseled 9,929 families and provided Homebuyer Training to 4,979 students and 1,558 have become first time homebuyers. In the same timeframe, NHS has closed 472 residential loans, investing over \$11 million in New Orleans. They believe

that education is the key to sound financial planning and that savvy homeownership is one of the best ways to ensure one's healthy financial future.

Northshore Disaster Recovery, Inc.

Free home building program assisting homeowners in the greater New Orleans area using volunteer labor. They are based in Slidell but serve a five-parish region (St Tammany, Washington, Jefferson, Orleans, and St Bernard) and recruit our volunteers nationally. They have a nine-year record of high success.

Phone	(985) 781-7990
Website	http://www.epworthproject.com/
Street Address	360 Robert Blvd.
City, State, Zip	Slidell, LA 70458
Hours	Monday-Friday, 8:00 am - 4:00 pm
Areas Served	Greater New Orleans

The Epworth Project:

Program services offered:

- New Home Construction
- Construction Management
- Home Renovation
- Demolition
- Individual Home Beautification (exterior home improvements)
- Volunteer Coordination
- Repurposed Building Materials

Works with clients who:

- Have low-to-moderate incomes
- Are homeowners

Program Contact: Dale Kimball
Contact Phone: (985) 781-7990
Contact E-mail: dkimball@epworthproject.com
Program Website: www.epworthproject.com/

The Epworth Project provides volunteer services and other resources to assist elderly residents, fixed-income residents, and disaster victims with the repair, rebuild, and upkeep of their homes.

Preservation Resource Center

The PRC believes that preserving a city's architecture is tantamount to preserving its soul. The PRC provides services to support homeowners and interested homebuyers in their maintenance of New Orleans's historic housing stock.

Phone	(504) 581-7032
Website	http://www.prcno.org
Street Address	923 Tchoupitoulas St.
City, State, Zip	New Orleans, LA 70130
Hours	Monday - Friday 9:00 am - 5:00 pm
Areas Served	New Orleans

Education & Outreach:

Program services offered:

- Education Courses

Works with clients who:

- Assist with project if able

Program Contact: Suzanne Blaum / Sarina Mohan
Contact Phone: (504) 636-3399 / (504) 636-3067
Contact E-mail: sblaum@prcno.org / smohan@prcno.org
Program Website: www.prcno.org

This program offers education, training, and networking opportunities for individuals who wish to buy and renovate a home for occupancy or investment.

1. First Time Renovator Training: Buy Right (Two-night class, offered twice annually):
Covers how to purchase a property in need of renovation, estimate renovation costs, 203(k) renovation loans, historic rehabilitation tax credits
2. First Time Renovator Training: Renovate Right (Three-night class, offered twice annually):
Covers how to create a scope of work, draw a floor plan, project management, kitchen and bath design
3. Renovators' Happy Hour (One-evening event, offered 4th Thursday of the month April - October)
Visitors tour a renovation in progress and learn about the project from the homeowner and some professionals working on the project
4. Great Neighborhood Sellabration (One-day homebuyer fair, offered annually in September)

Operation Comeback:

Program services offered:

- Home renovation
- Home-buyer counseling
- Property Acquisition

Works with clients who:

Program Contact: Paul James
Contact Phone: (504) 636-3044
Contact E-mail: pjames@prcno.org
Program Website: www.prcno.org

The Preservation Resource Center's Operation Comeback promotes the purchase and renovation of vacant historic properties. Many homes are sold to those buying for the first time, to whom special financing and certified "Home Buyer Training" is made available by OC and its partner agencies. Since its founding in 1987, Operation Comeback has been able to retain, rebuild and restore more than 120 New Orleans' residences.

Preservation Easements:

Program services offered:

- Historic Preservation

Works with clients who:

- Own historic properties

Program Contact: Leah Tubbs
Contact Phone: (504) 636-3054
Contact E-mail: ltubbs@prcno.org
Program Website: www.prcno.org

The PRC's Preservation Easement Program is a federal tax program designed for the property owner/developer who is looking to preserve and protect the historic integrity of the building in perpetuity. The PRC currently holds 117 easements in Louisiana. This program makes it possible for owners of historic buildings to gain a tax advantage by donating the façade of the property to the PRC. Once the donation is made, the PRC's

right to regulate changes to the property's exterior is recorded in its title and remains in effect in perpetuity.

Preservation Salvage Store

The Preservation Salvage Store converts donated and salvaged materials and supplies into charitable dollars dedicated to rebuilding homes in New Orleans. Proceeds from the store benefit the rebuilding efforts of Rebuilding Together New Orleans.

Phone	(504) 947-0038
Website	http://www.rtno.org/get-involved/salvage-store
Street Address	2801 Marais Street
City, State, Zip	New Orleans, LA 70117
Hours	Tuesday – Saturday, 10:00 am – 4:00 pm
Areas Served	Greater New Orleans

Preservation Salvage Store:

Program services offered:

- Repurposed Building Materials

Client Requirements:

All persons that are interested in purchasing or donating salvaged building and architectural components. Customers must purchase items in-person at 2801 Marais Street. Donations can be dropped off or scheduled for pick up on-site.

Program Contact: Melanie Linn
Contact Phone: (504) 947-0038
Contact E-mail: salvage@rtno.org
Program Website: www.rtno.org/

Buying from the Preservation Salvage Store helps residents meet facade requirements for houses in historic districts around the city and allows them to fill in gaps in the structure of their homes rather than building anew. Materials available for purchase include: corbels, doors, windows, iron railings, flooring, bricks, lumber, and more!

Pro Bono Project

The Pro Bono Project helps low-income families, individuals, and the elderly in need gain access to lawyers who can help them resolve civil legal issues. These issues range from family law matters like divorces, custody agreements, name changes, and adoptions; to property questions related to successions and estate planning, proof of title, contractor litigation, and consumer complaints; to debt issues, and much more

Phone	(504) 581-4043
Website	http://www.probono-no.org/
Street Address	615 Baronne Street, Suite 203
City, State, Zip	New Orleans, LA 70113
Hours	Monday – Friday, 9:00 am - 4:30 pm
Areas Served	Greater New Orleans

Pro Bono Project:

Program services offered:

- Legal Services

Works with clients who:

- Meet federal poverty requirement
- Follow application procedures listed on their website

Program Contact:
Contact Phone:
Contact E-mail: info@probono-no.org
Program Website:

Project Home Again

Project Home Again is a nonprofit, housing development organization that builds high-quality, energy-efficient homes for low and moderate-income, New Orleanians. They are currently building 100 beautiful, energy-efficient, affordable homes for sale in several Gentilly neighborhoods.

Phone	(504) 529-3522
Website	http://www.projecthomeagain.net/
Street Address	5506 Wickfield Drive
City, State, Zip	New Orleans, LA 70122
Hours	
Areas Served	Gentilly

Project Home Again:

Program services offered:

- New Home Construction
- Demolition
- Community Beautification (neighborhood clean-ups)
- Volunteer Coordination
- Property Acquisition

Works with clients who:

- Have incomes no greater than 120% of Orleans Parish AMI
- Take home buyer training
- Are first-time homeowners
- Qualify for NOLA City Soft Second Mortgage Program

Program Contact: Oji Alexander, Erica Toriello, Andy Fritzshall
Contact Phone: (504) 529-3522
Contact E-mail: oalexander@projecthomeagain.net
Program Website: www.projecthomeagain.net/

Project Homecoming

Project Homecoming is a faith-based community development organization committed to facilitating a culture of care in targeted communities through safe, durable, affordable, and environmentally sensitive construction; community driven partnerships; service and fellowship.

Project Homecoming, as a non-profit organization and licensed general contractor, provides labor for full rebuilds and new construction throughout all of Orleans Parish. At-cost general contracting services are also available.

Phone	(504) 942-0444
Website	http://www.projecthomecoming.net
Street Address	2221 Filmore Ave.
City, State, Zip	New Orleans, LA 70122
Hours	8:00 am - 4:30 pm
Areas Served	Orleans Parish

New Homes Program:

Program services offered:

- New Home Construction
- Construction Management
- Volunteer Coordination

Works with clients who:

- Have incomes 80% to 120% AMI, depending on house
- Take home buyer training

Program Contact: Kelly Sharkey
Contact Phone: (504) 942-0444
Contact E-mail: kelly@projecthomecoming.net
Program Website: <http://projecthomecoming.net/coming-home/become-a-homeowner/>

Project Homecoming, Inc. builds new and rehabbed homes for sale to first time, low- to moderate-income homebuyers. Buyers must participate in first-time homebuyer training and financial fitness courses. Construction in the new homes program is currently taking place in Gentilly, St. Claude and the Lower Ninth Ward Holy Cross neighborhoods.

Owner-Occupied Rehab Program:

Program services offered:

- Construction Management
- Home Renovation
- Volunteer Coordination

Works with clients who:

- Have incomes below 80% AMI
- Are homeowners

Program Contact: Nassera DuCre
Contact Phone: (504) 233-4163
Contact E-mail: nassera@projecthomecoming.net
Program Website: <http://projecthomecoming.net/coming-home/fix-my-house/>

Project Homecoming assists low-income homeowners who are trying to rebuild their house by providing construction management and utilizing volunteer labor as well as seeking out grant funding if necessary. The program prioritizes homeowners who have experienced damage from Hurricane Katrina and have had contractor fraud, forced mortgage pay-off, or for whom Road Home funds were not enough to complete their home.

Rebuilding Together New Orleans

Rebuilding Together New Orleans (RTNO) is the local affiliate of the national non-profit organization Rebuilding Together and is a program of the Preservation Resource Center of New Orleans. RTNO offers home repair services to low-income homeowners. They prioritize those who are over 60 years old, disabled, single parents of minor children, and caretakers of the elderly and disabled..

Phone	(504) 581-7032
Website	http://www.rtno.org/
Street Address	923 Tchoupitoulas St.
City, State, Zip	New Orleans, LA 70130
Hours	
Areas Served	Broadmoor, Hollygrove, Gentilly, St. Roch, Holy Cross, Algiers Riverview, McClendonville, Mid-City, Esplanade Ridge and Treme

Homeowner Occupied Rehab Program:

Program services offered:

- Home Renovation
- Individual Home Beautification (exterior home improvements)
- Volunteer Coordination

Works with clients who:

- Are 60 years or older
- Have incomes below 80% AMI
- Are homeowners

Program Contact: Catherine Crowell
Contact Phone: (504) 636-3075
Contact E-mail: ccrowell@rtno.org
Program Website: www.rtno.org/

The majority of services include exterior scrape and paints, minor exterior carpentry, weatherization, and accessibility repairs such as wheelchair ramps and grab bars using volunteer labor; however, other repairs will be considered.

Southeast Louisiana Legal Services

Free legal assistance for low-income individuals with offices around Louisiana. Works in housing law matters as well as family, consumer advocacy, homeless advocacy, employment, taxes, and government benefits.

Phone	(504) 529-1000, (504) 529-1008 or (877) 521-6242
Website	http://www.slls.org/
Street Address	1010 Common Street, Annex Building, Suite 1400A
City, State, Zip	New Orleans, LA 70112
Hours	
Areas Served	Orleans and Jefferson Parish

Successions/Title Clearing

Program services offered:

- Legal Services (i.e. succession)

Works with clients who:

- Are low-income homeowners

Program Contact: Stephanie Short Lintern
Contact Phone:
Contact E-mail: sshort@slls.org
Program Website:

Title clearing services are dedicated to helping homeowners in Orleans Parish clear title to their property free of charge, enabling residents to rebuild, make productive use of their land, eradicate blight, and build wealth and assets.

St. Bernard Project

SBP is a non-profit organization operating in the Greater New Orleans Area committed to helping families and communities recover from disaster. SBP operates two programs that address blight by utilizing a combination of AmeriCorps members, volunteers, in house trades, veterans and subcontractors to rebuild homes. Their **Rebuilding Program** rebuilds homes for homeowners who cannot afford to hire a contractor, and their **Opportunity Housing** acquires and rehabs blighted properties and sells these properties to qualified low-to-moderate-income first-time homebuyers.

Phone	(504) 277-6831
Website	http://www.stbernardproject.org
Street Address	8324 Parc Place
City, State, Zip	Chalmette, LA 70043

Hours	Monday – Friday, 8:00 am - 5:00 pm
Areas Served	Greater New Orleans

Opportunity Housing:

Program services offered:

- New Home Construction
- Construction Management
- Home Renovation
- Home Buyer Counseling
- Property Acquisition

Works with clients who:

- Have incomes no greater than 120% of Orleans Parish AMI
- Reside Orleans or St. Bernard Parish
- Take home buyer training
- Are first-time homeowners

Program Contact: Molly Gordon, OH Client Services Coordinator
 Contact Phone: (504) 473-0525
 Contact E-mail: buyahome@stbernardproject.org OR molly.gordon@stbernardproject.org
 Program Website: <http://www.stbernardproject.org/buyahome>

Opportunity Housing transforms blighted properties and vacant lots into affordable homeownership opportunities for low to moderate income (below 120% of AMI) families. The program team helps first-time homebuyers access mortgages and subsidies so that they can buy their dream home.

Owner Occupied Rebuilding Program:

Program services offered:

- New Home Construction
- Construction Management
- Home Renovation

Works with clients who:

- Have an income no greater than 120% of Orleans Parish AMI
- Reside in St. Bernard Parish, Orleans Parish, St. John Parish, or Plaquemines Parish
- Are homeowners
- Have resided in home prior to Katrina

Program Contact: Liz McCartney
 Contact Phone: (504) 277-6831
 Contact E-mail: liz@stbernardproject.org
 Program Website: www.stbernardproject.org/our-programs/rebulding-program/

Owner Occupied Rebuilding Program rebuilds homes for individuals and families whose property sustained damage as a result of Hurricane Katrina and do not have sufficient funds to hire market-rate contractors.

United Saints Recovery Project

The mission of the United Saints Recovery Project is to assist communities that have suffered damage from natural disasters, helping residents return home, improve their quality of life and strengthen their communities. They do this with the help of local, national, and international volunteers, assisting homeowners in rehabilitating and rebuilding their homes, and engaging those homeowners in the effort to promote volunteerism within the community.

Phone	(504) 895-2922 ext.108, (504) 383-5554 or (504) 233-8883
Website	http://www.unitedsaints.org/
Street Address	2309 Dryades Street
City, State, Zip	New Orleans, LA 70113
Hours	Monday – Friday, 9:00 am - 4:00 pm
Areas Served	Orleans Parish and West Bank

United Saints Recovery Project:

Program services offered:

- Construction Management
- Individual Home Beautification (exterior home improvements)
- Community Beautification (neighborhood clean-ups)
- Volunteer Coordination
- Community Organizing/Blight Surveying

Works with clients who:

- Are between 20 and 99 years of age
- Have low incomes
- Are home owners
- Provide materials

Program Contact: Jennifer Inberg
Contact Phone: (504) 233-8883
Contact E-mail: Volunteer@UnitedSaints.org
Program Website: www.unitedsaints.org/

USRP is a grassroots, volunteer-based nonprofit organization working to help restore the homes and hearts of communities affected by natural disasters. Their roots are in New Orleans, in the heart of Central City.

United Saints also hosts a community art program in New Orleans, involving local artists and community members in an effort to beautify and directly improve their environment.

Urban Impact Ministries

Provides free volunteer labor for rebuilding in Central City. Materials must be provided by homeowner. No proof of income required.

Phone	(504) 523-5556
Website	http://www.urbanimpact.org/index.html
Street Address	2323 S. Galvez St.
City, State, Zip	New Orleans, LA 70125
Hours	Monday-Friday, 9:00 a.m.- 5:00 p.m.
Areas Served	Hoffman Triangle (Central City)

Blight Busters:

Program services offered:

- Demolition
- Volunteer Coordination
- Vacant Lot Clean-up

Works with clients who:

Program Contact: Terry Sistrunk
Contact Phone: (504) 523-5556
Contact E-mail: terrys@urbanimpact.org
Program Website: www.urbanimpact.org

"Blight Busters Ministry" takes place twice a year, based upon volunteer missionaries' availability to come to New Orleans. Generally, it is once in the October-November period and once in the March-April period.

Twice a year, UIM works with these mission teams from around the country to clean, cut, and remove debris from overgrown empty lots in the Hoffman triangle area.

Youth Rebuilding New Orleans

Youth Rebuilding New Orleans engages local youth in the recovery and rebirth of the New Orleans area. Volunteers help reduce blight by rebuilding distressed and foreclosed homes. The finished homes are sold to teachers to stabilize neighborhoods and positively impact the education system.

Although most projects are internal we do assist homeowners in need with small-scale renovations and community beautification projects. We regularly share volunteers with homeowners and other organizations and conduct various neighborhood revitalization and beautification projects.

Phone	(504) 264-3344
Website	http://yrno.com
Street Address	1933 Hope Street
City, State, Zip	New Orleans, LA 70119
Hours	
Areas Served	New Orleans

YRNO Program:

Program services offered:

- Construction Management
- Home Renovation
- Individual Home Beautification (exterior home improvements)
- Community Beautification (neighborhood clean-ups)
- Volunteer Coordination
- Community Organizing/Blight Surveying
- Property Acquisition

Works with clients who:

- Are between 14 and 99 years of age
- Have low incomes
- Are homeowners

Program Contact: Will Stoudt
Contact Phone: (504) 264-3344
Contact E-mail: yrno@yrno.com
Program Website: www.yrno.com

YRNO offers assistance to two groups: teachers interested in buying a new home for a discounted rate and current low-income homeowners that demonstrate significant need.

Agencies that would like to add or update their listing please contact info@cbno.org

Additional copies of this document can be downloaded at NolaBlightGuide.com or GNOHA.org.

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