



# **Annual Emergency Preparedness Meeting for Residential Facility Operators**

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**City of New Orleans**  
January 21, 2026

# Introductory Remarks

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**Jennifer Avegno, MD**

Deputy Mayor

Department of Health and  
Human Services

# Agenda

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- I. Introduction
- II. Review of Ordinance Requirements
- III. 2025 in Review
- IV. Presentation from DSP on Healthy Homes Program
- V. Break
- VI. Presentation from NOFD on Fire Prevention
- VII. Annual License Application Review
- VIII. Community Engagement Opportunities
- IX. Smart911 Overview
- X. Benchmarking Ordinance Overview

# Points of Contact

*Please make sure to update your primary points of contact in your emergency plan submissions*

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## Education & Ordinance Questions

- **Ben Quimby, MPA**  
Public Health Emergencies Officer  
[benjamin.quimby@nola.gov](mailto:benjamin.quimby@nola.gov)
- **Katherine Dilosa, RS**  
Field Operations Manager  
[katherine.dilosa@nola.gov](mailto:katherine.dilosa@nola.gov)
- **Shared Email**  
[pheeh@nola.gov](mailto:pheeh@nola.gov)

## Emergency Reporting

- During a declared emergency, please use [pheeh@nola.gov](mailto:pheeh@nola.gov) as the primary point of contact
- We will send out the designated phone line (and updates) in the notification email
- PHEEH Emergency Line: 504-475-4850  
(this number is not active outside of emergencies or certain special events)

# Legal Requirements

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- Obtain an Annual Operating License by June 1
  - Submit Emergency Operations Plan and Resident Census via One Stop by April 1
  - Pay \$250 fee
- Comply with Life Safety Code as determined by NOFD
- Provide evidence of compliance with HUD Multifamily Property Guidance, Chapter 38 (if applicable)
- Post the emergency operations plan in a conspicuous location and provide a copy to each resident of the facility
- During Declared Emergencies
  - Share up-to-date contact information for management
  - Provide situational updates regarding property
  - Have a point of contact or representative on-site (unless notified otherwise)

**2025 in Review**

# 2025 in Review

## *City of New Orleans Year End Analysis for Residential Facilities*

<p><b>Successes</b></p> <ul style="list-style-type: none"><li>• Received License Applications from all Covered Properties</li><li>• Strong Reporting During January Freeze (92% daily average)</li></ul>	<p><b>Areas of Improvement</b></p> <ul style="list-style-type: none"><li>• Improve Understanding of Healthy Homes Ordinance and Differences with Residential Facility Ordinance</li><li>• Resident Census Data Collection</li><li>• Facility Emergency Plan Development</li></ul>
<p><b>Opportunities</b></p> <ul style="list-style-type: none"><li>• Executive Order HM 26-06: Public Safety Readiness and Operational Assessment</li><li>• Hold Exercise/Training with Property Management</li><li>• Opportunities for Backup Power</li></ul>	<p><b>Goals for 2026</b></p> <ul style="list-style-type: none"><li>• Train New City Leadership and Employees on City of New Orleans Emergency Plans and Protocols</li><li>• Complete and Disseminate Toolkit</li><li>• More to Follow!</li></ul>



# **Presentation from Department of Safety and Permits - Healthy Homes Program**

# What is Healthy Homes?

*Residential Rental Registry & Compliance with Minimum Rental Standards*

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- The Healthy Homes Program was set in place to protect the health, safety and welfare of the public by ensuring that citizens who reside in rental housing occupy safe and habitable dwellings.
- The program establishes minimum rental standards.
- Property owners are **required by law to register rental** properties with the Department of Safety and Permits Healthy Homes Program.

# What is Healthy Homes?

*Residential Rental Registry & Compliance with Minimum Rental Standards*

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- The program also creates a tenant complaint process. Any violations of the minimum rental standards can be reported to Code Enforcement.
- If a violation is found, Code Enforcement will notify the owner to repair the deficiency. Violations are subject to enforcement adjudication hearing and penalties proscribed by City Code.

# What is a Certificate of Compliance?

- A Certificate of Compliance is required for every rental unit located in Orleans Parish
- Certifies that a residential unit has been registered with the Department complies with the minimum rental standards.
- For ILF buildings, **both** Healthy Homes Certification **and** ILF are required.
  - Health Dept processes ILF, but Safety and Permits processes Healthy Homes applications.
- Healthy Homes renewal is required every 2 years.
- Registration is required by ordinance. Failure to obtain certification is a violation of City Code.

**HEALTHY HOMES  
CERTIFICATE OF COMPLIANCE**  
DEPARTMENT OF SAFETY AND PERMITS

Rental Property: 123 Main Street, New Orleans, LA 70112  
Apartment 101

Lessor: Apartment Building LLC, Tina Landlord  
456 Main Street, New Orleans, LA 70112  
504 555 5555  
tina@apartmentbldgllc.com

LOCAL CONTACT:  
Tommy Fixit, Property Manager  
123 Main Street, New Orleans, LA 70130  
504 555 5555  
apartmentmgr@apartmentbldgllc.com

TINA LANDLORD HAS CERTIFIED THAT THE RENTAL HOUSING UNIT COMPLIES WITH THE MINIMUM RENTAL STANDARDS SET FORTH IN SECTION 26-656.

**FOR HEALTHY HOMES COMPLAINTS**  
VISIT: 1340 POYDRAS ST, SUITE 1100  
CALL: (504)658-5050  
EMAIL: [HEALTHYHOMESENFORCEMENT@NOLA.GOV](mailto:HEALTHYHOMESENFORCEMENT@NOLA.GOV)

Date of Issuance: 2/23/2024 Expiration Date: 2/23/2025

HEALTHY HOMES NUMBER:  
**23HOME-99999**

For more information about the Healthy Homes Program, including as a list of the Healthy Homes Minimum Rental Standards, please visit [nola.gov/next/healthy-homes/home/](http://nola.gov/next/healthy-homes/home/) or scan this code using a smartphone.



# I registered in 2024, do I need to renew?

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- Yes! You must renew your Certificate of Compliance **every two years** from the date of issuance.
- Renewal process will be **easier** than the initial application process. You will still be required to perform your own inspection and sign the attestation page, but you will not be required to re-submit site plans (unless there has been a change), etc.
- Renewal notifications have gone out for properties that will be expiring now until May 2026. Notifications were sent to the original emails used to register.
- Please contact our office immediately if you are unclear about the registration status of your property.

# Contact Info



Website

<https://nola.gov/healthyhomes>



Email

[healthyhomes@nola.gov](mailto:healthyhomes@nola.gov)



Phone

(504) 658-7133



In Person

1340 Poydras St, Suite 800 (8th Floor)

**All properties are unique and may have specific questions. Our staff is available to assist! Please don't hesitate to reach out. If you'd like to schedule time to talk, please email us!**



# 2025 in Review

## *City of New Orleans Year End Analysis for Healthy Homes*

<b>Successes</b> <ul style="list-style-type: none"><li>• _____ units certified since 2024</li><li>• Continuing to process new applications and renewals</li></ul>	<b>Areas of Improvement</b> <ul style="list-style-type: none"><li>• Increasing awareness of the program</li><li>• Working on increasing compliance by bringing violations</li></ul>
<b>Opportunities</b> <ul style="list-style-type: none"><li>• Looking to use the rental registry to link property owners with resources (Housing Trust Fund and Landlord Information Sessions)</li></ul>	<b>Goals for 2026</b> <ul style="list-style-type: none"><li>• Train New City Leadership and Employees on Healthy Homes</li><li>• Increase compliance to cover an additional 10,000 units</li><li>• <b>More to Follow!</b></li></ul>

**Break**

# **Presentation from New Orleans Fire Department – Fire Prevention**

# **Annual Application Review**


# Application Review

## 2025 Application Review Checklist

### 2026 Submission Deadlines

- **April 1:** Submit documentation to City through OneStop
- **April 30:** City will approve submission or provide feedback to designated points of contact
- **June 1:** All licenses and payments should be completed in OneStop

### Application Content



Independent Living Facility Emergency Plan Content – 2024

The purpose of this document is to outline the specific information required of residential housing facilities, as defined by Sec. 30-1281 of the Code of the City of New Orleans, in their annual applications for operating licenses. New Orleans Health Department staff will use this form to determine if applications meet the requirements, and by doing so, hope to promote transparency and clear expectations around how each application will be evaluated. Please find

Contact Information	
Description of Required Information	Included?
Name and Title of On-Site Point of Contact	
Cell Phone Number for On-Site Point of Contact	
Email Address for On-Site Point of Contact	
Name and Title of Additional Point of Contact	
Cell Phone Number for Additional Point of Contact	
Email Address for Additional Point of Contact	
Phone Number for Facility Office	
Mailing Address for Facility Management	

# Resident Census

## *Review of Process for Filling Out Resident Census*

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### Resident Survey Form

- Distributed to Residents to Collect and Share Information About Their Needs with the City
  - Provide to residents during move-in and lease renewal/recertification
- Completely Voluntary for Residents
- [Resident Survey of Special Medical Needs Form](#)

### Resident Census

- Filled Out By Property Management Based on Survey Forms Received
- Updated Regularly
- Maintained by Property Management and Shared with the City During Emergencies When Needed
- [Sample Resident Census](#)

# Community Engagement Opportunities

# Community Engagement Opportunities

*The City of New Orleans offers a variety of trainings, including on emergency preparedness and basic life support*

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## Be Year-Round Ready!

- Severe weather preparedness
- Smart911 support
- Evacuation planning
- Request a training by visiting:  
<https://ready.nola.gov/stay-connected/training/>
- Please provide **as much advance notice as you are able** when requesting a training to assist with scheduling!



# Smart911

*Smart911 is a web-based app that helps people share information with emergency managers and first responders*

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## How Does It Work?

- Allows residents to complete and manage a safety profile with household, medical, and other info
- Safety profile information becomes visible to 9-1-1 operators when a call is made from a registered phone number
- Residents can receive tailored alerts by text or phone in an emergency

## How Can Residents Sign Up?

- Text NOLAREADY to 77295 AND click on the link to complete full profile.
- Go to [nola.gov/smart911](http://nola.gov/smart911) to complete online
- Download Smart911 app on your mobile phone
- Call 3-1-1 and talk to a city representative

# Energy Benchmarking Ordinance

*Benchmarking is the practice of measuring a building's energy use over time, to identify opportunities to reduce costs and improve performance.*

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## Which Properties are Covered?

- Large properties (combined building area of 20,000 square feet and above) are covered
  - Properties with combined building area of 50,000 square feet and above must comply beginning January 1, 2026.
  - Properties with combined building area of 20,000 square feet and above must comply beginning January 1, 2027

## How Does it Work?

- Properties must annually benchmark their energy use by entering utility information into the free, online ENERGY STAR Portfolio Manager tool, and reporting usage to the City of New Orleans
- More information, including a full list of covered properties, is available at: [nola.gov/benchmarking](https://nola.gov/benchmarking)
- Email [benchmarking@nola.gov](mailto:benchmarking@nola.gov) with questions

**Questions?**