



The Jefferson Parish Housing Development District (JPHSDD) continued its commitment to transparency, communication and stakeholder engagement with a public hearing on September 28, 2026, at the JPHSDD office. The meeting provided an opportunity for landlords and residents participating in the Housing Choice Voucher Program (HCVP) to learn more about the agency's Annual Plan and discuss the issues that matter most to them.

The meeting was presided over by Shelly Smith, Housing Expert with Circular Consulting, who facilitated a productive conversation between JPHSDD representatives and participating landlords.

Landlords Have a Seat at the Table

Several landlords participated in the discussion, demonstrating the important role property owners play in the success of the Housing Choice Voucher Program. Because landlords provide the homes where voucher families live, maintaining strong relationships with property owners is essential to ensuring that participating families have access to safe, decent and affordable housing.

Much of the discussion focused on practical issues affecting landlords, including Housing Assistance Payments (HAP), property inspections and the agency's landlord portal.

Landlords asked questions about HAP payments, seeking clarification about payment estimates based on tenant income and government subsidy.

Inspections and Communication

Inspections were another important topic during the meeting. Landlords had the opportunity to ask questions and discuss the inspection process, helping ensure that property owners understand expectations and can maintain their units in compliance with program requirements.

JPHSDD has also made inspection information more accessible through its online landlord portal. Property owners can use the portal to view upcoming inspections, review and reprint completed inspection results and access other important documents.

Landlords Praise the Portal

One of the most positive takeaways from the meeting was the response from landlords regarding the ease and functionality of the JPHSDD Landlord Portal.

Participating property owners expressed their appreciation for having convenient online access to information that previously required additional communication with agency staff. Through the portal, landlords can view payment histories and confirmations, occupied units, contact and banking information, inspection information, 1099 forms and documents exchanged securely with JPHSDD. The system also allows landlords to sign documents electronically.

The positive feedback reflects JPHSDD's ongoing effort to use technology to make interactions with the agency more efficient and accessible for its landlord partners.

Building Stronger Partnerships

For JPHSDD, the public hearing represented more than an opportunity to review the Annual Plan. It was also an opportunity to listen.

JPHSDD Executive Director Dorian Rawles emphasized the importance of maintaining an open dialogue with the property owners who help make the agency's housing programs possible.

"Our landlords are more than program participants—they are partners in our mission to provide quality, affordable housing to families throughout Jefferson Parish. Listening to their questions, understanding their challenges and responding to their needs allows us to strengthen the Housing Choice Voucher Program for everyone," said Rawles. "We are especially encouraged by the positive feedback regarding our landlord portal because it demonstrates that when we invest in better communication and technology, we make it easier for our partners to do what they do best—provide quality housing to the families we serve."

The September 28 public hearing demonstrated the value of bringing residents, landlords, community partners and agency leadership together. Open conversations provide JPHSDD with valuable insight into how its programs are working in the field while giving stakeholders an opportunity to ask questions and offer recommendations.



WE HAVE NEW HOURS!
Monday through Wednesday extended, closed
Thursday and Friday

Effective October 1, 2026;

- **The JPHSDD Administrative Office will be open Mondays – Wednesdays from 8:30am – 6:00pm. The office will close daily between 12:00 noon and**

1:00pm for lunch.

- **Walk ins and appointments are available Monday – Wednesdays Only.**
- **The JPHSDD Office will remain closed to the Public every Thursday, however phone lines and email domains will remain open.**
- **Phone lines will be down every fourth Thursday for staff training.**
- **The JPHSDD Office is closed on Fridays.**
- **Initial, Annual, & Special Inspections will be conducted on Monday – Thursday between the hours of 8:00m – 6:00pm.**

To help us continue serving you as effectively and efficiently as possible, we encourage everyone to direct **all inquiries to the appropriate web portals. Those portals are listed for your convenience and reference.** Using these centralized email addresses will allow our team to monitor requests, route them to the appropriate staff member, and respond as expeditiously as possible.

We understand that these changes may require some getting used to, and we sincerely appreciate your patience and continued partnership. Your participation and cooperation in the Housing Choice Voucher Program is essential to providing safe, quality housing for families throughout Jefferson Parish, and we remain committed to supporting both our landlord partners and our participants.

Thank you for your continued partnership and participation in the Parish of Jefferson Voucher Program. We appreciate your flexibility as we adapt and navigate these ever-changing challenges together.

JPHSDD email domains:

info@jphsdd.org
recerts@jphsdd.org
clientcare@jphsdd.org
landlordcare@jphsdd.org
inspections@jphsdd.org
hcvports@jphsdd.org
fsshop@jphsdd.org
vash@jphsdd.org

***** Please allow 2-3 business days to receive a response to your inquiry*****

Respectfully,

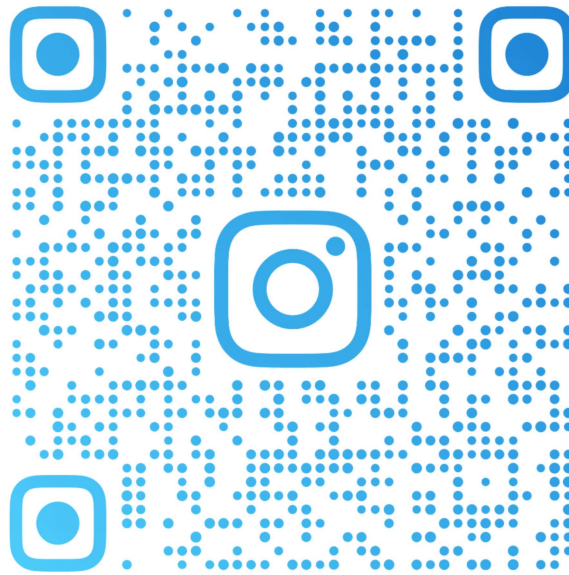
Jefferson Parish Housing Development District

Parish of Jefferson Housing Choice Voucher Program (LA 270)

Want to know what's going on at the JPHSDD?
Follow us on our new Instagram account!

"This is a great way for our families to get new information about what we're doing to benefit the community" said Executive Director Dorian Rawles. "We post about scholarships, contests and general housing information."

[CLICK HERE TO FOLLOW US!](#)



JEFFERSON_PARISH_HOUSING

info@jphsdd.org

This is our general information e-mail address.
It should be used for all information and general questions.

LandlordCare@jphsdd.org

This address should be used for all Property Owners and Managers to address issues, concerns, and programmatic processes.

ClientCare@jphsdd.org

This address should be used for all Program Participants to address issues, concerns, and programmatic processes.

Increases@jphsdd.org

This address should be used for all questions related to all rent-related increases.

Inspections@jphsdd.org

This address should be used for all inspection-related issues.

Vision Statement

The Housing Services Development District aims to be a vanguard for affordable housing and self sufficiency programs which meets the various housing needs of the community while providing viable economic opportunities.

Mission Statement