



Frequently Asked Questions

City of New Orleans

City Planning Commission

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Departmental responsibilities

What is the difference between the City Planning Commission, Board of Zoning Adjustments, and the Department of Safety and Permits?

City Planning Commission

The City Planning Commission (CPC) is a nine-member body that provides analysis and recommendations to the City Council on matters dealing with the present and future development of the city. It reviews and makes recommendations to the City Council on proposed amendments to the City's Master Plan, which is called the *Plan for the 21st Century: New Orleans 2030*. The City Planning Commission also reviews and makes recommendations to the City Council on changes to the City's zoning law, the Comprehensive Zoning Ordinance. Further, it reviews subdivision applications in accordance with the City's *Subdivision Regulations*.

The City Planning Commission does not accept or approve building permits, issue zoning determinations, or interpret the Comprehensive Zoning Ordinance. Those duties are the responsibility of the Department of Safety and Permits.

Board of Zoning Adjustments

The Board of Zoning Adjustments (BZA) is a seven-member body that hears and makes final decisions on requests for variances from the requirements of the Comprehensive Zoning Ordinance. It also hears appeals of administrative decisions of the Director of the Department of Safety and Permits, as well as appeals of decisions of the Executive Director of the City Planning Commission regarding Reasonable Accommodations requests.

Department of Safety and Permits

The Department of Safety and Permits is responsible for administering and enforcing standards for the construction and use of buildings and property, enforcing land use and zoning regulations, and enforcing City Code provisions relative to the regulation of Taxi Cabs and Motor Vehicle inspections. Violations of such codes should be reported to the Department of Safety and Permits who will inspect the site, process citations, and issues fees, where appropriate.

Where do I report a building code violation? Which department(s) handles citations?

The Department of Safety and Permits, the Historic District Landmarks Commission and the Vieux Carré Commission all have building inspectors and issue citations for violations at properties within their jurisdiction. To report a violation, go to <https://www.nola.gov/safety-and-permits/report-a-violation/>.

Which department issues permits and licenses?

The One Stop Shop issues all City permits and licenses. Using the "One Stop App," you can apply for new permits and licenses, manage existing permits and licenses, and search for permits, licenses, projects, and violations. The One Stop App can be accessed here: <https://nola.gov/onestop/>

What are your hours of operation?

The City Planning Commission is within the One Stop Shop, which operates from 8 a.m.–5 p.m. on Mondays–Thursdays and 8 a.m.–3:30 p.m. on Fridays. However, during the COVID-19 Emergency, City Hall is closed to the public until further notice. The public can contact the City Planning Commission staff via e-mail at CPCinfo@nola.gov for general inquiries, application

submittals, or any other questions. A planner is on-duty at all times and will respond within 36 hours.

What forms of payment do you take?

The One Stop Shop accepts checks, money orders, cashier's checks, Visa, Mastercard, and Discover. All checks are to be made to the City of New Orleans. The One Stop Shop does not accept cash.

During the COVID-19 Emergency all applications will be submitted digitally to CPCinfo@nola.gov. After an application is received and deemed complete, an invoice will be sent to the applicant. All payments will be paid either through the [OneStopApp](#), via USPS, or hand delivered to the front desk on the first floor of City Hall. Note there is a 2.45% convenience fee for OneStopApp online payments. The instructions for payments are as follows:

1. Visit <https://onestopapp.nola.gov/search.aspx>.
2. Log in (or create an account)
3. Search your case address in the search bar
4. Once the results populate, look for the corresponding case. You can find your application and pay the fees by searching the project number or your address. Note: you may filter to "Projects" only. You must use a web account that is associated with the contact information listed on the application.
5. Click "pay fees"
6. Enter CC information and select "pay now"

If you are unable to pay online, please mail the check payable to the City of New Orleans with the address of the property listed in the "memo" portion of the check. Please mail the check to:

City Planning Commission
c/o Robert Rivers
1300 Perdido Street 7th Floor
New Orleans, LA 70112

Obtaining information about a property

I have a property. What can be built on it, and what kind of uses are allowed?

The use of property is regulated by the Comprehensive Zoning Ordinance. The Comprehensive Zoning Ordinance divides the city into place-based zoning districts. Every property in the city is located within one more zoning districts, which regulate the uses that are allowed, site and building design, landscaping, parking, and signage.

To learn the zoning of a property, look it up using the property's address, owner name, or tax bill number, or by finding it on a map, on www.property.nola.gov. You can find the zoning regulations for each property by clicking the link under the "zoning" tab on the bottom of the page. You can also directly access the Comprehensive Zoning Ordinance at <https://czo.nola.gov/home/>

The Comprehensive Zoning Ordinance article for each zoning district includes the district's description and purpose, a list of uses, and any design standards for a specific zoning district. Each article includes a table labeled "Permitted and Conditional Uses," which lists all of the uses that are allowed in each zoning district. The table identifies each use in the zoning district with a "P," a "C," or a blank cell. A "P" means the specific use is permitted, which means the use is allowed by-right, subject to all normal development and use standards. A "C" means this use requires approval through the adoption of a conditional use ordinance. If the cell is blank, the use is not allowed.

How do I obtain a formal zoning determination?

Property-specific zoning information can be found at <http://property.nola.gov/>.

A formal zoning determination may be obtained from the Department of Safety and Permits in the form of a zoning verification letter. You can obtain one from the One Stop Shop at City Hall (1300 Perdido St., 7th floor, New Orleans, LA 70112; (504) 658-7100). However, during the COVID-19 Emergency, please e-mail zoning determination requests to Nick Kindel, the Zoning Administrator, at Njkindel@nola.gov, or to Todd Breckman, the Assistant Zoning Administrator at Twbreckman@nola.gov.

The Comprehensive Zoning Ordinance describes the zoning verification process here: <https://czo.nola.gov/article-4/#4-9>

How do I know if my property is in a Historic District Landmarks Commission or Vieux Carré Commission District?

You can determine if a property is within a Historic District Landmarks Commission (HDLC) or Vieux Carré Commission (VCC) district by looking up its address on www.property.nola.gov.

Maps of all HDLC districts are available here: <https://nola.gov/hdlic/map/>

HDLC districts are divided into “full control” and “partial control” districts. Information as to what districts are full control and what districts are partial control, and what types of work are subject to HDLC review in each district, can be found at <https://www.nola.gov/hdlic/documents/hdlic-jurisdiction-full-controlpartial-control/>

In the French Quarter, the Vieux Carré Commission reviews all repairs, alterations and construction affecting any building element exposed to outside air of any building on private property. A map showing the boundaries of the Vieux Carré Commission and more information can be found at <https://www.nola.gov/vcc/>

How can I obtain information regarding an application filed for a specific project?

The One Stop App, accessible at <https://onestopapp.nola.gov/>, provides information concerning licenses, permits and projects.

Another way to stay up-to-date on land-use changes around the city is through a service called “NoticeMe” found at <http://noticeme.nola.gov/>. NoticeMe is a personalized notification tool that emails citizens to inform them of opportunities for public input on land-use applications in selected areas.

Once registered, the email address will receive notices of the following:

- when a Neighborhood Participation Program (NPP) meeting is scheduled,
- when a City Planning Commission land use application or Board of Zoning Adjustments application is filed and a public hearing scheduled,
- when a CPC or BZA report has been issued, and the action of the City Planning Commission or the Board of Zoning Adjustments.
- when the Department of Safety has issued a Zoning Verification or a Non-Conforming Use Determination.

How can I speak with a planner regarding any question I may have?

During business hours there is a “planner on duty” available to answer questions. The planner on-duty can be reached at 504-658-7033 during normal business hours. When calling, please

ask for the planner on-duty. The CPC also accepts e-mail inquiries at cpcinfo@nola.gov. Walk-ins are also welcome on the 7th floor of City Hall, 1300 Perdido St. New Orleans, 70112.

During the COVID-19 Emergency, City Hall is closed to the public. In lieu of in-person meetings, please send all general inquiries, applications, and other questions or comments to cpcinfo@nola.gov. A planner is on-duty at all times.

Public hearings

I received a postcard in the mail about an issue before the Board of Zoning Adjustments or City Planning Commission; how do I find out more information?

If you have received a postcard in the mail, it is because an application has been submitted to the City Planning Commission or Board of Zoning Adjustments for a nearby property. Visit <https://onestopapp.nola.gov/> and search for the docket number to view more information about the project.

How do I submit public comment?

Comments may be submitted on any of the applications considered by the City Planning Commission or Board of Zoning Adjustments. Comments may be submitted in the following ways:

E-mail – CPCinfo@nola.gov (preferred)

Mail – 1300 Perdido Street Room 7W03, New Orleans, Louisiana 70112

Fax – 504-658-7032

All written correspondence should include the docket number. For the City Planning Commission, the deadline for public comment is no later than 5:00 p.m. on the Monday eight days prior to the meeting. For the Board of Zoning Adjustments, the deadline for public comment is no later than 5:00 p.m. on the Monday one week before the meeting.

Where do I get a copy of the City Planning Commission or Board of Zoning Adjustments meeting agenda?

Visit <https://nola.gov/city-planning/calendar/> to see City Planning Commission and Board of Zoning Adjustment agendas and calendars.

How can I find out if the Commission passed an item on the agenda?

Visit http://cityofno.granicus.com/ViewPublisher.php?view_id=2 to watch videos of City Planning Commission meetings.

The final City Planning Commission staff report for a specific docket will be posted with the minutes from the City Planning Commission meeting on <https://onestopapp.nola.gov/>.

The City Planning Commission does not make the final decision on zoning applications. The final decisions are made by the City Council. The City Planning Commission is the final decision maker on subdivision applications, except when an applicant specifically appeals the City Planning Commission's decision to the City Council.

The Board of Zoning Adjustments' resolutions to approve, deny, or grant modified approval to a specific application are also posted on the One Stop App, <https://onestopapp.nola.gov/>. An

aggrieved party may appeal a Board of Zoning Adjustment decision to the Orleans Parish Civil District Court within thirty (30) days of the date of the resolution.

Short Term Rentals (STRs)

Can I obtain a short term rental license for my property?

Short term rental licenses are issued by the Department of Safety and Permits. You can find more information on short term rental license requirements, zoning restrictions, application material, fees and taxes, and enforcement here: <https://nola.gov/short-term-rentals/>

In June of 2019, new short term rental regulations went into effect (Ordinance No. 28156). There are now different classifications of short term rentals: residential and commercial. Within the residential classification, there are partial unit, small residential, large residential. Each type is defined in the Comprehensive Zoning Ordinance (CZO): <http://czo.nola.gov/Article-26#26-6>

Short Term Rentals are prohibited in the French Quarter and in the Garden District. Zoning districts not within these two locations permit short term rentals in different capacities. The use tables for the zoning districts can be found within the Comprehensive Zoning Ordinance: <https://czo.nola.gov/home/>.

Neighborhood Participation Program (NPP)*

Am I required to host a Neighborhood Participation Program meeting? If so, where do I obtain the address list of neighbors and neighborhood organizations to invite?

If you are applying with the City Planning Commission for zoning map amendment, a conditional use, or a planned development, or if you are applying with the Board of Zoning Adjustments for a variance, you are required to host a Neighborhood Participation Program meeting prior to applying. (A Neighborhood Participation Program is not required for variances applications involving a single- or two-family dwelling.)

You can access detailed information about the Neighborhood Participation Program, including a Citizens' Resource Guide, here: <https://nola.gov/city-planning/neighborhood-participation-program/>

Email the City Planning Commission staff at CPCinfo@nola.gov to initiate the Neighborhood Participation Program process for your application.

***Temporary COVID-19 NPP protocol effective for the foreseeable future:**

Due to COVID-19, no in-person NPP meetings shall be held until further notice. In lieu of an in-person meeting, the applicant shall set up a mechanism whereby they can provide information to, and receive input from, the public about the proposed application. The CPC and BZA staff will still provide applicants with an NPP contact list. The applicant shall give written notice, as described in the NPP Guide (<https://nola.gov/getattachment/City-Planning/Neighborhood-Participation-Program/Land-Use-Action-Resource-Guide-July-2019.pdf/?lang=en-US>) to the residents on the list obtained from CPC staff, the neighborhood associations, Council District office, and City Planning Commission.

The notice shall contain information describing the impending application along with the applicant's contact information including an e-mail address and/or phone number by which recipients of the notice can communicate directly with the applicant about the project. The notice

will not contain information about a meeting time, date, and location of an in-person meeting, but may contain information for a virtual meeting, should the applicant choose to have one. The applicant should explain that in-person NPP meetings may not take place at this time due to the COVID-19 emergency.

All applications for conditional use, planned development, or variance requests shall include a site plan with the notice. The applicant may alternatively direct people to view a website or social media with information for the project containing a site plan.

Once the notice is sent (via U.S. mail or hand-delivery), the applicant must allow 14 days for public comment and inquiries. The applicant should communicate by phone or email with the people making inquiries and should document any concerns and how the concerns will be addressed. The required NPP Summary Report will be a written record of your communications, a summary of the comments and concerns expressed, and an applicant response to each of those concerns (if applicable). The NPP Summary Report shall be included with the application. All applications will be accepted by e-mail for the duration of the COVID-19 state of emergency at CPCinfo@nola.gov.

Further information can be found here: <https://nola.gov/nola/media/City-Planning/NPP-Temporary-Protocols-for-COVID19-State-of-Emergency.pdf>

Master Plan

What is the Master Plan?

The *Plan for the 21st Century*, commonly referred to as the Master Plan, is a City Charter-mandated planning framework for the core systems that shape New Orleans' physical, social, environmental, and economic future. The Master Plan can be viewed at <https://nola.gov/city-planning/master-plan/>

Can the Master Plan be amended?

The City Charter allows Master Plan amendment applications as often as once per year and requires a Master Plan amendment application process at least once every five years. The specific amendment period is determined by the City Planning Commission.

How can I stay informed about opportunities to amend the Master Plan?

When the City Planning Commission schedules a new Master Plan amendment application period, public notices are made through e-mail blasts, website announcements, and press releases. Applications undergo a public review process that involves meetings held in the community as well as formal public hearings. The entire process can take 12 to 18 months.

How is the Master Pan related to the Comprehensive Zoning Ordinance?

The Master Plan – and the “force of law” provision added to the City Charter in 2008 – requires that the City’s zoning be consistent with the Master Plan’s land use element. A new Comprehensive Zoning Ordinance was adopted and became effective in 2015, meeting the City Charter’s consistency requirement with the Master Plan. Applications for amendments to the Comprehensive Zoning Ordinance, including zoning map changes and zoning text changes, can be approved only if they are consistent with the land use element of the Master Plan. Additionally,

development-specific applications for conditional uses, planned developments, subdivisions, and variances, must be consistent with the land use element of the Master Plan.

In what other ways does the Master Plan affect governance and policy in New Orleans?

The Master Plan affects the City's prioritization of capital improvement needs, the location and design of transportation facilities, environmental regulations, housing policy, and other elements of City functions. The Master Plan's identification of a goal or strategy leads to implementation through laws or departmental budgets and actions. More specific issues or area plans may be incorporated into the Master Plan as it is considered a "living document" that is amended over time. Having an adopted Master Plan also assists in obtaining both public and private grants because it shows the community has laid the groundwork for specific actions.

CPC applications: General information

What types of applications does the City Planning Commission consider?

The City Planning Commission considers various types of applications:

- Applications for zoning map changes, zoning text amendments, conditional uses, and planned developments must be considered by the City Planning Commission and the City Council.
- Subdivision applications must be considered by the City Planning Commission. The Commission's decisions on subdivision applications are final unless appealed to the City Council. Some applications are eligible for administrative approval.
- Design Review applications may be eligible for staff-level approval or approval by the City Planning Commission, based on the particular aspects of the application.
- Change of Non-Conforming Use applications require consideration by the City Council following staff-level review by the City Planning Commission.

CPC applications: Zoning map amendments and zoning text amendments

What is the application process?

Applications for zoning map amendments and zoning text amendments (changes to the text of the Comprehensive Zoning Ordinance) require the consideration of the City Planning Commission, with the final decision made by the City Council. The City Planning Commission staff reviews the request and prepares a report for consideration by the City Planning Commission at a public hearing. The Commission will take comment at a public hearing, then will make a recommendation to the City Council to approve, approve with modifications, or deny the application.

Once the City Planning Commission makes its recommendation, it is forwarded to the City Council. The City Council will also hold a public hearing to take comment on the request. The City Council acts on the application by motion. If no motion is adopted, the application is effectively denied. If the Council adopts a motion of approval or modified approval, it is still necessary for an ordinance to be adopted to effectuate the action. If an ordinance is adopted, the process is complete at that point. From the date the application is submitted, the process takes approximately six to ten months.

This describes the zoning map amendment process: <https://nola.gov/onestop/building/planning-project/land-use-request-zoning-change/>

This describes the zoning text amendment process: <https://nola.gov/onestop/building/planning-project/land-use-request-text-amendment/>

The Comprehensive Zoning Ordinance contains regulations related to the zoning text and map amendment processes here: <https://czo.nola.gov/article-4/#4-2>

A flow chart illustrating the process and timeline for zoning map change and zoning text change applications is available here: <http://czo.nola.gov/Article-4#4-2-Chart>

What are the application materials?

The following link provides the application form, a description of required documents, the fee schedule, and other application information: <https://nola.gov/city-planning/applications/>.

When is the deadline for filing an application?

This document lists the filing deadlines for zoning map amendments and zoning text amendment applications: <https://nola.gov/city-planning/calendar/>

Applications must be fully complete (as determined by CPC staff) by the deadline day to be scheduled for the corresponding CPC meeting. The staff will inform the applicant if the application is incomplete within 10 days of receiving it. Applicants are strongly encouraged to file well in advance of the deadline to allow time for any deficiencies to be resolved prior to the filing deadline.

Will my request get approved or denied?

The Comprehensive Zoning Ordinance provides approval standards for zoning map amendment and zoning text amendment applications here: <https://czo.nola.gov/article-4/#4-2-E>

Is my zoning request considered a spot zone?

The City Planning Commission's *Administrative Rules, Policies, & Procedures* includes a definition of a spot zone. It also contains a "Historic Non-Conforming Use Policy" which identifies properties with a history of commercial, industrial, or institutional use that may qualify to be rezoned. Before submitting a spot zoning request, make sure to read through these policies. The *Administrative Rules, Policies, & Procedures* document is available here: https://nola.gov/city-planning/rules-and-regulations/rules-regulations-documents/2014_05_19_final_rules_document/

CPC applications: Conditional uses and planned developments

What is the application process?

Applications for conditional uses, and planned developments require the consideration of the City Planning Commission, with the final decision made by the City Council. The City Planning Commission staff reviews the request and prepares a staff report for consideration by the City

Planning Commission at a public hearing. The Commission will make a recommendation to the City Council to approve, approve with modifications, or deny the application.

Once the City Planning Commission makes its recommendation, it is forwarded to the City Council. The City Council will also hold a public hearing to take comment on the request. The City Council acts on the application by motion. If no motion is adopted, the application is effectively denied. If the Council adopts a motion of approval or modified approval, it is still necessary for an ordinance to be adopted to effectuate the action.

For conditional use and planned development applications, the process is not complete with the adoption of the ordinance. Within one year of the adoption of the ordinance, the developer must submit plans demonstrating compliance with the ordinance to the City Planning Commission for final approval. The City Planning Commission approves the plans and the applicant records them with the Clerk of Civil District Court. That completes the process. (The Executive Director of the City Planning Commission may extend the one year deadline for approval. The extension request must be made in writing within the one year period.)

From the date the application is submitted, the process takes approximately six to ten months.

This describes the conditional use/planned development process:

<https://nola.gov/onestop/building/planning-project/land-use-request-conditional-use/>

The Comprehensive Zoning Ordinance contains regulations related to the conditional use process here: <https://czo.nola.gov/article-4/#4-3>

A flow chart illustrating the process and timeline for conditional use applications is available here: <https://czo.nola.gov/article-4/#4-3-Chart>

The Comprehensive Zoning Ordinance contains regulations related to the planned development process here: <http://czo.nola.gov/Article-4#4-4>

A flow chart illustrating the process and timeline for planned development applications is available here: <http://czo.nola.gov/Article-4#4-4-Chart>

What are the application materials?

The following link provides the application form, a description of required documents, the fee schedule, and other application information: <https://nola.gov/city-planning/applications/>.

Note that all land-use applications and variance requests are required to display a notice sign on the subject property at least fifteen consecutive days prior to the public hearing. All signs can be obtained from the first floor of City Hall at the front desk. If the property is a corner lot, one sign displayed on each street frontage is required.

When is the deadline for filing a conditional use or planned development application?

This document lists the filing applications for conditional use and planned development applications: <https://nola.gov/city-planning/calendar/>

Applications must be fully complete (as determined by CPC staff) by the deadline day to be scheduled for the corresponding CPC meeting. The staff will inform the applicant if the application is incomplete within 10 days of receiving it. Applicants are strongly encouraged to file well in

advance of the deadline to allow time for any deficiencies to be resolved prior to the filing deadline.

Will my application get approved or denied?

The Comprehensive Zoning Ordinance provides approval standards for conditional use applications here: <http://czo.nola.gov/Article-4#4-3-F>

Approval standards for planned development applications are available here: <http://czo.nola.gov/Article-4#4-4-G>

Once I submit my final development plans for a conditional use or planned development to the City Planning Commission staff after City Council approval, how long does it take to obtain a permit?

Once the City Council approves a conditional use or planned development, the applicant is required to update the development plans to clearly indicate compliance with the waivers and provisos adopted by the City Council. These plans must be submitted to the City Planning Commission staff for approval. If the development plans are complete, the staff will stamp the final plans for approval within approximately two weeks. The applicant must record the approved plans with the Orleans Parish Clerk of Civil District Court, Land Records Division. Once recorded, the applicant may proceed to permitting through the Department of Safety and Permits in order to obtain any necessary permits and/or licenses.

How do I update conditional use or planned development plans for final approval?

The final plans submitted for approval must be tailored to show compliance with the Ordinance and all applicable provisos. You should do this by following these steps:

Step One: Complete Final Plans

- Plans must include architectural site, floor, elevation, and landscape plans as well as any other applicable plans (i.e., signage plan, lighting plan, etc.).
- The text of the waivers and provisos contained in the ordinance granting approval of the conditional use or planned development must be printed verbatim on the title page of the drawings to be granted final approval.

Step Two: Show Compliance with Provisos

- Plans must clearly show compliance with all provisos contained in the ordinance.
- Any physical modifications to the property that are required by proviso must clearly be shown on the plans.
- Any approvals by City and/or State agencies that are required by provisos must be obtained and documented. Acceptable documentation can include stamps on drawings, approval memos, or other documentation acceptable to the Executive Director of the City Planning Commission.

Step Three: Submit Final Plans and Documentation

- Once final plans and all proviso compliance documentation is obtained, submit all documents to City Planning Commission staff for their review and signoff.
- Final plans and compliance documentation may be submitted digitally to your assigned planner

- To find out the email address of your assigned planner, contact the City Planning Commission by phone at 658-7033, or by email at cpcinfo@nola.gov.

Step Four: Recordation

- Upon notification from the staff of CPC that the final plans have been approved and signed by the Executive Director of the City Planning Commission, the applicant will pick-up two (2) copies of the signed development plans as well as a transmittal letter from the City Planning Commission to the Clerk of Civil District Court for recordation. The plans can be obtained on the first floor of City Hall at the front desk.
- The applicant will record the two (2) copies of the signed development plans with the Orleans Parish Clerk of Civil District Court, Land Records Division (1340 Poydras St., Suite 400). A fee will be assessed by the Land Records Division. One (1) set will be retained by the Land Records Division, and one (1) set will be returned to the applicant to keep and from which to make a digital copy.
- The applicant shall submit a digital copy of the recorded development plans to the CPC staff to keep on file within the City's permit database.

Obtaining approvals from other City agencies

Several standard provisos include obtaining the approval by other city agencies. Below are instructions for contacting these other agencies in reference to common provisos such as curb cuts, sidewalk repair, street trees, and waste collection:

Street Trees and/or Landscaping of the Right-of-Way

Contact: Parks and Parkways

Website: www.nola.gov/parks-and-parkways/

Location: 2829 Gentilly Blvd. New Orleans, LA 70122

Phone: (504) 658-3201

Email: parksandparkways@nola.gov

Instructions for Obtaining a Tree Planting Permit:

<https://www.nola.gov/onestop/residential/tree-planting-permit/>

Sidewalk Repairs or Installation

Contact: Department of Public Works – Traffic Engineering

Contact Person: Xavier Chavez-Reyes xachavezreyes@nola.gov

Website: <http://www.nola.gov/dpw/>

Location: City Hall, Room 6W03

Phone: (504) 658-8040

Instructions for Obtaining a Sidewalk Repair Permit:

<https://www.nola.gov/onestop/building/street/sidewalk-repair/>

Driveway/Curb Cut Installation

Contact: Department of Public Works – Traffic Engineering

Contact Person: Catherine Nguyen cnguyen@nola.gov

Website: <http://www.nola.gov/dpw/>

Location: City Hall, Room 6W03

Phone: (504) 658-8040

Instructions for Obtaining a Driveway/Curb Cut Permit:

<https://www.nola.gov/onestop/building/street/driveway-sidewalk-cut-permit/>

Encroachment into the Right-of-Way/Lease of City Property

Contact: Division of Real Estate and Records

Website: www.nola.gov/property-management/

Location: City Hall, Room 5W06

Phone: (504) 658-3615

** There is an upfront \$350 fee for leases/encroachments. Encroachments are charged annually based on a calculation of the square footage of all encroachments times 5% of fair market value of the land. If the annual fee is so small (say \$20) that the \$350 paid up front would cover so many years as to make active management of the file to be a problem, then the department treats the \$350 as a one-time fee.*

Litter Abatement Plan

Contact: Department of Sanitation

Contact Person: Matt Torri mrtorri@nola.gov

Website: <http://www.nola.gov/sanitation/>

Location: City Hall, Room 1W03

Phone: (504) 658-2299

Instructions for Submitting a Litter Abatement Plan:

** Mail or email your litter abatement program details to the Department of Sanitation. The Department will provide you with a letter of approval. You will submit this letter of approval to CPC staff as proof of compliance.*

What is the process for amending approved conditional use/planned development plans?

The Comprehensive Zoning Ordinance allows for changes to conditional use and planned development plans that have been approved by the City Planning Commission. Depending on the types of change, the changes may be eligible by the Executive Director of the City Planning Commission, by the City Planning Commission following a public hearing, or by the City Council with the recommendation of the City Planning Commission. The following section of the zoning ordinance outline what types of changes can be approved by each body: <https://czo.nola.gov/article-4/#4-5-F>

Applications for changes that can be approved by the Executive Director or by the City Planning Commission are reviewed through the design review process: <https://nola.gov/onestop/building/planning-project/design-review/>

Applications for changes that must be approved by the City Council require a new conditional use/planned development application: <https://nola.gov/onestop/building/planning-project/land-use-request-conditional-use/>

I'm interested in applying for a conditional use for an established multi-family/neighborhood commercial establishment. Where can I find evidence that it was originally constructed as a multi-family/nonresidential building?

A common way to prove historic use of a property is with Sanborn maps, which are fire insurance maps that show the locations of buildings and typically indicate if they were used as a residence, store, or for some other purpose. Historic Sanborn maps can be accessed online by anyone with a New Orleans Public Library card: <http://lplibcon.state.lib.la.us/>

Entergy may be able to provide records showing the type and number of electric meters for multi-family dwellings. Please note that access to this information is limited to the account holder. Entergy's contact information is available here: http://www.entergy.com/Contact_Us/

The Sewerage and Water Board's House Connection Department maintains historical records about water and sewer connections, which can indicate the number of units a structure historically contained. The House Connection Department's contact information is available here: <https://www.swbno.org/About/Departments>

CPC applications: Design Review

What is application process?

Some development proposals require City Planning Commission review of building design and site design. This design review is required for developments that are over 40,000 square feet in floor area, as well as smaller developments in certain locations, such as "design overlay districts".

Design review includes an administrative review of the site plan, floor plans, landscape plan, and building elevations for compliance with the requirements of the Comprehensive Zoning Ordinance. In addition, projects that meet certain thresholds will also require review by the Design Advisory Committee. The Department of Safety and Permits will determine whether design review is necessary as part of the building permit review process and inform the developer.

The length of the process depends on the complexity of the application. Generally, the review process takes 30 to 90 days once the CPC receive the complete application. Simpler design review applications, such as review of signs, are often approved in approximately two weeks. Larger, more complicated projects, especially those requiring review by the Design Advisory Committee, may take more than 3 months to approve.

This describes the design review process: <https://nola.gov/onestop/building/planning-project/design-review/>

The Comprehensive Zoning Ordinance contains regulations related to the design review process here: <http://czo.nola.gov/Article-4#4-5>

What are the application materials?

The following link provides the application form, a description of required documents, the fee schedule, and other application information: <https://nola.gov/city-planning/applications/>.

When is the deadline for filing an application?

There are no filing deadlines for design review applications. They are accepted and reviewed on a rolling basis. There are filing deadlines for review by the Design Advisory Committee, as noted below. During the COVID-19 Emergency, all design review applications must be submitted to CPCinfo@nola.gov for review.

What is the Design Advisory Committee (DAC)? What are the deadlines for filling an application for the DAC?

The Design Advisory Committee makes design, siting, material, and color recommendations to the Executive Director of the City Planning Commission on development plan and design review applications that trigger their review. In addition, the DAC provides advice on design aspects of some public development projects. The DAC is made up of representatives from various City Departments including the City Planning Commission, Capital Projects Administration, Historic

District Landmarks Commission, Department of Parks and Parkways, the Arts Council, and the Mayor's Office.

The DAC generally meets twice per month. The meeting and submission deadline is available at this link: <https://www.nola.gov/city-planning/calendar/>.

Will my application get approved or denied?

The Comprehensive Zoning Ordinance provides approval standards for design review applications here: <http://czo.nola.gov/Article-4#4-5-E>

CPC applications: Change of Non-Conforming Use

What is the application process?

Applications to change the use of a property from one non-conforming use to another require the consideration of the City Planning Commission staff, with the final decision made by the City Council. Once the application is deemed complete, the City Planning Commission staff has 30 days to make a written recommendation to the City Council.

The City Council will also hold a public hearing to take public comment and will act on the request by motion.

This describes the change of non-conforming use process: [https://nola.gov/onestop/building/planning-project/land-use-request-conditional-use-\(1\)/](https://nola.gov/onestop/building/planning-project/land-use-request-conditional-use-(1)/)

The Comprehensive Zoning Ordinance contains regulations related to the change of non-conforming use process here: <http://czo.nola.gov/Article-25#25-3-E>

What are the application materials?

The following link provides the application form, a description of required documents, the fee schedule, and other application information: <https://nola.gov/city-planning/applications/>.

When is the deadline for filing an application?

There are no filing deadlines for change of non-conforming use applications. They are accepted and reviewed on a rolling basis.

Will my application get approved or denied?

The Comprehensive Zoning Ordinance provides approval standards for change of non-conforming use applications here: <http://czo.nola.gov/Article-25#25-3-E-1>

CPC Land Use applications: Subdivision applications

What is the application process?

The City Planning Commission establishes and administers regulations governing the subdivision of land within the city. Subdivisions involve combining multiple lots into a single new lot or dividing an existing lot or lots into multiple new lots. Any shifting of an existing lot line and any change to a street or right-of-way line also necessitates a subdivision request.

The City Planning Commission will take tentative action on a subdivision application within 60 days of the receipt of the complete application. The City Planning Commission cannot grant final approval until all required items are submitted by the applicant, including the submittal of any required consent from lenders or others with an ownership interest in the property being subdivided and payment of any outstanding property taxes.

This describes the process for “minor” subdivisions (which create 5 or fewer lots and do not involve a street): <https://nola.gov/onestop/building/planning-project/major-or-minor-subdivision/>

This describes the process for “major” subdivisions (which create more than 5 lots and/or involve the dedication or revocation of a street): [https://nola.gov/onestop/building/planning-project/major-or-minor-subdivision-\(1\)/](https://nola.gov/onestop/building/planning-project/major-or-minor-subdivision-(1)/)

The City Planning Commission reviews all subdivision applications under its Subdivision Regulations, available here: <https://nola.gov/city-planning/subdivision-regulations/>

What are the application materials?

The following link provides the application form, a description of required documents, the fee schedule, and other application information: <https://nola.gov/city-planning/applications/>.

When is the deadline for filing an application?

There are no filing deadlines for subdivision applications. They are accepted and reviewed on a rolling basis. During the COVID-19 Emergency, all applications must be submitted to CPCinfo@nola.gov. After submittal and after the application has been deemed complete, an invoice will be sent to the applicant.

Is my subdivision eligible for administrative approval?

All major subdivisions require consideration by the City Planning Commission. They are not eligible for administrative approval.

Some minor subdivisions require consideration by the City Planning Commission. Others are eligible for administrative approval. Whether or not a minor subdivision is eligible for administrative approval depends on its compliance with the Subdivision Regulations, the Comprehensive Zoning Ordinance, and the Master Plan. In the process of reviewing a submitted application, the City Planning Commission staff will determine whether it is eligible for administrative approval.

Reasonable accommodations applications

What is the application process?

It is the policy of the City of New Orleans to provide individuals with disabilities reasonable accommodation in the City’s zoning and land use regulations, rules, policies and practices to ensure equal access to housing and to facilitate the development of housing for individuals with disabilities.

Reasonable accommodations in the zoning and land use context means providing individuals with disabilities, or developers of housing for people with disabilities, flexibility in the application of land use, zoning and building regulations, policies, practices and procedures, or even waiving certain requirements, when it is necessary to eliminate barriers to housing opportunities.

Reasonable accommodations requests are submitted for consideration by the Executive Director of the City Planning Commission. The Executive Director will issue a written decision within 30 days of the date of the application. The applicant may appeal the Executive Director's decision to the Board of Zoning Adjustments within 30 days of the decision.

This describes the reasonable accommodations process: <https://nola.gov/onestop/building/planning-project/variances/>

The Comprehensive Zoning Ordinance contains regulations related to the reasonable accommodations process here: <https://czo.nola.gov/article-27/>

What are the application materials?

The following link provides the application form, a description of required documents, the fee schedule, and other application information: <https://nola.gov/city-planning/applications/>.

When is the deadline for filing an application?

There are no filing deadlines for reasonable accommodations applications. They are accepted and reviewed on a rolling basis. During the COVID-19 Emergency, all applications must be submitted to CPCinfo@nola.gov. After submittal and the application is deemed complete, an invoice will be sent to the applicant.

Will my request get approved or denied?

The decision to grant, grant with modifications or conditions, or deny a reasonable accommodations request must be based upon factors contained in the Comprehensive Zoning Ordinance here: <http://czo.nola.gov/Article-27#27-5>

BZA applications: General information

What types of applications does the Board of Zoning Adjustments consider?

There are various types of applications considered by the Board of Zoning Adjustments.

- Applications for variances of the Comprehensive Zoning Ordinance's standards and regulations.
- Appeals of the Director of the Department of Safety and Permits' decisions on zoning verifications, interpretations of the Comprehensive Zoning Ordinance, and permits.
- Appeals of the Executive Director of the City Planning Commission's decisions on reasonable accommodations requests.

BZA applications: Variances

What is the application process?

A variance, or waiver, is an exception from a requirement or standard in the Comprehensive Zoning Ordinance. The Board of Zoning Adjustments hears variance requests related to permitted uses. The City Council hears variance requests related to conditional uses and planned developments as part of the conditional use/planned development application process.

The City Planning Commission staff serves as staff to the Board of Zoning Adjustments. Once the application is deemed complete, the City Planning Commission staff reviews the request and prepares a staff report for consideration by the Board of Zoning Adjustments at a public hearing. The Board will take public comment at a public hearing, then will decide to approve, approve with modifications, or deny the application. The Board's decisions are not appealable to the City Council. Decisions may be appealed to Civil District Court within 30 days of the decision.

This describes the variance process: <https://nola.gov/onestop/building/planning-project/variances/>

A flow chart illustrating the process and timeline for variance applications is available here: <http://czo.nola.gov/Article-4#4-6-Chart>

The Comprehensive Zoning Ordinance contains regulations related to the variance process here: <http://czo.nola.gov/Article-4#4-6>

What are the application materials?

The following link provides the application form, a description of required documents, the fee schedule, and other application information: <https://nola.gov/city-planning/applications/>.

When is the deadline for filing an application?

This page lists the filing deadlines for variance applications: <https://nola.gov/city-planning/calendar/>

Applications must be fully complete (as determined by BZA staff) by the deadline day to be scheduled for the corresponding BZA meeting. The staff will inform the applicant if the application is incomplete within 10 days of receiving it. Applicants are strongly encouraged to file well in advance of the deadline to allow time for any deficiencies to be resolved prior to the filing deadline.

During the COVID-19 Emergency, all applications must be submitted to CPCinfo@nola.gov. After submittal and the application is deemed complete, an invoice will be sent to the applicant.

The applicant must display a notification sign on the property at least 15 consecutive days prior to the public hearing. Notification signs may be obtained from the first floor of City Hall at the front desk. If the subject property is located on a corner lot, two notification signs will need to be posted, one fronting each street.

Will my request get approved or denied?

The Comprehensive Zoning Ordinance provides approval standards for variance applications here: <http://czo.nola.gov/Article-4#4-6-F>

Please note that the Board cannot consider financial hardship or economic disadvantage in the consideration of these criteria.

BZA applications: Minor Map Adjustments

What is the application process?

The purpose of a minor map adjustment is to eliminate split-lot classifications, shift boundaries to coincide with a newly created lot line as part of a subdivision or resubdivision, or create uniform boundary lines on the Official Zoning Map.

Applications for minor map adjustments may be initiated by a property owner in the city or a person expressly authorized in writing by a property owner, the City Planning Commission, and the City Council in the following instances:

1. Where subdivisions or resubdivisions would create a lot line that no longer coincides with an existing zoning district boundary on the Official Zoning Map or land use boundary on the Future Land Use Map.
2. Where split-lot zoning classification or split-lot land use designation occurs on the Official Zoning Map or land use boundary on the Future Land Use Map. Split-lot zoning or split-lot and use is defined as two (2) or more zoning classifications or land use designations applied to one (1) lot.
3. Where such minor map adjustment would result in uniform boundary lines.

The City Planning Commission staff serves as staff to the Board of Zoning Adjustments. Once the application is deemed complete, the City Planning Commission staff reviews the request and prepares a staff report for consideration by the Board of Zoning Adjustments at a public hearing. The Board will take public comment at a public hearing, then will decide to approve, approve with modifications, or deny the application. The Board's decisions are not appealable to the City Council. Decisions may be appealed to Civil District Court within 30 days of the decision.

This describes the minor map adjustment process:

<https://www.nola.gov/onestop/building/planning-project/minor-map-adjustments/>

The Comprehensive Zoning Ordinance contains regulations related to the minor map adjustment process here: <http://czo.nola.gov/Article-4#4-7>

What are the application materials?

The following link provides the application form, a description of required documents, the fee schedule, and other application information: <https://nola.gov/city-planning/applications/>.

During the COVID-19 Emergency, all applications shall be submitted to CPCinfo@nola.gov. After the application is deemed complete, an invoice will be sent to the applicant.

When is the deadline for filing an application?

This page lists the filing deadlines for minor map adjustment applications: <https://nola.gov/city-planning/calendar/>

Applications must be fully complete (as determined by BZA staff) by the deadline day to be scheduled for the corresponding BZA meeting. The staff will inform the applicant if the application is incomplete within 10 days of receiving it. Applicants are strongly encouraged to file well in advance of the deadline to allow time for any deficiencies to be resolved prior to the filing deadline.

Will my request get approved or denied?

The Comprehensive Zoning Ordinance provides approval standards for minor map adjustment applications here: <http://czo.nola.gov/Article-4#4-7-E>

BZA applications: Appeals of the Director of the Department of Safety and Permits' decisions

What is the application process?

The Board of Zoning Adjustments hears appeals of zoning decisions made by the Director of the Department of Safety and Permits. The Board will consider the appeal at a public hearing. The Board's decisions are not appealable to the City Council. Decisions may be appealed to Civil District Court within 30 days of the decision.

The process is described in detail here: <https://nola.gov/onestop/building/planning-project/appeal-of-administrative-decision-of-the-division/>

What are the application materials?

The following link provides the application form, a description of required documents, the fee schedule, and other application information: <https://nola.gov/onestop/building/planning-project/appeal-of-administrative-decision-of-the-division/>

When is the deadline for filing an application?

This page lists the filing deadlines for appeals: <https://nola.gov/city-planning/calendar/>

During the COVID-19 Emergency, all applications shall be submitted to CPCinfo@nola.gov. After the application is deemed complete, an invoice will be sent to the applicant.

Applications must be fully complete (as determined by BZA staff) by the deadline day to be scheduled for the corresponding BZA meeting. The staff will inform the applicant if the application is incomplete within 10 days of receiving it. Applicants are strongly encouraged to file well in advance of the deadline to allow time for any deficiencies to be resolved prior to the filing deadline.

BZA applications: Appeals of the Executive Director of the City Planning Commission's decisions on reasonable accommodations requests

The reasonable accommodation appeal process is noted in the "Reasonable accommodations" section above.