



City of New Orleans Healthy Homes Program

Information on the Healthy Homes Program can be found online at <https://nola.gov/next/healthy-homes>
Scan QR code here to view.



Rights of Lessee

Any lessee may report potential violations of the Healthy Homes Ordinance or sections 26-156 thru 26-230 of the Minimum Property Maintenance Code by contacting the Department of Code Enforcement via 3-1-1 and requesting an inspection of a rental housing unit to ensure compliance with the standards contained in the Healthy Homes Ordinance or in sections 26-156 thru 26-230 of the Minimum Property Maintenance Code.

Lessees shall have the right to pursue protected activity without fear of retaliation.

“Protected activity” includes:

- (1) Notifying the lessor or the lessor’s agent of any violation of any provision of this article or sections 26-156 thru 26-230 of the Minimum Property Maintenance Code;
- (2) Requesting corrective action reasonably calculated to redress any violation of this article or sections 26-156 thru 26-230 of the Minimum Property Maintenance Code;
- (3) Notifying regulatory authorities or members of the public of any violation of this article or sections 26-156 thru 26-230 of the Minimum Property Maintenance Code; or
- (4) Providing testimony in court or administrative proceedings relative to any violation of this article or sections 26-156 thru 26-230 of the Minimum Property Maintenance Code.

Protected activities under the Healthy Homes Ordinance do NOT include: nonpayment of rent; intentional damage to property on the premises; verbal or physical threats to the personal safety of the lessor, lessor’s employees, or another lessee. Lessees should make a reasonable attempt to notify the lessor of needed repair(s).



To register a Healthy Homes Complaint, call 3-1-1 or log on to <https://nola311.org>.

Scan the QR code here to log on to NOLA-311. For assistance in a language other than English, call (504) 539-3266.

Landlords are prohibited from retaliating against protected activities.

Prohibited acts of retaliation include, but are not limited to, unlawful termination of a lease, decreasing services, increasing the rent or fees, bringing or threatening to bring a lawsuit against a lessee for possession, or refusing to renew a lease, where such acts are motivated by the good-faith exercise of protected activity.

There shall be a rebuttable presumption that the lessor has committed a prohibited act of retaliation if: (i) a lessor engages in any prohibited acts of retaliation, as described above, within six months of a lessee, or a lessee’s representative, engaging in protected activity, and (ii) there exists probable cause to believe a violation of this section or sections 26-156 thru 26-230 of the Minimum Property Maintenance Code has been committed, as evidenced by a citation or notice of violation issued by the appropriate enforcement agency, photographs, or other evidence.

If you believe you have been retaliated against for a protected activity related to Healthy Homes please seek private legal counsel. Please contact Southeast Louisiana Legal Services by calling (504)529-1000, or the Louisiana State Bar Association by calling (504) 566-1600 for more information on legal counsel. The City of New Orleans cannot assist with private legal matters.