

How To Submit a Healthy Homes Complaint via 3-1-1



City of New Orleans

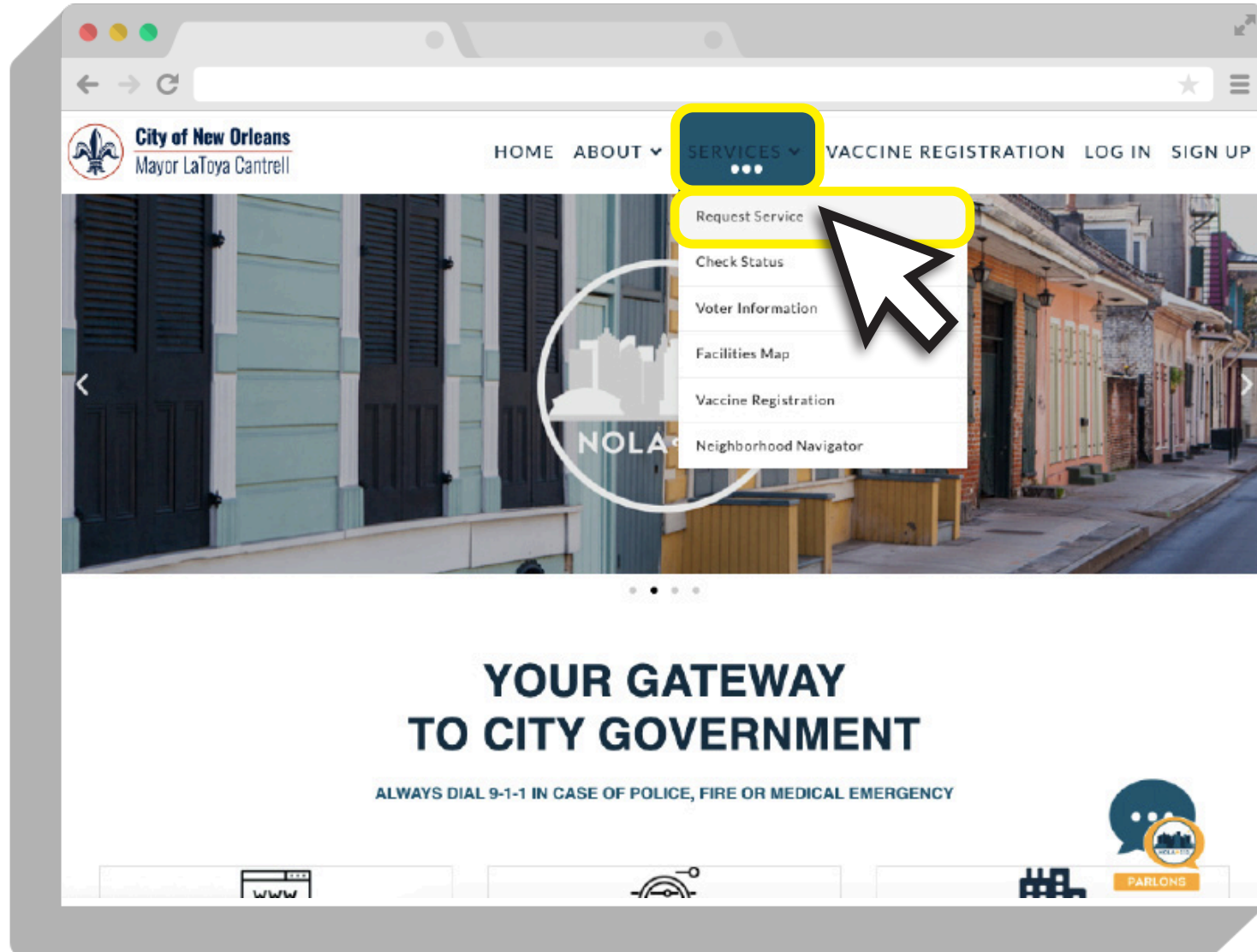
Department of Safety & Permits
Healthy Homes Administration
1340 Poydras St, Suite 800, New Orleans, LA 70112
504.658.7133 | healthyhomes@nola.gov

**Here is a step-by-step guide
on how to submit a Healthy
Homes Complaint via 3-1-1:**

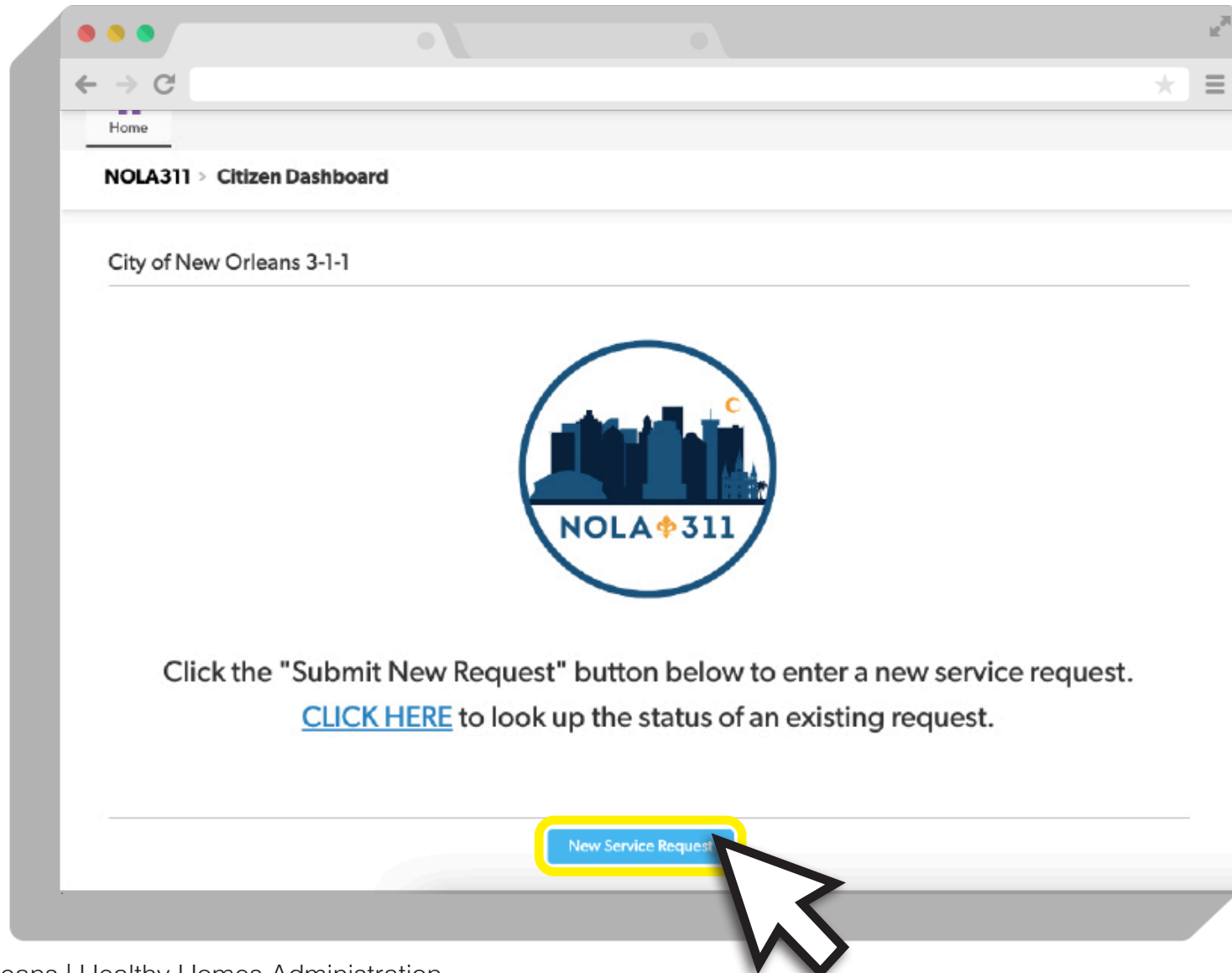
**1. Navigate to the City's
3-1-1 website:**

nola311.org

2. Under the “Services” tab, select “Request Service.”



3. Click on the blue button for “New Service Request.”



4. On the Request Form, fill in your **contact info** here.

City of New Orleans
Mayor LaToya Cantrell

My Apps

Home

Service Requests > Add Service Request

Save & close Cancel

Service Request # -

Request Status Pending

First Name

Last Name

Mobile Phone Number

Home Phone Number

Enter your Email Address to receive updates on this request.

Email Address

Request Type * Search and select

Request Reason * First choose Request Type

Description

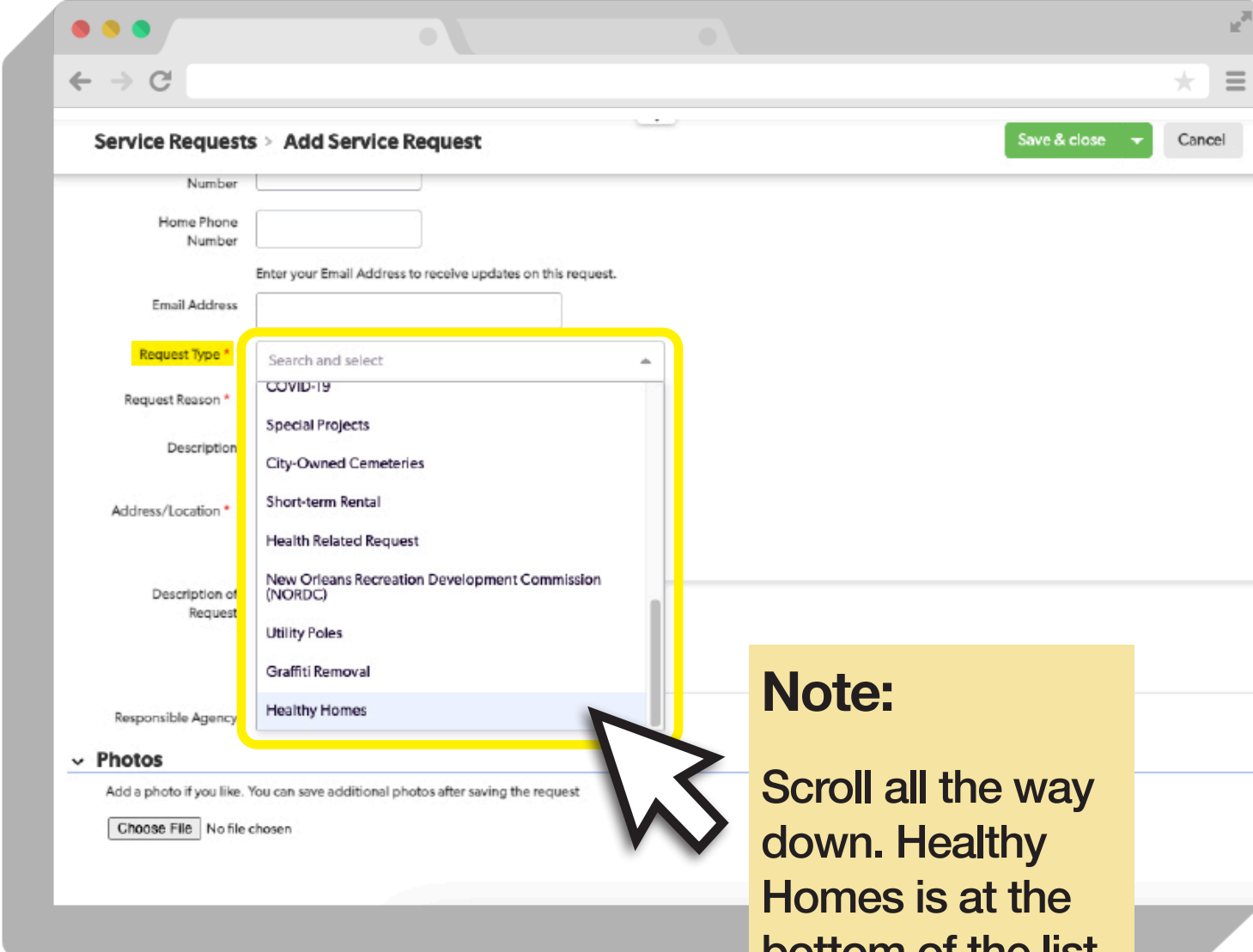
Address/Location * Search and select

Important!

Include your:

- First Name
- Last Name
- Phone Number
- Email Address

5. Under “Request Type,” select “Healthy Homes.”

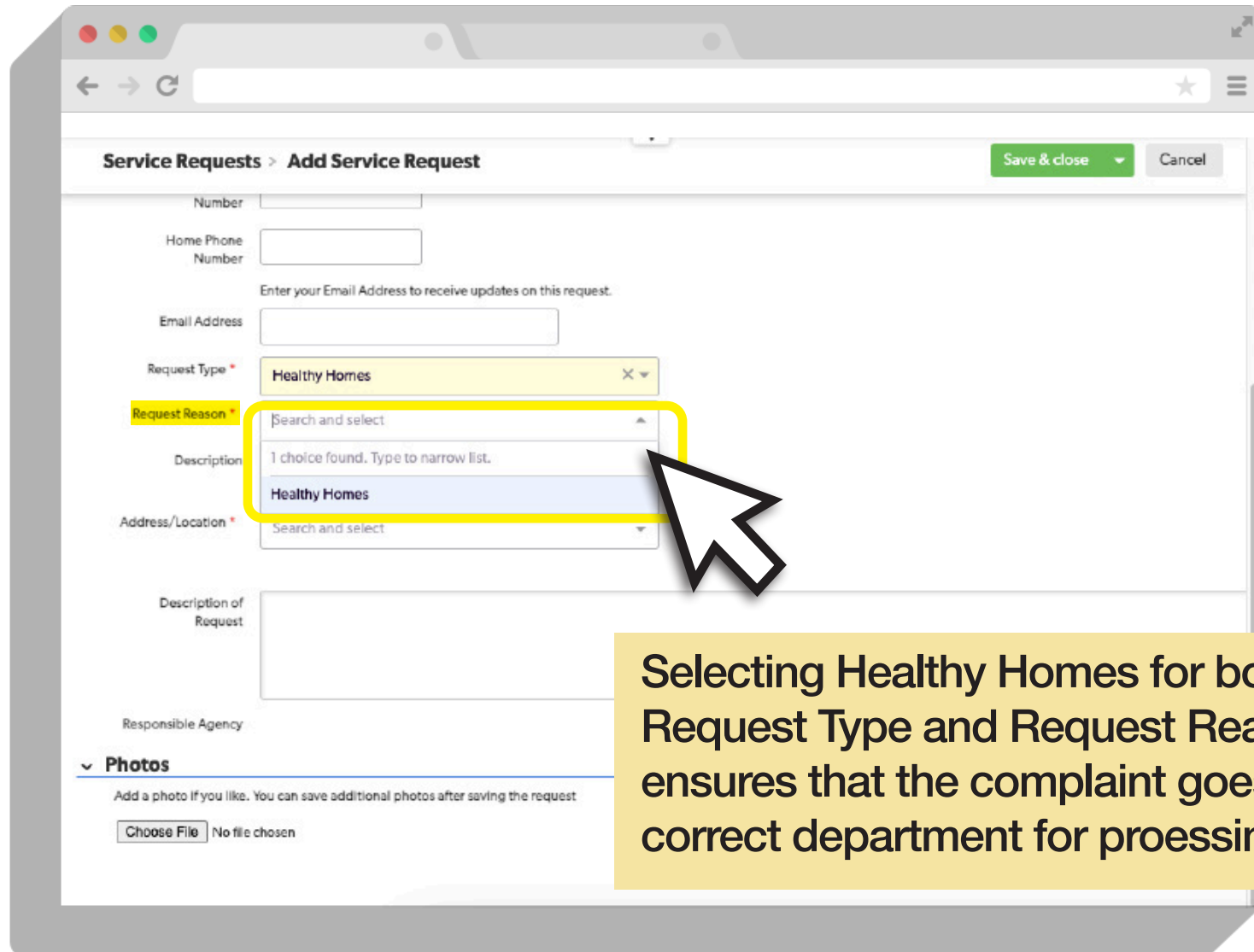


The screenshot shows a web browser window displaying the 'Service Requests > Add Service Request' form. The form includes fields for 'Number', 'Home Phone Number', 'Email Address', 'Request Reason', 'Description', 'Address/Location', 'Description of Request', and 'Responsible Agency'. A dropdown menu for 'Request Type' is open, showing a list of options: COVID-19, Special Projects, City-Owned Cemeteries, Short-term Rental, Health Related Request, New Orleans Recreation Development Commission (NORDC), Utility Poles, Graffiti Removal, and Healthy Homes. A yellow box highlights the dropdown menu, and a white mouse cursor points to the 'Healthy Homes' option at the bottom of the list. The 'Save & close' and 'Cancel' buttons are visible at the top right of the form.

Note:

Scroll all the way down. Healthy Homes is at the bottom of the list.

6. Under “Request Reason,” select “Healthy Homes.”



The screenshot shows a web browser window displaying the 'Service Requests > Add Service Request' form. The form includes fields for 'Number', 'Home Phone Number', 'Email Address', 'Request Type', 'Request Reason', 'Description', 'Address/Location', and 'Description of Request'. The 'Request Type' dropdown is set to 'Healthy Homes'. The 'Request Reason' dropdown is open, showing a search bar and a list with one item, 'Healthy Homes', which is highlighted. A yellow box highlights the 'Request Reason' dropdown and its options, and a mouse cursor points to the 'Healthy Homes' option. At the bottom of the form, there is a 'Photos' section with a 'Choose File' button and the text 'No file chosen'. In the top right corner of the form, there are 'Save & close' and 'Cancel' buttons.

Selecting Healthy Homes for both Request Type and Request Reason ensures that the complaint goes to the correct department for processing.

7. Type in your **Address**. It should appear in the list.

Service Requests > Add Service Request

Number

Home Phone Number

Enter your Email Address to receive updates on this request.

Email Address

Request Type * Healthy Homes

Request Reason * Search and select

Description

Address/Location * Search and select

Description of Request

Responsible Agency

Photos

Add a photo if you like. You can save additional photos after saving the request.

Choose File No file chosen

Search for your address, including apartment number if applicable. It should appear in the list. Once you find it, select it.

If it does not appear in the list, select the property address, and note the full address in the “Description of Request” box below.

8. Describe the Healthy Homes violations you want to report.

Service Requests > Add Service Request Save & close Cancel

Number

Home Phone Number

Enter your Email Address to receive updates on this request.

Email Address

Request Type * **Healthy Homes**

Request Reason *

Description

Address/Location *

Description of Request

Responsible Agency

Photos

Add a photo if you like. You can save additional photos after saving the request.

No file chosen

You can be as specific as you wish in the description. Make sure to note all violations that you want to report.

9. Attach a photo, if you have a photo to add to the report.

Service Requests > Add Service Request

Number

Home Phone Number

Enter your Email Address to receive updates on this request.

Email Address

Request Type * **Healthy Homes** X

Request Reason * Search and select

Description

Address/Location * Search and select

Description of Request

Responsible Agency

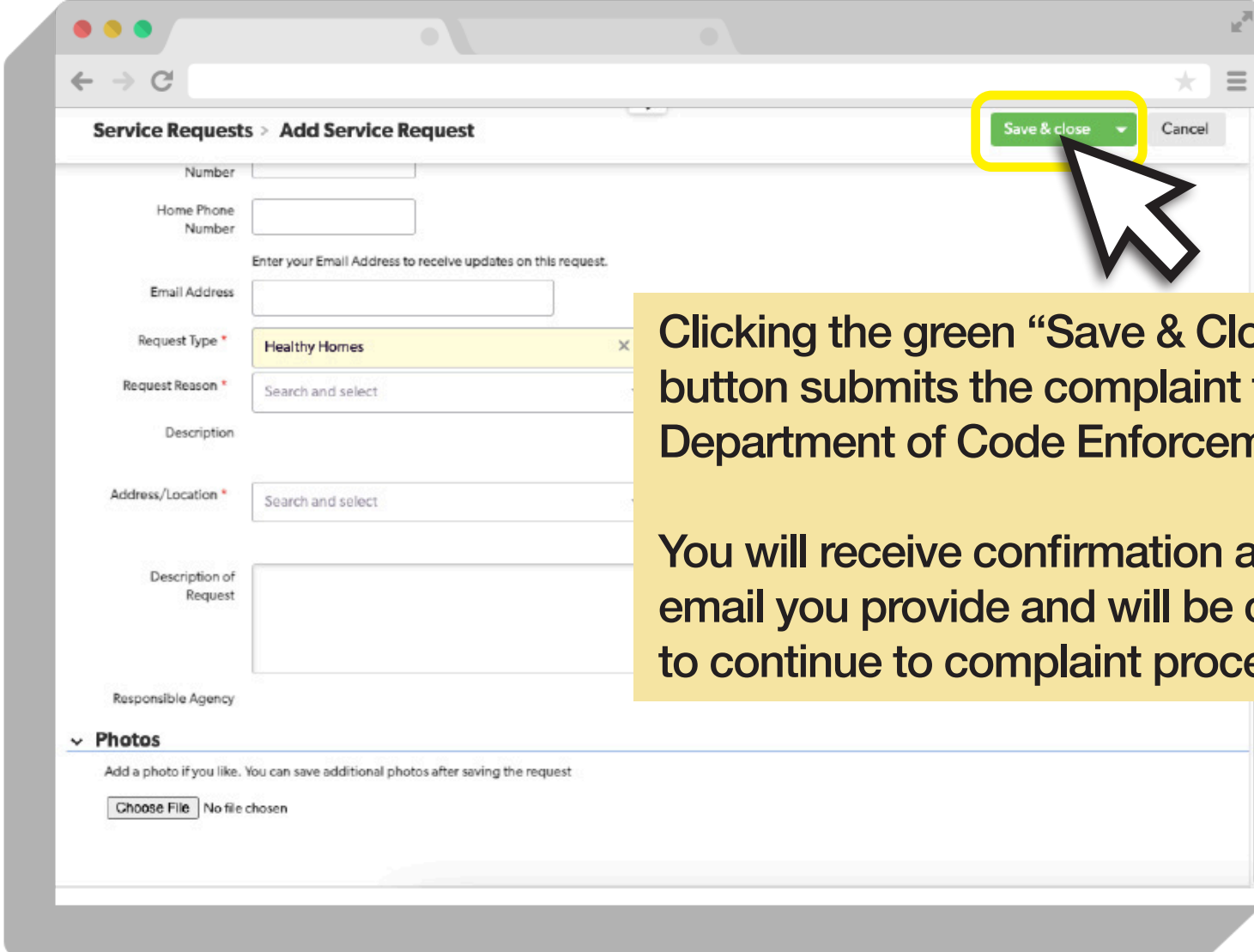
Photos

Add a photo if you like. You can save additional photos after saving the request.

Choose File No file chosen

Note: you may only be able to upload one photo.

10. Submit the complaint by clicking “Save & Close.”



The screenshot shows a web browser window with the title "Service Requests > Add Service Request". The form contains several fields: "Number", "Home Phone Number", "Email Address" (with a note "Enter your Email Address to receive updates on this request."), "Request Type" (set to "Healthy Homes"), "Request Reason" (with a "Search and select" dropdown), "Description", "Address/Location" (with a "Search and select" dropdown), "Description of Request", and "Responsible Agency". At the top right of the form, there is a green "Save & Close" button and a grey "Cancel" button. A yellow box highlights the "Save & Close" button, and a white mouse cursor with a black outline is pointing at it.

Clicking the green “Save & Close” button submits the complaint to the Department of Code Enforcement.

You will receive confirmation at the email you provide and will be contacted to continue to complaint process.

For specific questions about enforcement, please email:
**healthyhomesenforcement
@nola.gov**



For more information about the Healthy Homes program, please visit our website:
nola.gov/next/healthy-homes

Tenants may report potential violations set in the **Minimum Property Maintenance Code** and the **Healthy Homes Minimum Rental Standards** by calling 3-1-1 or online at nola311.org.

Tenants have the right to pursue the complaint process without fear of retaliation under the “protected activity” section of the Healthy Homes Ordinance.

Healthy Homes

Minimum Rental Standards:

- Operable fire and smoke detection systems and alarm.
- One or more bathtubs or showers, toilets, and kitchen sinks in good working order.
- All kitchen sinks, bathtubs and showers have hot and cold running water.
- Water heating facilities in good working order and capable of providing adequate water at a minimum temperature of 110F.
- Heating facilities capable of maintaining a minimum room temperature of 68F.
- Cooling system capable of maintaining a maximum bedroom temperature of 80F 3' above the floor and 2' from exterior walls.
- Properly maintained electrical system.
- appliances provided by lessor are properly installed, operable and maintained in safe working condition.
- Roofs, windows and exterior doors adequate to prevent dampness or deterioration in walls or interior portions.
- No evidence of mold in unit.
- Interior surfaces are maintained free of significant cracking or decay and holes are sealed.
- Housing units and exterior property are free from visible rodent harborage and infestation.