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

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.

Important!
Include your:
- First Name
- Last Name
- Phone Number
- Email Address
5. Under “Request Type,” select “Healthy Homes.”

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

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.

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.

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.**

Note: you may only be able to upload one photo.
10. **Submit the complaint by clicking “Save & Close.”**

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.