**Frequently Asked Questions Draft**

**To Owners:**

**Where can I submit evidence for my upcoming hearing?**  
The mailing and email addresses for submitting evidence are listed on your Notice of Hearing.

* **Electronically**:
  + The Department of Code Enforcement manages its own adjudication process and record-keeping to meet heavy case load demands. If you need to submit evidence or have inquiries for a Code Enforcement hearing, please email dceadjudication@nola.gov.
  + For Parking and Photo Safety hearings, send evidence or inquiries to ParkingAdjudication@nola.gov.
  + For all other departments, direct your evidence or questions to cab@nola.gov.
* **Mail**:  
  City of New Orleans  
  1340 Poydras St, Suite 1100  
  New Orleans, LA, 70112  
  *Include the Case Number and Property Street Address in the subject line.*

*For Parking/Photo Safety, include the Ticket Number and Location.*

**What does your department do?**  
When cases are scheduled for adjudication, our department sets the hearing dates, prepares and mails Notices of Hearing and Administrative Judgment documents, tracks notices, responds to emails, and processes fine payments.

**Where does the hearing take place?**

* **In-person**: 1340 Poydras Street, Orleans Tower, 11th Floor. Check in with the Receptionist.
* **Virtually**: Use the Webex Link, Access Code, and Password on your most recent Notice of Hearing.

**When is my hearing?**  
The hearing date is shown on your Notice of Hearing, which is either mailed to you or posted near the property. We can also assist in verifying the date if needed.

**Why did I receive a Notice of Hearing if I no longer own this property?**  
Notices are sent to the addresses on file with the Assessor’s Office ([nolaassessor.com](https://www.nolaassessor.com/)). Please ensure they have your current information. If ownership has changed, email us with documentation of the change, and we will forward it to the relevant department. The case may then be dismissed, and a new case could be opened under the current owner’s information. Alternatively, you may inform the Hearing Officer directly on the day of the hearing.

**I have witnesses who will provide testimony. What do I need to do?**  
Witnesses should be present on the day of the hearing and will identify themselves at that time. They may also submit evidence in advance via email or mail.

**Can I reschedule or reset my hearing?**  
Please email us with the reason for your reschedule request. The request will be reviewed by the relevant department. In the meantime, assume that the hearing is still scheduled to proceed. Alternatively, you may explain your reschedule request directly to the Hearing Officer during the hearing, either in person or virtually.

**Can a hearing proceed without me or my representative?**  
Yes. If the city confirms that proper notice was provided, the hearing may proceed in your absence. It is important to communicate with us if you cannot attend to avoid a no-show hearing outcome.

**I don’t understand my violations. Who can I speak to?**  
Contact the specific department responsible for the violation for further details. Their contact information is usually found on the Violation Letter. Reaching out early to resolve or understand any violation is highly recommended. If needed, you may contact us, and we will forward your inquiry to the appropriate department.

**What can I do if I disagree with the hearing judgment?**

If you disagree with the Hearing Officer’s judgment, you have 30 days from the date of the judgment to file an appeal with the Civil District Court. You can contact the court at (504-407-0395) or visit their office at 421 Loyola Avenue, New Orleans, LA 70112. The security deposit bond amount is listed on your Administrative Judgment. If you choose to appeal, please note that all appeal-related payments must be made at and according to the Civil District Court’s payment methods and processes.

It may be in your best interest to consult legal counsel, as an attorney can provide guidance on the appeal process. Additionally, consider the potential costs, as pursuing an appeal and potentially being found guilty again could be costly.

**I need help getting into the virtual hearing. Can you help me? I’m having issues.**

If you're experiencing issues accessing the virtual hearing, please call 504-658-8250 immediately for assistance. To help ensure hearings start on time, we recommend troubleshooting your connection and setup before the hearing day.

**How can I access the recording, all related evidence, and hearing documents that were submitted for a hearing?**

Please submit a public records request at [nola.gov/public-records-requests](https://nola.gov/public-records-requests/). Be sure to include the Case Number and Property Address in your request for accurate processing. You will receive a response once the documents are available.

**I did not receive enough notice for this hearing. I’m not prepared. What do I do?**

If you feel you did not receive sufficient notice for the hearing and are unprepared, please email us and the relevant department with your concern. While awaiting a response, assume that the hearing is still scheduled to proceed as planned. Alternatively, you may raise this issue directly with the Hearing Officer during the hearing, whether in person or virtually. Proper notice is a fundamental right, and lack of it may warrant a reschedule or reset of the hearing.

**To the Public:**

**How can I observe the status of a hearing?**  
TBD

**I want to submit evidence, but I do not want to provide testimony. Can I do that?**

You may submit evidence without providing testimony. However, please note that the decision to include your evidence in the hearing presentation is at the department’s discretion. To ensure your evidence is shown, we strongly recommend that you either testify or have a representative present on your behalf.