



# Non-Commercial Short-Term Rental Renewal Application Training

# IMPORTANT INFO FOR NSTR RENEWAL LICENSES

\$50 non-refundable application fee for ALL STR Owner & Operator Licenses.

Renewal Period for NSTR Licenses: April 19 – May 2, 2026.

All properties are subject to inspection.

\$500 NSTR License fee. NSTR License expires June 30, 2027.

# NON- COMMERCIAL STR RENEWAL

- NSTR Renewal period April 19 – May 2, 2026.
- A complete application will also require that the property has no outstanding electrical or mechanical violations, violations for work without permits, open permits, or unresolved zoning or addressing issues. **Applicants are advised to begin working on these issues and verifying their zoning and addressing status with the Department immediately.**
- NSTR Owner Permit Fee: \$500
- NSTR Operator Permit Fee: \$150
- CSTR Operator Permit Fee: \$1000
- CSTR & NSTR Operator Permit Fee: \$1000

# NSTR Application Review Master Checklist

- Basic Application Review
    - All required fields have some text
    - Something is uploaded for each required document
    - **Application fee has been paid**
  - Lottery Eligibility
    - There are no B&Bs on the square
    - There are no NSTRs on the square already
- If the property is not lottery eligible, it becomes a “Priority 2” review and review is paused until Priority 1 reviews are complete**
- Zoning Check
    - The property is located in one of these zones: R-RE, M-MU, HMR-1, HMR-2, HMR-3, VCE, HMC-1, HMC-2, HM-MU, HU-RS, HU-RD1, HU-RD2, HU-RM1, HU-RM2, HU-B1A, HU-B1, HU-MU, S-RS, S-RD, S-RM1, S-RM2, S-LRS1, S-LB1, S-LB2, S-LC, S-MU, MU-1, MU-2, EC, CBD-1, CBD-2, CBD-3, CBD-5, and CBD-6
    - The property being STRed is a single dwelling unit (i.e. it contains a kitchen, bathroom, and living space)
  - Ownership Check
    - **The property is owned by a natural person, trust or LLC**
      - **If LLC, proof of good standing**
    - All owners are over 18 years old
    - **No owner owns any other STR permitted property in their name**
    - **All owners have submitted attestation document and picture ID**
  - Operator Check
    - **Operator must be present at the time of scheduled bookings**
    - Operator license has been issued and number provided OR operator license has been applied for and reference number is provided
    - **If not owner, proof that the owner consents to them acting as operator**
    - Proof that Operator is over 18 years old
    - Operator has provided name
    - Operator has provided address
    - Operator has provided phone number
    - Operator has provided email address
    - **Operator has signed attestation to be present at time of scheduled bookings**
    - Operator has provided nuisance prevention plan
    - Operator has provided neighborhood complaint response plan
    - Operator has provided proof that they completed training course
    - **Photo that meets passport standards must be submitted to receive Operator Card**
    - No Disqualifying Factors
    - No unpaid fines
    - **Operator has provided list of units to manage**



<b>City of New Orleans</b>		
<b>Short Term Rental Operator</b>		
<b>26-OSTR-01111</b>		
Issued to:	Llama Llama	
Type:	Owner-Operator, Non-Commercial Only (NSTR)	
Location:	1340 Poydras St	
Expires:	4/13/2027	

- No unpaid fees
- No unpaid taxes
- No unabated violations
- No open NEWC, RNVN, RNVS, electrical or mechanical permits without written ok from Building Div
- **No open electrical, mechanical, or work w/out permit violations w/out written ok from Chief Bldg Off**
- No IZ permits without ok from Kelly Butler
- Application Completeness
  - **Completed Attestation document for EACH owner**
  - **Picture ID for EACH owner**
  - Municipal address of dwelling unit to be STRed
  - Total dwelling units on lot of record
  - Name of operator
  - Address of operator
  - Phone number of operator
  - Email address of operator
  - Permit or reference number for OSTR
- Additional Documents Check
  - List of platforms used, including URLs
  - Floor plan that shows all:
    - Entrance and exit doors
    - Windows
    - Bedrooms
      - Guest bedrooms (no more than 3)
      - Owner/operator bedrooms (at least 1)
    - Bathrooms
    - Kitchens – guest access in single family
    - Interior doors
  - Evacuation plan that shows all:
    - Fire exits and escape routes
    - Smoke detector locations
    - Fire extinguisher locations
    - Carbon monoxide detector locations
  - Site plan showing parking
  - Noise abatement plan
  - Sanitation plan that provides all of the following:
    - Daily visual inspections on the property
    - Regular litter and trash collection

- Procurement of an adequate number of trash bins to secure all trash in a lidded container
- **Owner & Operator signed up for Gov Delivery email list**
- **Proof of completion of STR course**
- **Healthy Homes Application Filed**
- **Please note that NSTR applicants CANNOT submit more than one NSTR application & cannot own a CSTR License in their name.**

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**SHORT TERM RENTAL ADMINISTRATION**  
 A part of the [Department of Safety and Permits](#)

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## STR Administration, Enforcement, and Adjudication

Short Term Rentals in Orleans Parish are regulated through the Short Term Rental Administration, a part of the Department of Safety and Permits. The STR Office is located on the 8th floor of 1340 Poydras St., providing direct access to many of the City's essential regulatory departments.

**Short Term Rental Lottery Calendars: September 2025 - January 2027**

### NSTR (Non-Commercial Short Term Rental)

**Lottery Date:** April 14th, 2026 at 12:00 PM

**Renewal Period:** April 19th, 2026 - May 2nd, 2026

**Office Hours:** Monday - Friday from 9:00 AM to 4:00 PM

[NSTR Required Training](#)

[NSTR Master Checklist](#)

[Short Term Rental Attestation](#)



#### Short Term Rental Administration

(504) 658-7144

[Email Short Term](#)

[Rental Administration](#)

1340 Poydras Street  
Suite 800

New Orleans, LA 70112

8am—5pm

Monday—Thursday

8am—3:30pm, Friday

[Get email updates](#)



# Check your property for any open permits & violations

The screenshot shows a web browser window with the URL `onestopapp.nola.gov/default.aspx`. The page header features the City of New Orleans logo and a search bar with the placeholder text "Search a name, number, or address". Below the header, the main navigation area includes the "ONE STOP APP BETA" logo, a user greeting "Hello, CELESTESPARKS!", and links for "Log off" and "Your cart". A secondary navigation bar contains buttons for "Apply", "Your Account", and "Help". The main content area begins with a "Get Started" section, followed by the instruction: "Select the permit, license, or project you'd like to apply for using one of the methods below."

City of New Orleans | One-Stop S x

onestopapp.nola.gov/default.aspx

CITY OF NEW ORLEANS

All Items Search Search Advanced Search

Search a name, number, or address

City of New Orleans ONE STOP APP BETA PERMITS & LICENSES

Hello, CELESTESPARKS! Log off Your cart

Apply Your Account Help

## Get Started

Select the permit, license, or project you'd like to apply for using one of the methods below.

# Safety & Permits Contacts Contact the respective division to close out permits & violations

<p><b>Department of Safety &amp; Permits</b></p> <p>☎ (504) 658-7200          📍 1340 Poydras Street          Suite 800          New Orleans, LA 70112          🕒 9am—5pm          Monday—Friday</p>	<p><b>Jay Dufour</b>  <i>Chief Building Official</i></p> <p>☎ (504) 658-7232          ✉ <a href="#">Email Jay Dufour</a></p>	<p><b>Dan Macnamara</b>  <i>Chief Zoning Official</i></p> <p>☎ (504) 658-7208          ✉ <a href="#">Email Dan Macnamara</a></p>
<p><b>Jerome Landry, CFM</b>  <i>Floodplain Manager</i></p> <p>☎ (504) 658-7127          ✉ <a href="#">Email Jerome Landry, CFM</a></p>	<p><b>Board of Building Standards and Appeals</b></p> <p>☎ (504) 658-7200          ✉ <a href="#">Email Board of Building Standards and Appeals</a></p>	<p><b>Building Division</b></p> <p>☎ (504) 658-7130          ✉ <a href="#">Email Building Division</a></p>
<p><b>Electrical &amp; Mechanical Contractors License</b></p> <p>☎ (504) 658-7107          ✉ <a href="#">Email Electrical &amp; Mechanical Contractors License</a></p>	<p><b>Electrical Division</b></p> <p>☎ (504) 658-7145          ✉ <a href="#">Email Electrical Division</a></p>	<p><b>Building Inspections</b></p> <p>✉ <a href="#">Email Building Inspections</a></p>
<p><b>Mechanical Division</b></p> <p>☎ (504) 658-7153          ✉ <a href="#">Email Mechanical Division</a></p>	<p><b>Permit Intake/Processing</b></p> <p>☎ (504) 658-7200          ✉ <a href="#">Email Permit Intake/Processing</a></p>	<p><b>Plan Review</b></p> <p>☎ (504) 658-7200          ✉ <a href="#">Email Plan Review</a></p>
<p><b>Short Term Rental Division</b></p> <p>☎ (504) 658-7144          ✉ <a href="#">Email Short Term Rental Division</a></p>	<p><b>Special Events Division</b></p> <p>☎ (504) 658-7277          ✉ <a href="#">Email Special Events Division</a></p>	<p><b>Zoning Administration</b></p> <p>☎ (504) 658-7125          ✉ <a href="#">Email Zoning Administration</a></p>
<p><b>Inclusionary Zoning</b>  <i>Inclusionary Zoning</i></p> <p>✉ <a href="#">Email Inclusionary Zoning</a></p>	<p><b>Healthy Homes Program</b></p> <p>✉ <a href="#">Email Healthy Homes Program</a></p>	<p><b>Zoning Violations</b></p> <p>☎ (504) 658-7125          ✉ <a href="#">Email Zoning Violations</a></p>

# PERMIT APP & ELIGIBILITY

- No dwelling unit may be used as a short-term rental unit unless an owner possesses a short term rental owner permit issued in accordance with this article. Issuance of a short-term rental owner permit shall be subject to the following rules and criteria:
  - **No person may possess more than one short-term rental owner permit or own, in whole or in part, more than one property used as a non-commercial short-term rental; - One NSTR application per applicant. You cannot own a CSTR in your name & apply for an NSTR License.**
  - The Non-Commercial STR License will expire on June 30, 2027 and shall be renewed up during the designated renewal period.

# COMPLETE NSTR APPLICATION

- Operator permit, either issued or a completed application (**+app fee**); if you have not already, please complete this application **FIRST**.
- Proof of completion of the STR Owner training class as provided by the Department; (provide the training code)
- A floor plan (**max 3 bedrooms for 6 guests**); **LEGIBLE**
- An evacuation plan; identifying all emergency exits. **LEGIBLE**
- A site plan showing parking
- A noise abatement plan
- A sanitation plan that includes at least daily visual inspections
- Consent letter (if not owner) authorizing designated operator.
- Attestation document **AND** picture ID for **EACH** owner

# Short Term Rental Administration

## Attestation

Initial each statement on the line provided to verify that you attest to the statement provided. Safety & Permits relies upon this verification for approval of the license and a material misstatement in an application may be cause to rescind a permit.

\_\_\_\_\_ **No outstanding taxes or liens** - The dwelling unit has no outstanding property taxes, City liens associated with the lot of record, nor does the owner owe any other outstanding taxes, fines, fees, or penalties levied by the City. Further, the property does not have any unabated conditions which violate the City Code.

\_\_\_\_\_ **Compliance with City Minimum Property Maintenance and Building Codes** - The dwelling unit complies and will comply during any short-term rental of the dwelling unit, with all standards contained in the City's Minimum Property Maintenance Code and all health safety requirements contained in the Building Code.

\_\_\_\_\_ **Smoke detectors and carbon monoxide alarms** - The dwelling unit has working smoke detectors inside and outside every bedroom, carbon monoxide alarms outside every bedroom, and a properly maintained and charged fire extinguisher on all habitable floors.

\_\_\_\_\_ **No contractual restrictions** - The dwelling unit is not subject to any contractual restrictions precluding the dwelling unit from being used for short term rentals, including but not limited Short-Term homeowner association agreements, condominium bylaws, restrictive covenants, or building restrictions.

\_\_\_\_\_ **Compliance with CZO and City Code Chapter 26** - The Owner has read, understands, and agrees to comply with all legal duties imposed by [New Orleans City Code Chapter 26](#) and the Comprehensive Zoning Ordinance.

\_\_\_\_\_ **Insurance** - The Owner possesses insurance that meets the requirements of [City Code Sec 26-618\(A\)\(1\)](#).

\_\_\_\_\_ **Daily visual inspections** - The operator will complete a visual inspection daily to verify the dwelling unit and guest(s) are in compliance with all short-term Rental rules and regulations.

\_\_\_\_\_ **Non-discrimination** - The Owner will not discriminate in the rental guest-use or rental of a [short term rental](#), and will comply with all applicable anti-discrimination laws, including but not limited to: Title VIII of the Civil Rights Act of 1968 (the Fair Housing Act), and the Americans with Disabilities Act (ADA).

\_\_\_\_\_ **Compliance with Title VIII of the Civil Rights Act** - The Owner will comply with [Title VIII of the Civil Rights Act \(www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/fair\\_housing\\_and\\_related\\_law\)](#)

\_\_\_\_\_ **Compliance with Americans with Disabilities Act** - The Owner will comply with the [Americans with Disabilities Act \(ADA\)](#). ([www.ada.gov](#))

\_\_\_\_\_ **Operator Requirement** - The Owner acknowledges that the designated operator must reside at the property during all periods of guest stays.

PRINT NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_ PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ EMAIL: \_\_\_\_\_

Please include owner picture ID

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# SHORT TERM RENTAL ADMINISTRATION

A part of the [Department of Safety and Permits](#)

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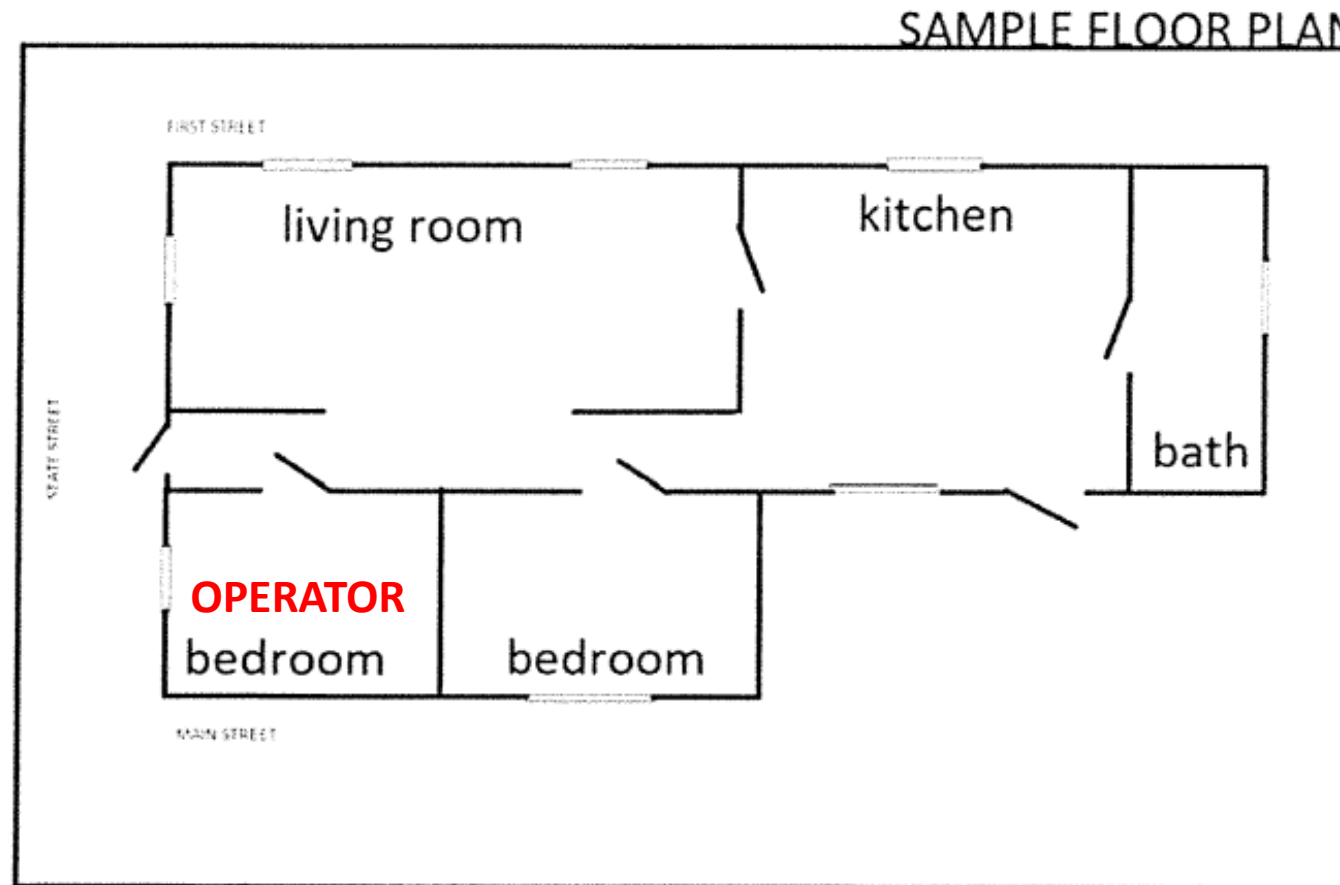




- **The Healthy Homes ordinance requires that all rental dwelling units must be registered, including Short-Term Rentals.**
- You must register to obtain a **Certificate of Compliance** to rent long-term and short-term. A Certificate of Compliance is NOT an STR license.
- Registration is available online via the OneStopApp or in-person at 1340 Poydras St, Suite 800.
- All information about the program is available on the city's website: [nola.gov/healthyhomes](https://nola.gov/healthyhomes)
- Owners of properties with four or more dwelling units were required to have applied by **August 15, 2024.**
- Owners of properties with 1-3 dwelling units were required to have applied by **June 15, 2025. Late applications are still being accepted for a \$50 late fee.**
- Allowing occupancy of a rental dwelling without a certificate of compliance is a violation of city code and subject to enforcement.

# Sample Floor Plan – You MUST label your floor plan. If property is single-family, guests MUST have access to kitchen.

This form cannot be submitted. Plans can be clearly handwritten or computer-made.

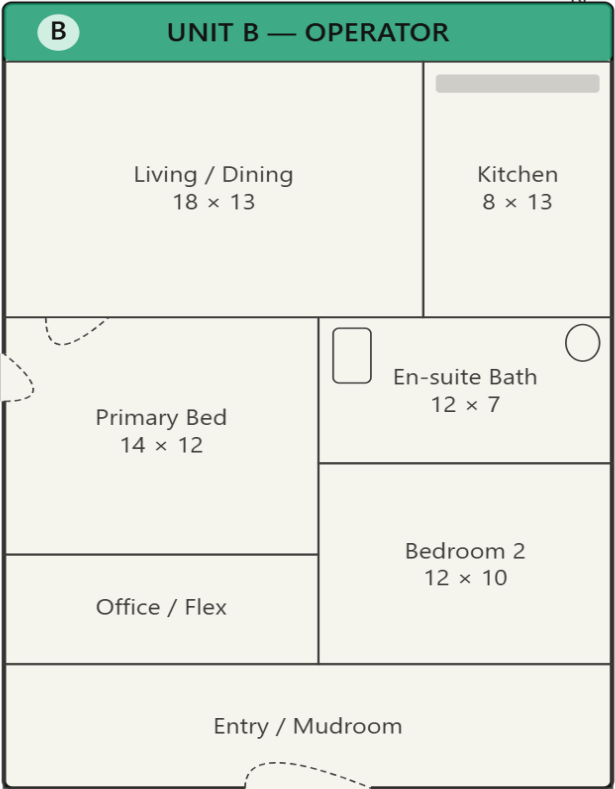


# Sample Floor Plan – If multifamily property you must show all units on the parcel and indicate which unit is occupied by the operator

## UNIT A - STR

Two Family Property — Floor Plan

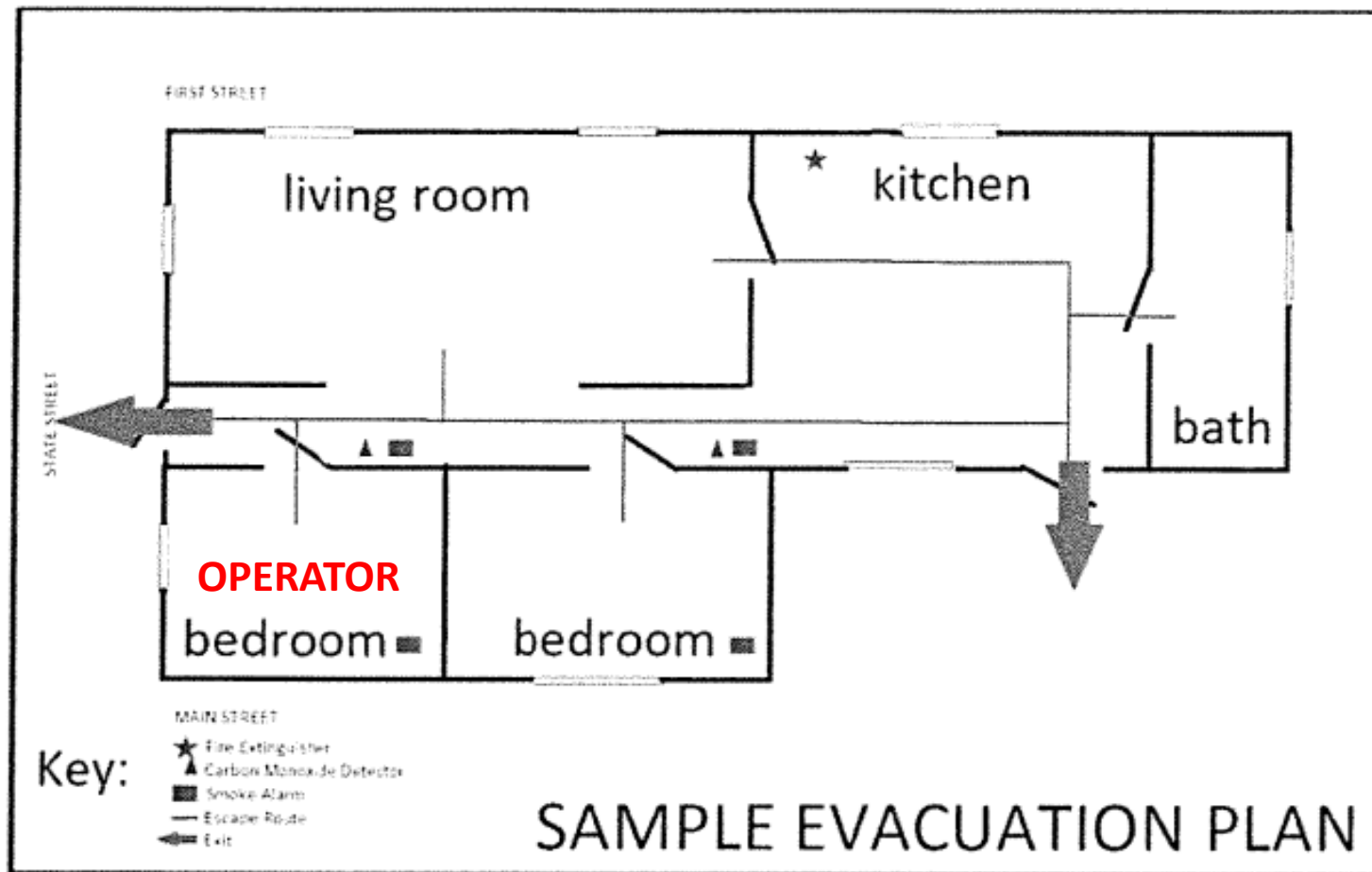
## UNIT B - OPERATOR



--- = Door swing      - - - = Party wall

# Sample Evac Plan – you must label all emergency devices

This form cannot be submitted. Plans can be clearly handwritten or computer-made.



# Sample List of Units – you must provide owner's contact information

## Short-Term Rental Operator - Unit & Owner Contact List

**Address:**

**123 Sesame St Unit B  
New Orleans, LA 70117**

**Owner's Contact:**

**Minnie Mouse**

**504-658-7144**

**[minniemouse@gmail.com](mailto:minniemouse@gmail.com)**

**123 Sesame St Unit A**

**New Orleans, LA 70117**

- Please describe in detail your plans to contain noise to the STR unit & to prevent disturbances to neighbors.
- **ONLY CSTRs must include at a minimum, a noise monitoring system.**
  - **Search in browser- Noise Monitoring Device for Airbnb**

# NOISE ABATEMENT PLAN

# SANITATION PLAN

- Please describe in detail your plans to ensure that the property is kept in a sanitary fashion & that all garbage and recyclables are collected in accordance with New Orleans City Code.

# ONESTOPAPP.NOLA.GOV

CITY OF NEW ORLEANS **ONE STOP APP** PERMITS & LICENSES Start Help

Name, number, address Search CELESTESPARKS

## Get Started

Click on an item below to get started

**Pay**  
Search for payable fees with the new Fee Finder.

**Apply**  
Apply for a permit, project, or license.

**Your Items**  
Manage your applications, reports, and requests.

**Contractor Status**  
Check your current contractor status.

**Renew**  
A quick guide for renewing your license online.

**Advanced Search**  
Use the many available filters to find what you're looking for.

**Inspections**  
Search for available inspection scheduling items.

**Staff Reports**  
View and download from the available reports.

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**ABOUT ONE STOP APP**  
One Stop allows citizens to apply, track, and search for permits, licenses, planning projects, and violations throughout the City of New Orleans.  
[Learn more >](#)

**NEED HELP?**  
We've created a website that explains each permit, license or project step-by-step and gives you detailed information about fees, required forms, and related items.  
[Online help >](#)

**REPORT A PROBLEM**  
Please help us make this site better by reporting technical problems to [onestopapp@nola.gov](mailto:onestopapp@nola.gov)

## Short Term Rental Operator

Permit that allows an individual to operate or manage one or more STRs.

Start

## Short Term Rental Operator

New Application

Continue

Cancel

Delete

Applicant Details >

Description >

Short Term Rentals - STR Operator Information >

Save and Continue >

Information entered, including document attachments, will not be saved until you click Save Changes or Submit.

### Applicant Details

If the information in this section needs updating, please visit the [account management page](#) and save any updated information.

### Applicant Details

Full Name

Celeste Sparks

Email

celeste.sparks@nola.gov

Phone Number

(504) 658-7172

### Mailing Address

Address

1300 Perdido St

Address 2

City

New Orleans

State

LA

Zip Code

70112

## Short Term Rental Operator

New Application

Continue

Cancel

Delete

Applicant Details >

Description >

Short Term Rentals - STR Operator Information >

Save and Continue >

### Description

Enter a short description of the unit or units you intend to manage (e.g., "I will be managing my own unit in my home", or "I will be managing one unit on behalf of another owner", etc.)

Description \*

I will be managing my own unit in my home.

### Short Term Rentals - STR Operator Information

Operator Type \*

Owner-Operator, Non-Commercial Only (NSTF)

### Save and Continue

Continue

## Contacts

Search for and connect contacts applicable to this license. Required connections will be outlined in red. Additionally, non-required contacts can be connected which are outlined in blue.

Type Owner ▾ Name <input type="text"/> Search	Type Operator ▾ Name <input type="text"/> Search	Choose Type Owner ▾ Name <input type="text"/> Search
Required *	Required *	Optional

## Contacts

Search for and connect contacts applicable to this license. Required connections will be outlined in red. Additionally, non-required contacts can be connected which are outlined in blue.

<b>Owner</b> Minnie Mouse 1300 Perdido St	<b>Operator</b> Minnie Mouse 1300 Perdido St	Choose Type Owner ▾ Name <input type="text"/> Search
		Optional

## Location - General

Parcel Identification Number

Zoning

Tax Bill Number

If you don't know your tax bill number, try searching your address here: [property.nola.gov](https://property.nola.gov)

GISID

## Short Term Rentals - STR Operator Information

Identity \*

Your relation to the property (properties) you intend to manage.

If you are both the owner of a short term rental unit and an operator or agent of other properties, select "Operator/Property Manager" or "Agent for Service".

Preferred Name (if different from legal name)

Management Company Associations

If you are not working as an agent of a company, this is not required.

Non-Commercial Short Term Rental License Number

Please enter the issued Non-Commercial Short Term Rental (NSTR) license number or the reference code of the pending NSTR application. The "#" is not needed before the number.

## Short Term Rentals - Required Plans

Neighborhood Response Plan \*

If you are informed that an STR you manage may be in violation of City law or the rules, what actions do you intend to take to eliminate or mitigate such effects?

Nuisance Prevention Plan \*

An STR Operator is expected to ensure that an STR does not violate City law or cause negative effects on the neighborhood or neighbors. What policies and actions do you intend to undertake to prevent such violations?

## Short Term Rentals - STR Attestations - INITIAL EACH

The NSTR Operator will reside on the property during all periods of guest stays. \*

If you only operate a CSTR, type NA.

## Document Submittals

Submit one or more document(s) relevant to the current application. Common documents include site plan/diagram, architectural drawing, elevation certificate, proof of insurance, and contract/quote for work.

Accepted file formats: pdf, jpg, png, tiff, txt, Microsoft Office. Maximum file size is 25MB

**Applications will not be processed until all required documents have been submitted.**

### List of All Units/Property being managed with the owner's contact information

**Required**

Choose File No file chosen

### Driver's license or other State-issued ID **Required**

Choose File No file chosen

**NSTR Operators (Required): A photo taken within 3-6 months. Must be from the top of your head to shoulders facing the camera standing with a clear background.**

Choose File No file chosen

**If the property is not owner operated, please provide a letter of consent from the owner.**

Choose File No file chosen

### Submit General Document(s)

Submit relevant documents to the current application. Accepted file formats: pdf, jpg, png, tiff, txt, Microsoft Office.

Choose File No file chosen

Add

## Information Verification ✕

I certify that the above information is true and correct to the best of my knowledge. I understand that the City of New Orleans is authorized to suspend or revoke a permit or license issued under the provisions of its Municipal Code wherever a permit or license is issued in error or on the basis of incorrect, inaccurate or any false statement or misrepresentation, or in violation of any ordinance or regulation or any of the provisions of the City of New Orleans Municipal Code, the Comprehensive Zoning Ordinance, the International Construction Code or International Fire Code as adopted by the City of New Orleans. Fines and penalties for misrepresentation of material facts will be assessed in accordance with City of New Orleans ordinances and State of Louisiana Revised Statutes.

Print Name \*

Celeste A. Jordan

Email

CELESTE.SPARKS@

Date & Time

Tuesday, Septeml

Your IP Address

10.8.80.86

Close

Submit

# Checkout

## Payment Information

Credit & debit cards accepted: Visa, Mastercard, and Discover

Credit Card Number

Enter the 16 digits on the front of your credit card. Do not use any spaces or special characters.

Exp. (mmyy)

Enter your Credit Card Expiration Date as 4 digits in the "mmyy" format with no spaces or special characters.

CCV

The last 3 digits on the back of your card. Usually found at the end of the signature line.

## Billing Information

Full Name

Address

Address 2 (Apt. #, Ste. #, etc.)

City

State

Zip

## Summary

**STR Application Fee** \$50.00

License RefCode #: DTABDP, Short Term Rental Operator

[Remove](#)

**Sub Total** \$50.00

**Processing Fee** \$1.50

**Total** \$51.50

## Before You Begin



Please review the Non-Commercial Short Term Rental ([NSTR](#)) [application requirements](#).

Have your required documents ready:

- Owner driver's license (or State-issued ID)
- Floor Plan drawing (show all exits and entrances, windows, kitchens, bathrooms, guest bedrooms, operator bedrooms, and interior doors)
- Evacuation Plan drawing (show all exits, escape routes, smoke detectors, and carbon monoxide detectors)
- Site Plan drawing (show parking locations)
- Completed and signed [Short Term Rental Administration Attestation](#) form

If the operator is not the owner, please provide a written permission of the owner, to act as the operator.

Continue

## Applicant Details

If the information in this section needs updating, please visit the [account management page](#) and save any updated information.

### Applicant Details

Full Name

Celeste Jordan

Email

celeste.sparks@nola.gov

Phone Number

(504) 658-7172

### Mailing Address

Address

1300 Perdido St

Address 2

City

New Orleans

State

LA

Zip Code

70112

## Choose Address



- 1340 Poydras St Ste 1810, New Orleans, LA 70113
- 1340 Poydras St Ste 740, New Orleans, LA 70113
- 1340 Poydras St Ste 100, New Orleans, LA 70113
- 1340 Poydras St Ste 1900, New Orleans, LA 70113
- 1340 Poydras St, New Orleans, LA 70113**
- 1340 Poydras St Ste 600, New Orleans, LA 70113

If the desired location is not displayed in the search results, go back and try again or click the "Help" button below.

Back

Help

Continue

## Address Search



Enter your current address \*

1340 poydras st

Help

Continue

## Address Line 2



Address Line 2, if applicable (Example: Suite 123):

suite 800

Back

Help

Continue

## Address

Choose the location of the desired license. \*

**1340 Poydras St, Suite 800**

Enter Location

## Description

Type a description for this license here.

Description \*

NSTR SINGLE FAMILY RENTING 3 BEDROOMS IN A 4 BEDROOM HOME OR FULL SIDE OF A DOUBLE, ONE UNIT IN A MULTIFAMILY

## Initial Questions - Owner and Operator

Type of operator \*

Owner-occupant

All NSTRs must have an operator who lives on site during the time of all guest stays. If an owner-occupant is not the operator, you will need to submit a owner consent letter on the next page.

Operator permit status \*

Issued

## Short Term Rentals - Location

Type of Building \*

Single Family Home

What type of building will the short term rental (STR) unit be in?

Total Number of Bedrooms in Home \*

4

Include bedrooms that are not included in the short term rental

Total Number of Bedrooms Being Rented \*

2

Enter the number of bedrooms that you intend to rent out at a given time.

Maximum Number of Guests \*

4

No more than two guests are allowed per bedroom.

Placard BR Limit \*

2

Placard Guest Limit \*

4

Partial or Whole Unit \*

Partial Unit

Will the bedroom(s) to be rented be in the same unit the operator lives in (partial unit), or in an entirely separate unit in the same building, e.g. the opposite unit in a double (whole unit)?

### Short Term Rentals - STR Operator Information

Tax Address \*

1340 POYDRAS ST

Identity \*

Owner

Your relation to the property (properties) you intend to manage.

If you are both the owner of a short term rental unit and an operator or agent of other properties, select "Operator/Property Manager" or "Agent for Service".

First and Last Name (Legal) \*

CELESTE A JORDAN

Preferred Name (if different from legal name)

Primary Phone \*

504-658-7172

Secondary Phone

Email \*

CELESTE.SPARKS@NOLA.GOV

Operator Permit Number or Application Reference Code \*

ABCDE

Your operator permit number or application reference code (you can search operator licenses at [onestopapp.nola.gov](https://onestopapp.nola.gov))

Operator Permit Expiration Date \*

12/31/2024

Operator permits expire a year from issuance, and must be renewed every year.

### Short Term Rentals - Platforms List

Platform Name \*

AIRBNB

Listing URL \*

NOT LISTED

Add Item

### Short Term Rentals - Required Plans

Noise Abatement Plan \*

QUIET HOURS IMPLEMENTED 10PM-6AM, NO UNREGISTERED GUESTS ALLOWED

Describe in detail your plans to contain noise to the STR unit and to prevent disturbance to neighbors.

Sanitation Plan \*

TRASH TO BE SECURED & BROUGHT TO CURB ON DESIGNATED TRASH COLLECTION DAYS

Describe in detail your plans to ensure that the property is kept in a sanitary fashion and that all garbage and recyclables are collected in accordance with the New Orleans City Code.

Operator will perform daily visual inspections of the property \*

MM

Initial here to verify that you will perform the obligations stated. Safety & Permits relies upon this verification for approval of the license and a material misstatement in an application may be cause to rescind a permit.

Operator will ensure regular litter and trash collection \*

MM

Initial here to verify that you attest to the statement provided. Safety & Permits relies upon this verification for approval of the license and a material misstatement in an application may be cause to rescind a permit.

### Short Term Rentals - STR Attestations - INITIAL EACH

Initial all attestations \*

Initial each of these boxes to verify that you attest to the statement provided. Safety & Permits relies upon this verification for approval of the license and a material misstatement in an application may be cause to rescind a permit.

No outstanding taxes or liens \*

The dwelling unit has no outstanding property taxes, City liens associated with the lot of record, nor does the owner owe any other outstanding taxes, fines, fees, or penalties levied by the City. Further, the property does not have any unabated conditions which violate the City Code.

Compliance with City Minimum Property Maintenance and Building Codes \*

The dwelling unit complies, and will comply during any short term rental of the dwelling unit, with all standards contained in the City's Minimum Property Maintenance Code and all health safety requirements contained in the Building Code.

Smoke detectors and carbon monoxide alarms \*

The dwelling unit has working smoke detectors inside and outside every bedroom, carbon monoxide alarms outside every bedroom, and a properly maintained and charged fire extinguisher on all habitable floors.

No contractual restrictions \*

The dwelling unit is not subject to any contractual restrictions precluding the dwelling unit from being used for short term rentals, including but not limited to: homeowner association agreements, condominium bylaws, restrictive covenants, or building restrictions.

Compliance with CZO and City Code Chapter 26 \*

The Owner has read, understands, and agrees to comply with all legal duties imposed by [New Orleans City Code Chapter 26](#) and the Comprehensive Zoning Ordinance.

Insurance \*

The Owner possesses insurance that meets the requirements of [City Code Sec 26-618\(A\)\(1\)](#).

Non-discrimination \*

The Owner will not discriminate in the rental guest-use or rental of a short term rental, and will comply with all applicable anti-discrimination laws, including but not limited to: Title VIII of the Civil Rights Act of 1968 (the Fair Housing Act), and the Americans with Disabilities Act (ADA).

Title VIII of the Civil Rights Act \*

The Owner will comply with [Title VIII of the Civil Rights Act](#)

Americans with Disabilities Act \*

The Owner will comply with the [Americans with Disabilities Act \(ADA\)](#).

### Short Term Rentals - NSTR Lottery

Lottery Eligible \*

You will be lottery eligible if the STR Administration determines there no B&Bs on your square, your application is complete, and there are no outstanding issues (e.g. unpaid taxes, fines, violations, open permits). You can view updates to your lottery status later by returning to this application on the Your Items page.

Number of Applications on Same Square \*

Lottery Date \*

Lottery Number Assignment \*

Lottery Rank \*

### Short Term Rentals - Training

Owner/Operator Training Code \*

Enter the code word that was given to you during the training.

## Document Submittals

Submit one or more document(s) relevant to the current application. Common documents include site plan/diagram, architectural drawing, elevation certificate, proof of insurance, and contract/quote for work.

Accepted file formats: pdf, jpg, png, tiff, txt, Microsoft Office. Maximum file size is 25MB

**Applications will not be processed until all required documents have been submitted.**

### Owner's Driver's License or State-Issued ID **Required**

No file chosen

### Floor Plan (show all rooms, doors, and windows) **Required**

No file chosen

### Evacuation Plan (fire exits, escape routes, smoke and CO detectors) **Required**

No file chosen

### Site Plan (show parking) **Required**

No file chosen

### Completed and signed Short Term Rental Administration Attestation form

**Required**

No file chosen

**If the owner of the property is a business, please provide proof the business is currently in good standing**

No file chosen

### Letter of consent from Owner

No file chosen

### Submit General Document(s)

Submit relevant documents to the current application. Accepted file formats: pdf, jpg, png, tiff, txt, Microsoft Office.

No file chosen

### Existing Documents:

### Review and Submit

## STR Information Verification



I certify that all information contained in this document, and any attachments hereto, is true and correct to the best of my knowledge. I understand that the City of New Orleans is authorized to suspend or revoke a permit or license issued under the provisions of its Municipal Code wherever a permit is issued in error or on the basis of incorrect, inaccurate, or any false statement or misrepresentation, or in violation of any ordinance or regulation. I understand that failure to adhere to these plans may constitute a violation of my permit under CCNO Sec. 26-618(B)(13). I also understand that it is my obligation to update these plans with the Department of Safety and Permits anytime any changes to the plans occur, and that failure to update the plans is not a defense against violation charges related thereto.

Print Name \*

Celeste A Jordan

Email

CELESTE.SPARKS@

Date & Time

Tuesday, Septeml

Your IP Address

10.8.80.86

Close

Submit

## Checkout

### Payment Information

Credit & debit cards accepted: Visa, Mastercard, and Discover

Credit Card Number

Enter the 16 digits on the front of your credit card. Do not use any spaces or special characters.

Exp. (mmyy)

MMYY

Enter your Credit Card Expiration Date as 4 digits in the "mmyy" format with no spaces or special characters.

CCV

The last 3 digits on the back of your card. Usually found at the end of the signature line.

### Billing Information

Full Name

Celeste Jordan

Address

1300 Perdido St

Address 2 (Apt. #, Ste. #, etc.)

City

New Orleans

State

LA

Zip

70112

Email

celeste.sparks@nola.gov

You will receive an approval code for transaction verification purposes. Please make a note of it.

Cancel

Pay now

### Summary

<b>STR Application Fee</b>	\$50.00
License RefCode #: 4BYVDB, Short Term Rental Operator	
<a href="#">Remove</a>	
<b>STR Application Fee</b>	\$50.00
License RefCode #: XPYVPR, Non-Commercial Short Term Rental	
<a href="#">Remove</a>	
<b>Sub Total</b>	\$100.00
<a href="#">Processing Fee</a>	\$2.99
<b>Total</b>	\$102.99

# Oh no! Something went wrong!

A problem was encountered while processing your request. The incident reference code is:

**NATS-MGMB**

We are sorry for any inconvenience this may have caused. Our technical team has been notified of this error. Thank you for your patience while we work to resolve the issue.

[ONESTOPAPP@NOLA.GOV](mailto:ONESTOPAPP@NOLA.GOV)

**504-658-7143**

**(ONE STOP APP HELP DESK)**

*Please save  
[noreply@nola.gov](mailto:noreply@nola.gov) to  
your email address  
book so your decision  
email does not go to  
the spam folder.*

# RENEWALS

## A. Renewals.

- Permitholders who remain in good standing with the Department of Safety and Permits will be eligible to apply for renewal of their permits. This requires:
  1. A complete application;
  2. Permittees to apply within the designated renewal period provided in the annual calendar;
  3. Payment of permit fees within five (5) calendar days of application approval;
  4. A valid operator license;
  5. Proof of completion of a short-term rental course to be provided by the Department;
  6. Satisfaction of all judgments, liens, fines, and fees related to the property;
  7. Resolution of any electrical, mechanical, or work without permit violations; and
  8. Closure of all open building permits or written approval of the Chief Building Official for renewal despite the open permit.
- Permitholders whose permits have been revoked or rescinded are not eligible for renewal.
- If a permitholder fails to renew timely, the square will be eligible for participation in the next quarterly lottery.

# LEGAL DUTIES- OWNER

- Additional insurance policy not required if listing on Airbnb and VRBO.
- Short-term rental advertisements. The owner shall ensure that the following information be provided in connection with any short-term rental advertisement and shall ensure, in any event, that **each short-term rental listing advertises only one dwelling unit permitted as a short-term rental:**
  - The short-term rental owner permit number;
  - The short-term rental operator permit number of the designated operator;
  - Whether the dwelling unit is wheelchair accessible or otherwise compliant with the Americans with Disabilities Act; put in listing if it applies to your property;
  - The number of available guest bedrooms as indicated on the owner permit; **(Which never exceeds 3 guest bedrooms)**
  - The maximum available occupancy of the dwelling unit as indicated on the owner permit. **(Which never exceeds 2 guests per bedroom)**

- Adhere to dwelling and occupancy limits. Short-term rentals shall be subject to, and may not exceed, the dwelling-unit-per-lot-of-record, guest bedroom, guest occupancy, and density limitations set forth in the Comprehensive Zoning Ordinance.
- Ensure the owner permit is displayed in a location clearly visible from the street for guests & neighbors.
- Ensure evacuation diagram identifying fire escapes and all means of egress from the dwelling unit and the building in which the dwelling unit is located must be displayed in a location clearly visible and legible to guests.
- Each dwelling unit must have a **working** fire extinguisher, smoke alarms & carbon monoxide detectors & shall comply with applicable fire codes.
- Short-term rental guest use limitations. The owner shall ensure that no dwelling unit used as a short-term rental is used as a reception facility, or any other commercial use defined by the Comprehensive Zoning Ordinance, during guest use of the short-term rental.
- Criminal activity. The owner shall timely report any known or suspected criminal activity by a guest to the New Orleans Police Department.
- Owner/operator availability. The owner shall:
  - Ensure the permitted operator is available during all periods of guest occupancy including nights and weekends, to facilitate compliance with this article. Availability requires, at a minimum that the operator accessible by telephone, able to resolve complaints within one hour of being contacted by neighbors, guests & the city.
  - Serve as the point of contact for guests, in addition to the operator, and be able to resolve complaints within one hour of being contacted by guests.

# LEGAL DUTIES- OPERATOR

- Natural person, age 18 or over, with proof
- Permit valid for one year from date of issuance, renewed annually
- Operator availability. The operator shall:
  - Ensure they are available during all periods of guest occupancy including nights and weekends. Availability requires, **at a minimum** that the operator accessible by telephone, able to resolve complaints within one hour of being contacted by neighbors, guests & the city.
  - **Must reside at the property during all scheduled stays**
  - *Short-term rental advertisements.* The operator shall be responsible with the owner for ensuring full compliance with the **advertising requirements** set forth in section 26-618(a)(3).
  - *Required postings at the short-term rental.* The operator shall be responsible with the owner for ensuring full compliance with the **posting requirements** set forth in section 26-618(a)(5).
  - *Criminal activity.* The operator shall be responsible with the owner for **reporting any known or suspected criminal activity by a short-term rental guest to the New Orleans Police Department** as set forth in section 26-618(a)(8).

- Short-term rental use that generates (i) excessive loud sound, (ii) offensive odors, (iii) public drunkenness, (iv) unlawful loitering, (v) litter, (vi) lewd conduct by guests or (vii) any effect that otherwise unreasonably interferes with neighbors' quiet enjoyment of their properties. For purposes of this paragraph, excessive loud sound means any noise generated from within the dwelling unit or having a nexus to the dwelling unit that is louder than a conversational level, or any music that is plainly audible from the property line of the lot containing the dwelling unit, between the hours of 10:00 p.m. and 8:00 a.m. Each instance and type of unreasonable interference defined in this paragraph shall constitute a separate violation of this section and may be cited separately in any enforcement action.
- Failure to reside on the premises as required by law.
- Failure of the operator to be available as required by law.
- Advertising more than one dwelling unit for short-term rental in a single advertisement or listing.
- **The licensed operator is personally responsible for fulfilling these duties and may not delegate them to any other person or entity.**

STAY  
UP TO  
DATE

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# SHORT TERM RENTAL ADMINISTRATION

A part of the [Department of Safety and Permits](#)

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## STR Administration, Enforcement, and Adjudication

Short Term Rentals in Orleans Parish are regulated through the Short Term Rental Administration, a part of the Department of Safety and Permits. The STR Office is located on the 8th floor of 1340 Poydras St., providing direct access to many of the City's essential regulatory departments.

[Short Term Rental Lottery Calendars: September 2025 - January 2027](#)

### NSTR (Non-Commercial Short Term Rental)

**Lottery Date:** April 14th, 2026 at 12:00 PM

**Renewal Period:** April 19th, 2026 - May 2nd, 2026

**Office Hours:** Monday - Friday from 9:00 AM to 4:00 PM


[NSTR Required Training](#)


[NSTR Master Checklist](#)


[Short Term Rental Attestation](#)

### Short Term Rental Administration

 (504) 658-7144

 [Email Short Term  
Rental Administration](#)

 1340 Poydras Street  
Suite 800  
New Orleans, LA 70112

 8am—5pm  
Monday—Thursday  
8am—3:30pm, Friday

[Get email updates](#)



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## Announcements



February 26, 2026 | From [City of New Orleans](#)

### **NSTR REQUIRED TRAINING**

IMPORTANT INFORMATION REGARDING UPCOMING NSTR LOTTERY



February 11, 2026 | From [City of New Orleans](#)

### **Have you received an email to Update Your Contact Information for 2026 Benefits?**

Our office has been made aware of a fraudulent email being sent to STR License holders. The subject of the email is Update Your Contact Information for 2026 Benefits.



December 5, 2025 | From [City of New Orleans](#)

### **IMPORTANT INFORMATION REGARDING UPCOMING NSTR LOTTERY**

The next NSTR Lottery will take place on January 16, 2026. The application period will be open December 14-20, 2025. Office hours will be held December 15-19, 2025 from 9am-4pm at 1340 Poydras St on the 8th floor.

The required NSTR training will be taking place via TEAMS on December 8, 9 & 12 @ 4pm. Please register for a training session through one of the links below.



October 15, 2025 | From [City of New Orleans](#)

### **NEW ORLEANS CITY PLANNING COMMISSION NOTICE**

On September 5, 2024, the New Orleans City Council introduced Motion No. M-24-493, which established the "Non-Commercial Short-Term Rental Special Exception Interim Zoning District" (IZD), which prohibited the issuance of NSTR Special Exceptions. The prohibition applied to any NSTR Special Exception application received after September 19, 2024. An application was deemed to have been received if a request for a Neighborhood Participation Plan (NPP) neighbor list was submitted by the deadline.



September 2, 2025 | From [City of New Orleans](#)

### **IMPORTANT INFORMATION REGARDING UPCOMING NSTR LOTTERY**

The next NSTR Lottery will take place on Sept 29, 2025. The application period will be open September 7-13, 2025. Office hours will be held September 8-12, 2025 from 9am-4pm at 1340 Poydras St on the 8th floor.



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# SHORT TERM RENTAL ADMINISTRATION

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### Short Term Rental Administration

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 1340 Poydras Street  
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New Orleans, LA 70112  
 8am—5pm  
Monday—Thursday  
8am—3:30pm, Friday

[Get email updates](#)

### Celeste Jordan

*STR Administrator*

[Email Celeste Jordan](#)

**STR@NOLA.GOV**

**REFRESH2026**

