



Non-Commercial Short-Term Rental Application Training

WHAT IS A SHORT-TERM RENTAL?

- Rental of all or any portion thereof of a residential dwelling unit for dwelling, lodging or sleeping purposes to one party with duration of occupancy of less than thirty (30) consecutive days. Hotels, motels, bed and breakfasts, and other land uses explicitly defined and regulated in this ordinance separately from short term rentals are not considered to be short term rentals. Common bathroom facilities may be provided rather than private baths for each room.

IMPORTANT INFO FOR NSTR LICENSES

A maximum of 1 NSTR or Bed & Breakfast (B&B) may be permitted per square. Where more than one person applies per square for a NSTR License, licenses will be allocated by lottery.

Application period for NSTR Licenses: January 5-11, 2025.

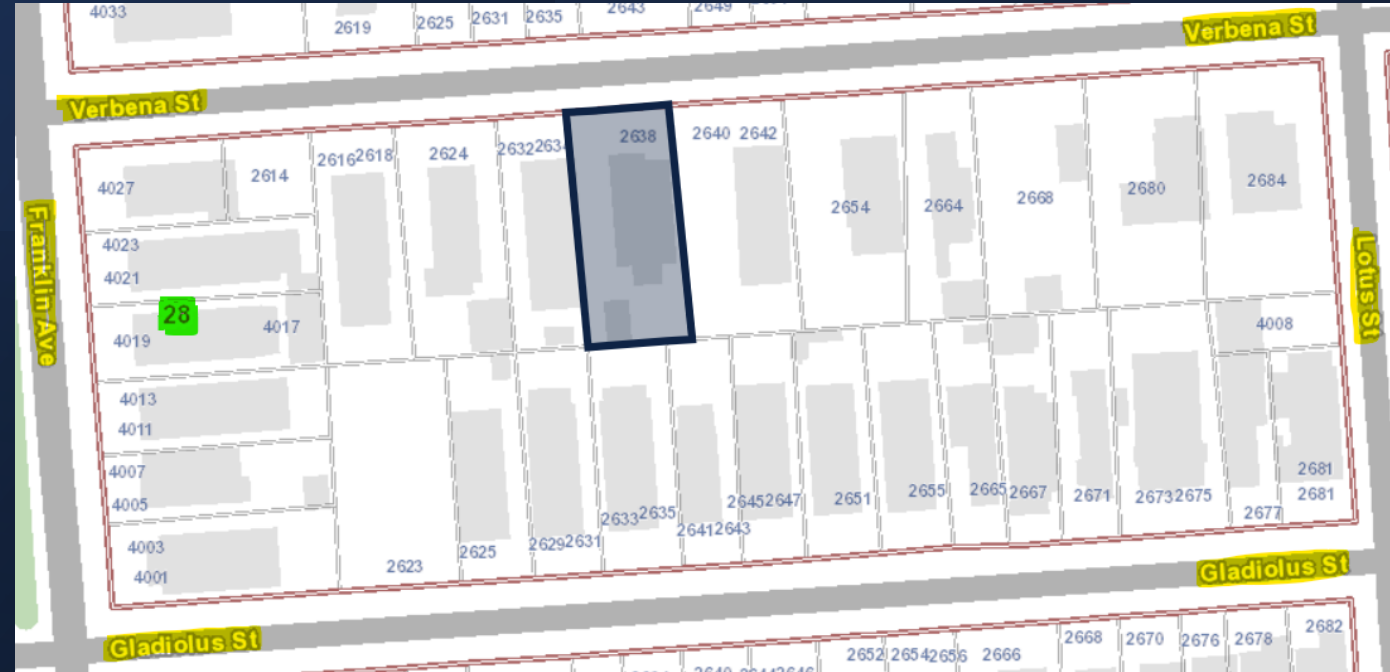
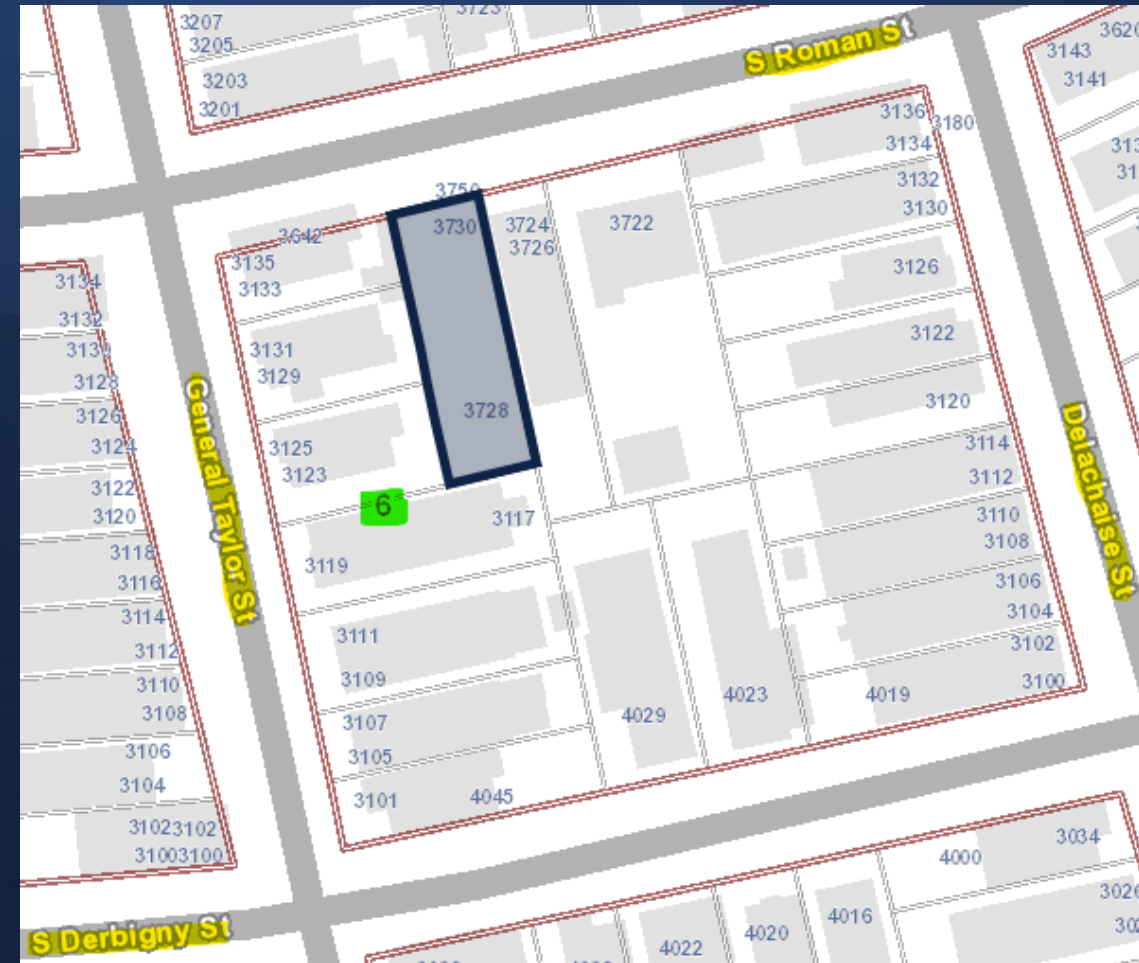
\$50 non-refundable application fee for ALL STR Owner & Operator Licenses.

Lottery will be held January 22, 2025 & live streamed via TEAMS.

Lottery winners will have FIVE CALENDAR DAYS to pay for their license or they will forfeit their right to the license.

As of September 19, 2024, the Special Exception process has been discontinued. If there is an NSTR License on your square, you are not eligible for the NSTR Lottery.

WHAT IS A SQUARE?



VCC STR RESTRICTIONS

Sec. 54-491.1. - Prohibited offers to rent property.



(a) *Definitions.* For the purposes of this section, the following terms shall have the following meanings:

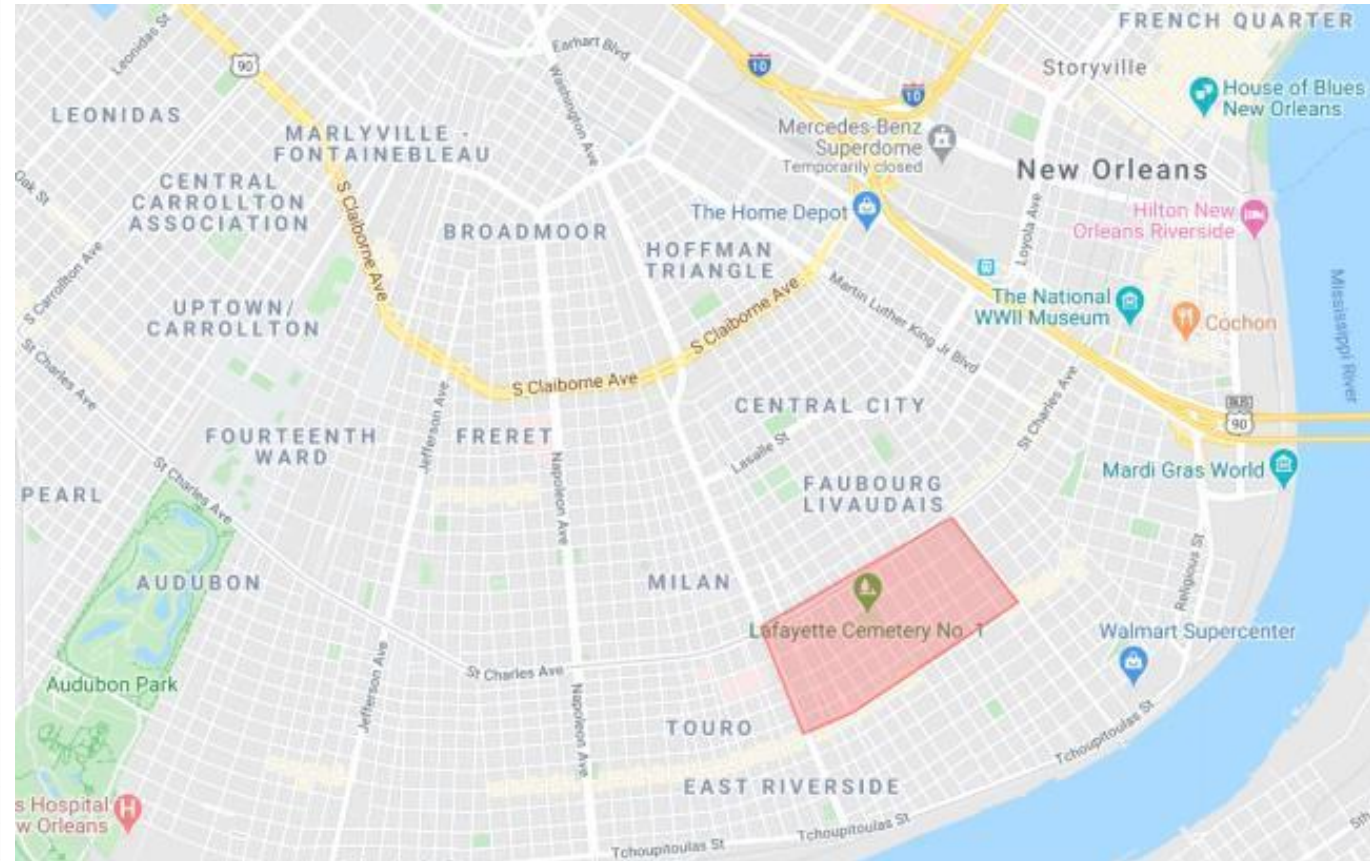
- (1) *Approved list* means a current list, by address, of licensed or otherwise approved premises in the city that may lawfully be rented for a period of less than 30 days or, in the case of premises located in the Vieux Carré District, 60 days, maintained and updated regularly by the city, posted on the internet site of the city. The approved list shall be updated at least twice per year by the city.
 - (2) *Offer to rent* means to personally or through an agent, referral service, representative or other person, communicate or advertise, verbally, in writing, or through electronic means, the availability for rental of any premises or portion thereof for living accommodations, or to knowingly allow, commission, authorize, or permit such communication or advertisement.
 - (3) *Monetary compensation* means payment by cash, check, money order or credit card. Monetary compensation shall also include an offer to rent in connection with the purchase of a movable, including, but not limited to, things such as admission tickets to an event or a bag of carnival beads.
 - (4) *Living accommodations* means premises or portions thereof with a bed or beds and bathroom facilities for the use of the person or persons occupying the premises or portion thereof.
 - (5) *Person* means any individual, partnership, corporation, joint limited liability company, trust or other entity; stock association, and includes any trustee, receiver, assignee or personal representative thereof, including but not limited to any booking or reservation service, lawful lessees, and premises owners.
 - (6) *Lawful lessee* means a person with a lease for premises containing living accommodations that is in accordance with the zoning laws of the city.
 - (7) *Premises owner* means a person having lawful ownership title to the premises.
 - (8) *Premises* means the immovable property owned or leased by the premises owner or lawful lessee, as applicable, of which the living accommodations are a part.
 - (9) *Vieux Carré District* shall mean the area bounded by Esplanade Avenue, Iberville Street, the Mississippi River, and Rampart Street. Those premises which are located in the Vieux Carré District and which can be lawfully offered for rent for a period of less than 60 days shall appear on the approved list under the heading "Vieux Carré District".
 - (10) *Rent* means the renting or leasing of a thing as provided in article 2669 et. seq. of Louisiana Civil Code.
- (b) It shall be unlawful for any person to knowingly offer to rent for monetary compensation for a period of less than 30 days or, in the case of premises located in the Vieux Carré District, 60 days, any living accommodations in the city if the premises offered for rent are not lawfully licensed or permitted for such use. It shall be the duty of any person offering to rent premises in the city for a period of less than 30 days or, in the case of premises located in the Vieux Carré District, 60 days, personally or through another person, to ascertain through the approved list or otherwise, whether or not the property offered for rental is lawfully licensed or permitted for such use.

(c) ... An ... published ... of ... issued by the United States Postal Service

NSTR ELIGIBLE ZONES

ZONE	NSTR
R-RE	L/SE
M-MU	L/SE
HMR-1	L/SE
HMR-2	L/SE
HMR-3	L/SE
VCE	L/SE
HMC-1	L/SE
HMC-2	L/SE
HM-MU	L/SE
HU-RS	L/SE
HU-RD1	L/SE
HU-RD2	L/SE
HU-RM1	L/SE
HU-RM2	L/SE
HU-B1A	L/SE
HU-B1	L/SE
HU-MU	L/SE
S-RS	L/SE
S-RD	L/SE
S-RM1	L/SE
S-RM2	L/SE
S-LRS1	L/SE
S-LB1	L/SE
S-LB2	L/SE
S-LC	L/SE
S-MU	L/SE
MU-1	L/SE
MU-2	L/SE
EC	L/SE
CBD-1	L/SE
CBD-2	L/SE
CBD-3	L/SE
CBD-5	L/SE
CBD-6	L/SE

Notwithstanding the above, STR is prohibited between the center line of St. Charles Ave., the downriver side of Jackson Ave., the center line of Magazine St., and the downriver side of Louisiana Ave.



HOW DO I FIND MY ZONE?

The screenshot displays the City of New Orleans Property Viewer interface. The browser address bar shows the URL property.nola.gov. The page title is "City of New Orleans Property Viewer". A search bar at the top right contains the address "1300 Perdido Street, New Orleans".

The main map area shows a street grid including Perdido St, Poydras St, Freret St, Loyola Ave, S Rampart St, Union St, and O'Keefe Ave. A large parcel, 305-341, is highlighted with a dark blue outline. Other visible parcel numbers include 304-340, 365, 298, 269, 268, 264, 263, and 297. A green area labeled "Dunbar Plaza" is also visible.

On the left side, there is a sidebar with the following information:

- BLOCK** 305
- PARID** 1300-PERDIDOST
- Parcel Area (sq.ft.)** 1
- Parcel Dimensions (ft.)** 1x1
- [Assessor Records and Sales/Transfer Information](#)
- ZONING**
- Zoning District** CBD-4
- Zoning Description** CBD-4 Exposition District
- FUTURE LAND USE**
- Future Land** DMU

Navigation controls on the right side of the map include a search icon, a plus sign for zooming in, a minus sign for zooming out, and icons for Layers, Print, Measure, and Help.

NSTR LICENSE MAP via NOLA.GOV/STR

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SHORT TERM RENTAL ADMINISTRATION

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

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Administration Home

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STR Administration, Enforcement, and Adjudication

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NSTR (Non-Commercial Short Term Rental)

Application period: January 5th, 2025 - January 11th, 2025

Lottery date: January 22th, 2025

Office Hours: January 6th-10th (Mon-Fri) from 9:00 AM to 4:00 PM

Required Training Dates:

- [December 26th, 2024](#)
- [December 27th, 2024](#)
- [January 2nd, 2025](#)
- [January 3rd, 2025](#)

[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](#)



NSTR LICENSE MAP via NOLA.GOV/STR

- Short Term Rental Administration Home
- Services
- Topics
 - NSTR Application FAQs
 - Short Term Rental Permit Lotteries
 - Overview of Short Term Rentals in New Orleans
 - Registry of Short Term Rentals**
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Registry of Short Term Rentals

STR Registry data

The City hosts a dataset of all STR permit applications on data.nola.gov

[View the STR registry data](#)

Map of Active STRs

[View the map](#)

Map of All STR Applications and Active/Expired License

[View the map](#)

Map of All NSTR Licenses






[View the map](#)



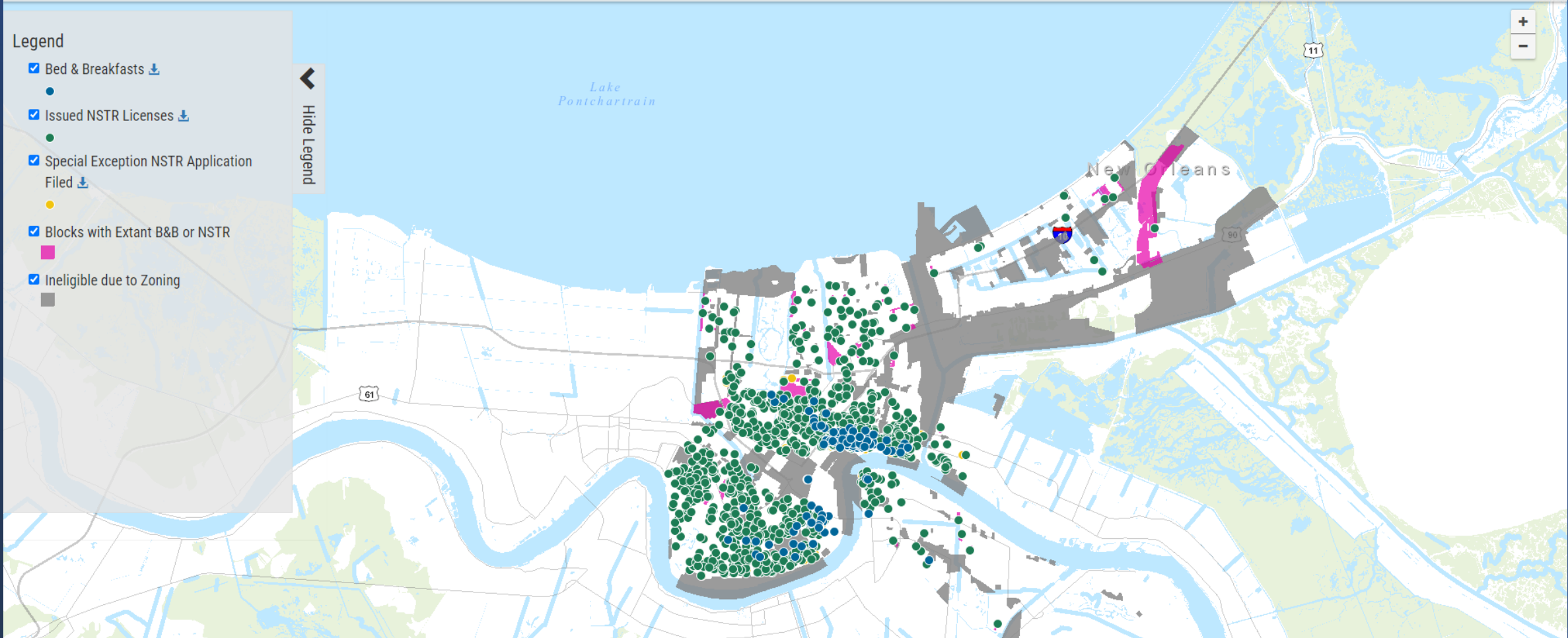
Non-Commercial Short Term Rental License Map

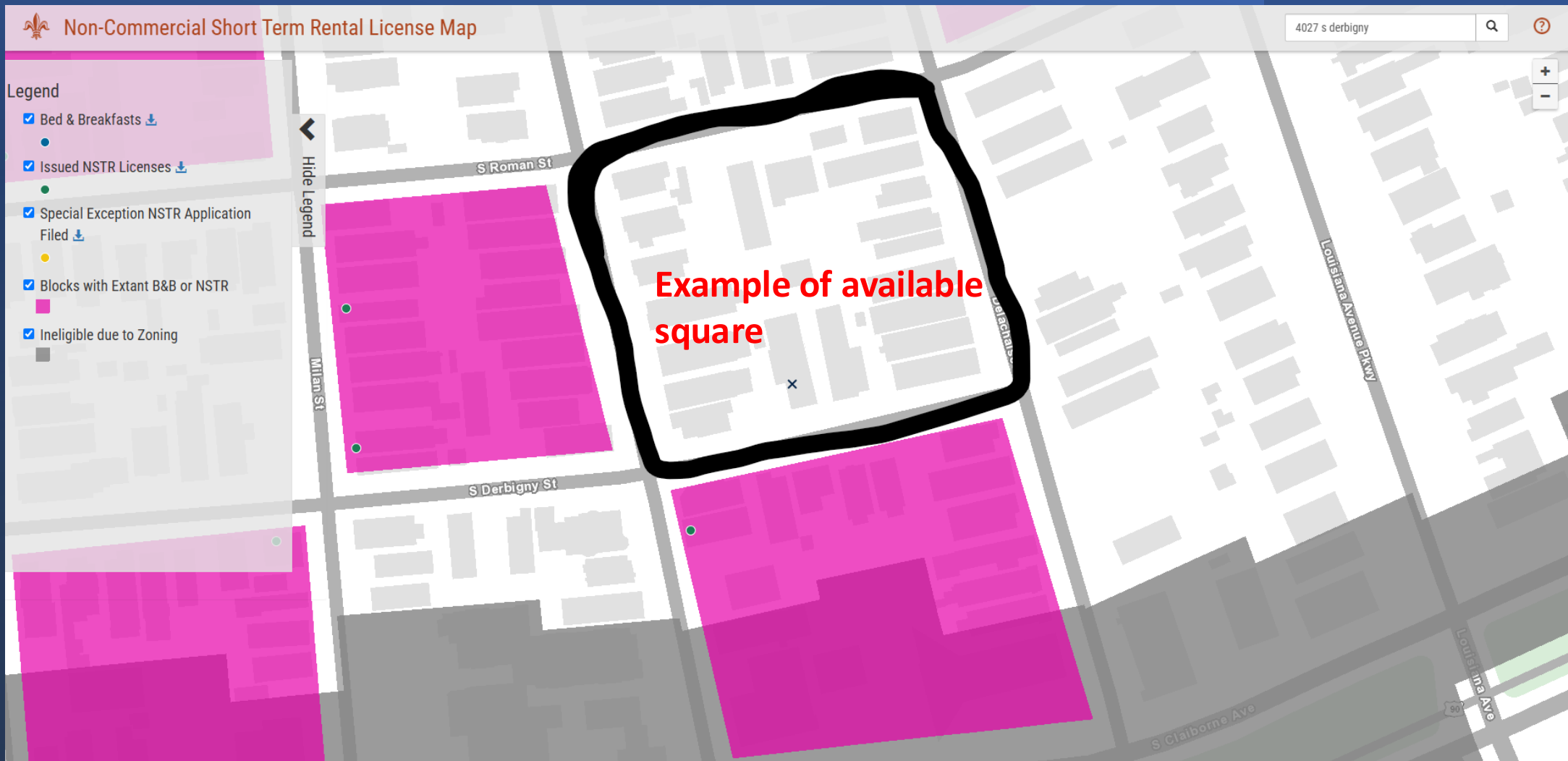
Zoom to an address

Legend

- Bed & Breakfasts 
- Issued NSTR Licenses 
- Special Exception NSTR Application Filed 
- Blocks with Extant B&B or NSTR 
- Ineligible due to Zoning 

Hide Legend





PINK SQUARES NOT ELIGIBLE FOR AN NSTR LICENSE

NON- COMMERCIAL STR LOTTERY

- Application period January 5-11, 2025.
- Office hours during this time to assist with completing application (January 6-10, 2025, 9:00am – 4:00pm).
- 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: \$250**
- 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 or persons**
 - All owners are over 18 years old
 - **No owner owns any other STR permitted property in their name**
 - **All owners** have signed the application or indicated their consent to the application
- Operator Check
 - Operator lives on site with property address listed on picture ID
 - Operator license has been issued and number provided OR operator license has been applied for and reference number is provided
 - *If not owner*, Operator has provided lease
 - *If not owner*, Operator has provided 2 additional forms of documentation
 - *If not owner*, Operator has provided 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
 - Operator has provided nuisance prevention plan
 - Operator has provided neighborhood complaint response plan
 - Operator has provided proof that they completed training course
 - No Disqualifying Factors
 - No unpaid fines

- 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
 - Name of all owners
 - Age of all owners
 - Address of all owners
 - Phone of all owners
 - Email of all owners
 - 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
 - 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 attestation
- Proof of completion of STR course
- **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

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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". Navigation links include "All Items", "Search", and "Advanced Search". The main navigation area displays the user's name "Hello, CELESTESPARKS!", "Log off", and "Your cart". The primary logo reads "CITY OF NEW ORLEANS ONE STOP APP BETA PERMITS & LICENSES". A secondary navigation bar contains "Apply", "Your Account", and "Help" buttons. The main content area begins with a "Get Started" heading and the instruction: "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

Contact Us

<p>Department of Safety & Permits</p> <p>☎ (504) 658-7200 📍 1300 Perdido Street 7th Floor New Orleans, LA 70112 🕒 9am—5pm Monday—Friday</p>	<p>Tammie Jackson <i>Director</i></p> <p>☎ (504) 658-7200 ✉ ttjackson@nola.gov</p>	<p>Jay Dufour <i>Chief Building Official</i></p> <p>☎ (504) 658-7232 ✉ jay.dufour@nola.gov</p>
<p>Jerome Landry, CFM <i>Floodplain Manager</i></p> <p>☎ (504) 658-7127 ✉ jlandry@nola.gov</p>	<p>zoningadministrator@nola.gov (504) 658-7125</p>	<p>Board of Building Standards and Appeals</p> <p>☎ (504) 658-7200 ✉ bbsa@nola.gov</p>
<p>Building Inspection Division</p> <p>☎ (504) 658-7130 ✉ buildingdivision@nola.gov</p>	<p>Electrical & Mechanical Contractors License</p> <p>☎ (504) 658-7107 ✉ tradelicenseinfo@nola.gov</p>	<p>Electrical Division</p> <p>☎ (504) 658-7145 ✉ electricaldivision@nola.gov</p>
<p>Inspections</p> <p>✉ inspections@nola.gov</p>	<p>Mechanical Division</p> <p>☎ (504) 658-7153 ✉ mechanicaldivision@nola.gov</p>	<p>Permit Processing</p> <p>☎ (504) 658-7200 ✉ permitinfo@nola.gov</p>
<p>Plan Review</p> <p>☎ (504) 658-7200 ✉ planreview@nola.gov</p>	<p>Short Term Rental Division</p> <p>☎ (504) 658-7144 ✉ str@nola.gov</p>	<p>Special Events Division</p> <p>☎ (504) 658-7277 ✉ eventpermits@nola.gov</p>
<p>Zoning Complaints</p> <p>☎ (504) 539-3266 ✉ zoningviolations@nola.gov</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:
 - Only natural persons aged 18 or over may own a property used as a non-commercial short term rental. **Ownership, in whole or in part, by a business entity, or any other juridical person is prohibited;**
 - **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, 2025 and shall be renewed up to 30 days prior to expiration.

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 date)
- 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
- Picture ID

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 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\(A\)\(1\)](#).

_____ **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)

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

PHONE: _____

ADDRESS: _____

EMAIL: _____

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Short Term Rental Administration

[\(504\) 658-7144](#)

[Email Short Term Rental Administration](#)

[1340 Poydras Street Suite 800](#)

[New Orleans, LA 70112](#)

[8am—5pm](#)

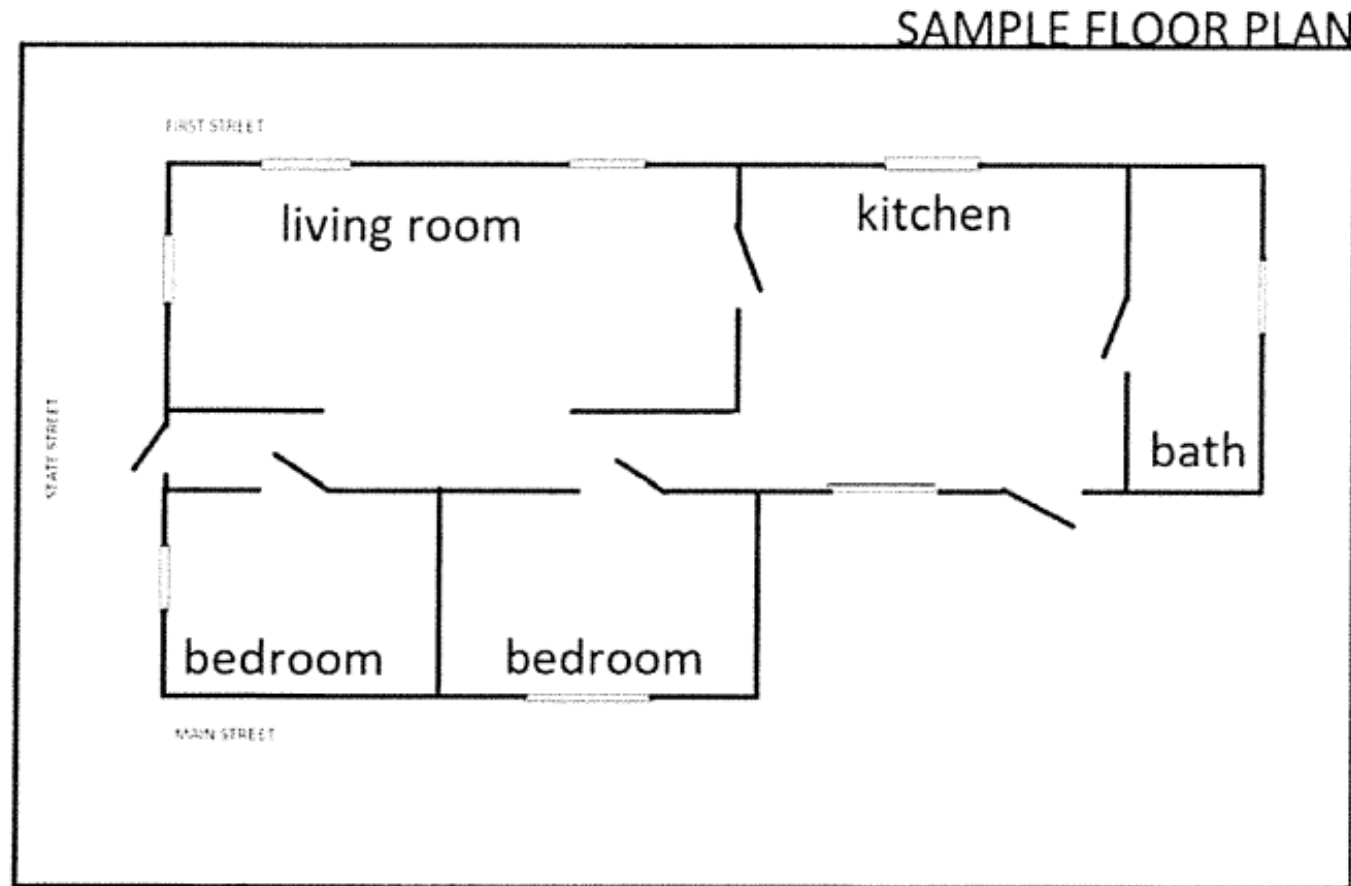
[Monday—Thursday](#)

[8am—3:30pm, Friday](#)

[Get email updates](#)

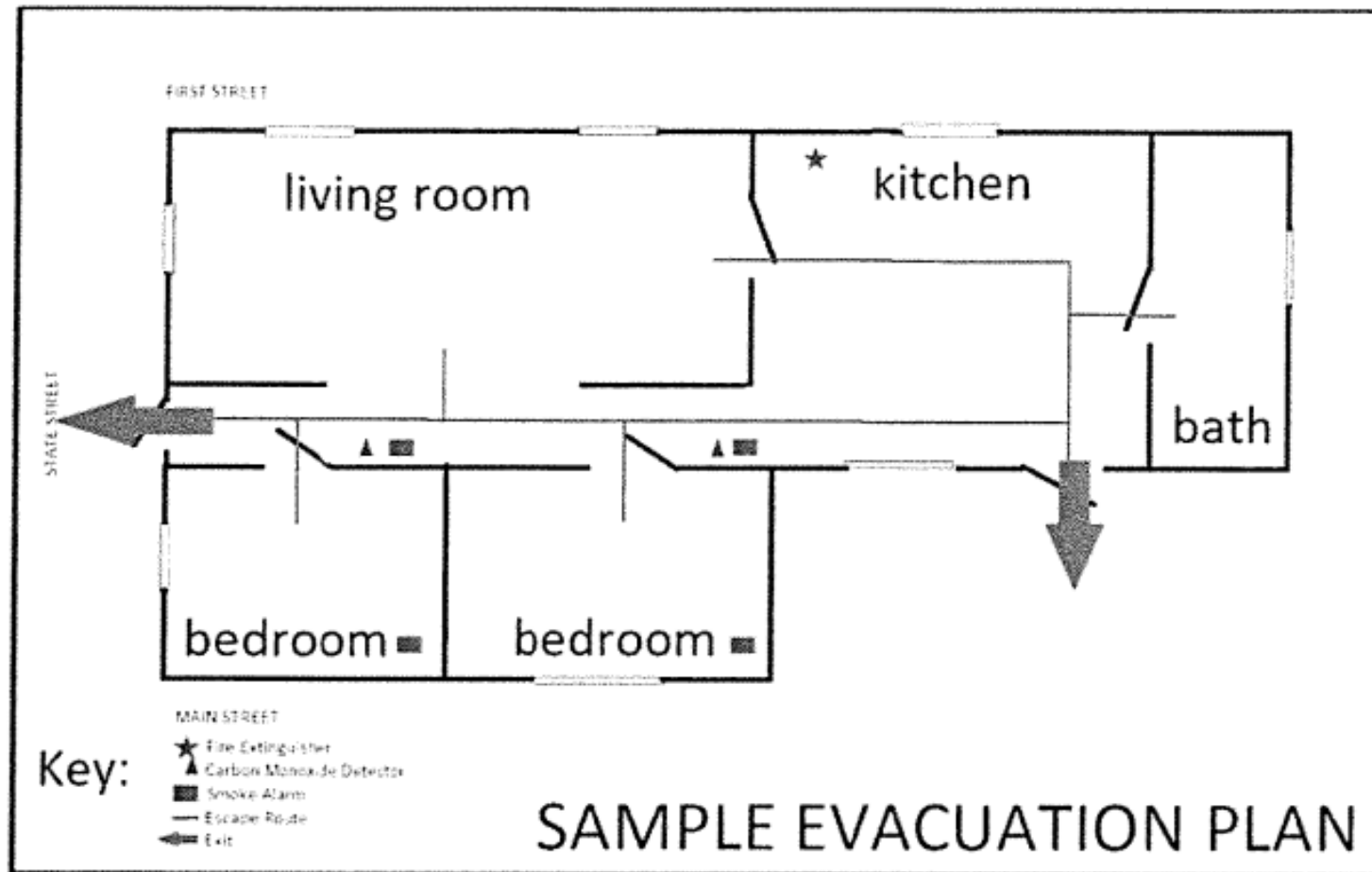
Sample Floor Plan

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



Sample Evac Plan

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



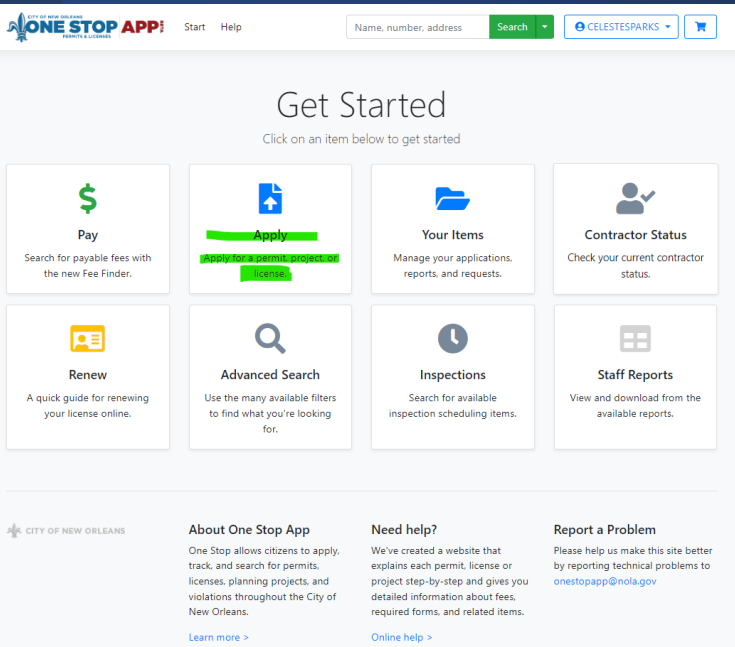
- Please describe in detail your plans to contain noise to the STR unit & to prevent disturbances to neighbors.
- **ONLY CSTRs must include at a minimum, a noise monitoring system.**
 - **Search in browser- Noise Monitoring Device for Airbnb**

NOISE ABATEMENT PLAN

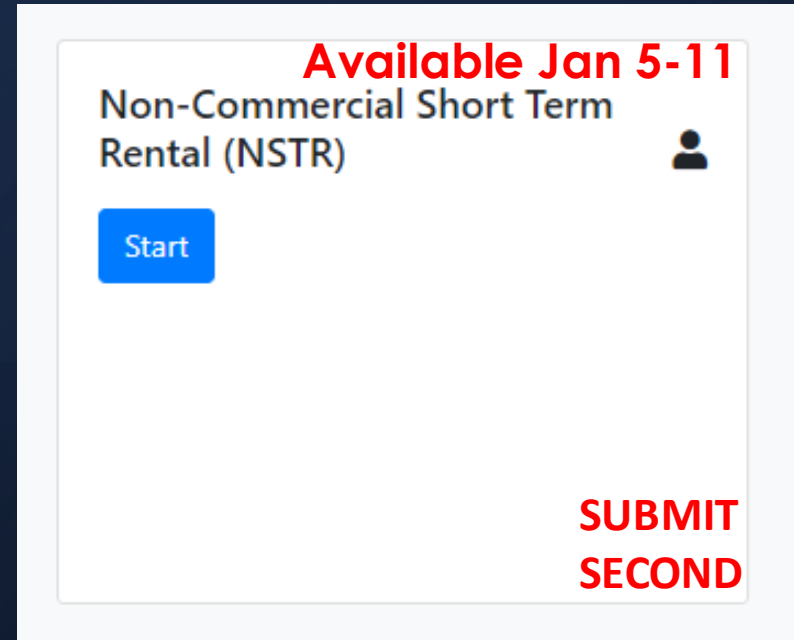
SANITATION PLAN

- 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.

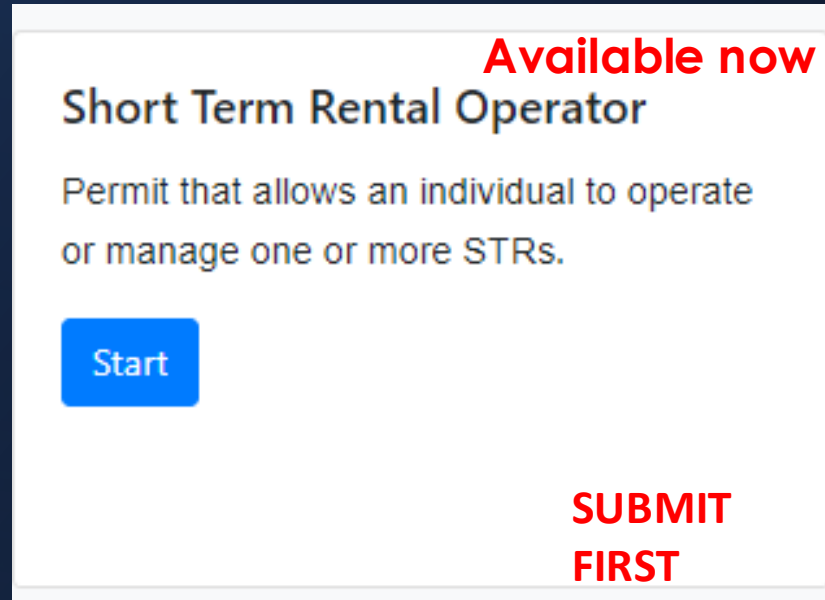
ONESTOPAPP.NOLA.GOV



The screenshot shows the One Stop App homepage. At the top, there is a navigation bar with the City of New Orleans logo, the text 'ONE STOP APP! PERMITS & LICENSES', and links for 'Start' and 'Help'. A search bar contains the text 'Name, number, address' and a 'Search' button. To the right of the search bar are dropdown menus for 'CELESTES PARKS' and a shopping cart icon. The main content area is titled 'Get Started' and includes the instruction 'Click on an item below to get started'. There are eight interactive cards arranged in a 2x4 grid: 'Pay' (with a dollar sign icon), 'Apply' (with a document icon and a green highlight), 'Your Items' (with a folder icon), 'Contractor Status' (with a person icon), 'Renew' (with a license icon), 'Advanced Search' (with a magnifying glass icon), 'Inspections' (with a clock icon), and 'Staff Reports' (with a grid icon). At the bottom, there are three columns of text: 'About One Stop App', 'Need help?', and 'Report a Problem', each with a brief description and a 'Learn more >' link.



This advertisement features a white background with a red header 'Available Jan 5-11'. Below the header is the text 'Non-Commercial Short Term Rental (NSTR)' in black, followed by a small black person icon. A blue 'Start' button is positioned to the left of the icon. In the bottom right corner, the words 'SUBMIT' and 'SECOND' are written in large, bold, red capital letters.



This advertisement has a white background with a red header 'Available now'. Below the header is the text 'Short Term Rental Operator' in black, followed by the description 'Permit that allows an individual to operate or manage one or more STRs.' in blue. A blue 'Start' button is located on the left side. In the bottom right corner, the words 'SUBMIT' and 'FIRST' are written in large, bold, red capital letters.

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 ▾	Type Operator ▾	Choose Type Owner ▾
Name <input type="text"/>	Name <input type="text"/>	Name <input type="text"/>
<input type="button" value="Search"/>	<input type="button" value="Search"/>	<input type="button" value="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.

Owner Minnie Mouse 1300 Perdido St	Operator Minnie Mouse 1300 Perdido St	Choose Type Owner ▾
		Name <input type="text"/>
		<input type="button" value="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

GISID

Short Term Rentals - STR Operator Information

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".

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.

Short Term Rentals - Required Plans

Neighborhood Response Plan *

SEE ATTACHED

If you are informed that an STR you manage may be in violation of City law or the rules and requirements in the [STR Handbook](#) "Permit Holder Duties and Responsibilities" section, what actions do you intend to take to eliminate or mitigate such effects?

Nuisance Prevention Plan *

SEE ATTACHED

An STR Operator is expected to ensure that an STR does not violate City law or cause negative effects on the neighborhood or neighbors. Find complete rules and requirements in the [STR Handbook](#) in the "Permit Holder Duties and Responsibilities" section. What policies and actions do you intend to undertake to prevent such violations?

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.

Driver's license or other State-issued ID Required

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

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 *

MINNIE MOUSE

Email

CELESTE.SPARKS@

Date & Time

Thursday, Septem

Your IP Address

10.8.80.86

Close

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

ONESTOPAPP.NOLA.GOV

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)

If your operator is a tenant, have a copy of their lease, ID, and two other forms of proof of residency (e.g. utility bills)

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 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

Address

Choose the location of the desired license. *

Enter Location

ONESTOPAPP.NOLA.GOV

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

ONESTOPAPP.NOLA.GOV

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 3 BEDROOMS

Initial Questions - Owner and Operator

Type of operator *

Owner-occupant

All NSTRs must have an operator who lives on site. If an owner-occupant is not the operator, you will need to submit a copy of the operator's lease, two other proofs of residency, and an owner consent letter on the next page.

Operator permit status *

Issued

Address Line 2

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

suite 800

[Back](#) [Help](#) [Continue](#)

ONESTOPAPP.NOLA.GOV

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 3 BEDROOMS

Location - General

Square ID *

50009339

Square Name *

307A

Short Term Rentals - Location

Type of Building *

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

Single Family Home

Total Number of Bedrooms in Home *

Include bedrooms that are not included in the short term rental

4

Total Number of Bedrooms Being Rented *

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

2

Maximum Number of Guests *

No more than two guests are allowed per bedroom.

4

Placard BR Limit *

2

Placard Guest Limit *

4

Partial or Whole 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)?

Partial Unit

ONESTOPAPP.NOLA.GOV

Short Term Rentals - STR Operator Information

Tax Address *

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".

First and Last Name (Legal) *

Preferred Name (if different from legal name)

Primary Phone *

Secondary Phone

Email *

Operator Permit Number or Application Reference Code * Your operator permit number or application reference code (you can search operator licenses at onestopapp.nola.gov)

Operator Permit Expiration Date * Operator permits expire a year from issuance, and must be renewed every year.

Short Term Rentals - Platforms List

Platform Name * Listing URL *

Short Term Rentals - Required Plans

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

Sanitation Plan * 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 * 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 * 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.

ONESTOPAPP.NOLA.GOV

Short Term Rentals - STR Attestations - INITIAL EACH

Initial all attestations *

MM

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 cause to rescind a permit.

No outstanding taxes or liens *

MM

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 *

MM*

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 *

MM

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 *

MM

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 *

MM

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 *

MM

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

Non-discrimination *

MM

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 *

MM

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

Americans with Disabilities Act *

MM

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

Short Term Rentals - NSTR Lottery

Lottery Eligible *

TBD

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 *

0

Lottery Date *

07/01/2024

Lottery Number Assignment *

0

Lottery Rank *

0

Short Term Rentals - Training

Owner Training Day or Code *

05/25/2024

Enter the date you attended either an in-person Short Term Rental training, or an online Short Term Rental training (via Teams). OR, if you were given a code word, enter the code word.

Operator Training Day or Code *

05/25/2024

Enter the date your operator attended either an in-person Short Term Rental training, or an online Short Term Rental training (via Teams). OR, if they were given a code word, enter the code word.

ONESTOPAPP.NOLA.GOV

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.

Driver's License or other 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

Submit General Document(s)

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

No file chosen

Review and Submit

ONESTOPAPP.NOLA.GOV

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 *

minnie mouse

Email

CELESTE.SPARKS@

Date & Time

Wednesday, May

Your IP Address

10.8.80.69

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

Minnie Mouse

Address

1300 Perdido St

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

City

New Orleans

State

LA

Zip

70112

Summary

STR Application Fee

\$50.00

License RefCode #: XPYVPR, Non-Commercial Short Term Rental

[Remove](#)

Sub Total

\$50.00

Processing Fee

\$1.50

Total

\$51.50

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

ONE STOP APP HELP DESK

Please double check your application for completion. We **WILL NOT** send review comments & you **CANNOT** make changes after your application review has been completed. If there are errors or documents missing, your application **WILL BE** denied. **NO EXCEPTIONS!** Only complete applications, including payment of the application fee, will be eligible for the lottery process.

Please save
noreply@nola.gov to
your email address
book so your decision
email does not go to
the spam folder.

NSTR LOTTERY



LOTTERY FREQUENCY

A. Lottery Frequency.

- Lotteries will be held quarterly. The Department will annually publish a calendar with application period, lottery, and renewal period dates.

LOTTERY PROCEDURES

A. Lottery Procedures.

- Lotteries will be live streamed via Zoom, YouTube, and/or other similar technology. Lotteries will utilize a bingo or another comparable machine, to ensure fairness. Permit numbers will be drawn in order, so that if there are three applicants for a square, there will be a “first”, “second” and “third.” This order will only apply if there is non-payment of the permit fees. If the permit is lost for any other reason—forfeiture (a permittee sells, moves, or doesn’t want to continue to short term rent the property), non-renewal, revocation, or rescission—unsuccessful permittees may apply for the next quarterly lottery.
- Permittees selected in the lottery will be issued a permit upon payment of all fees. All fees must be paid within five (5) calendar days, or the selected permittee forfeits their right to the permit. If the first selected permittee forfeits their right, the second selected permittee will have five days to pay their fees (and so on). Unsuccessful permittees may reapply for the following lottery if the block is reopened for any reason or may apply to the City Planning Commission to participate in the special exception process. An overview of this process is included in Exhibit B of these Rules and Regulations.

PERMIT DURATION

A. Permit Duration.

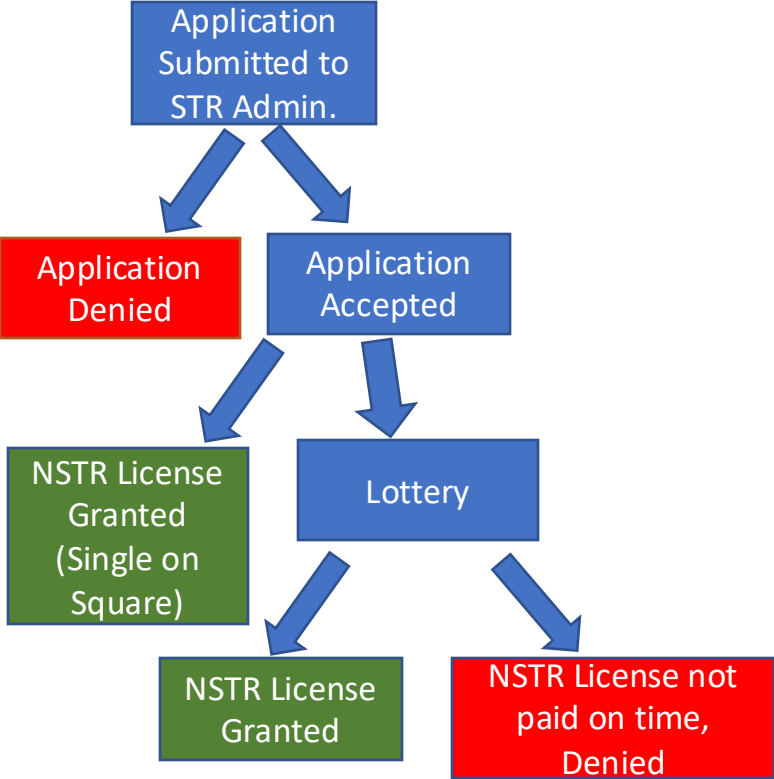
- Permits will be valid until June 30 of the following year, regardless of which lottery they are issued during. Permit fees for the permit year will be prorated as follows:
 - July lottery winners: Full fees **(\$500)**
 - October lottery winners: 75% fees **(\$375)**
 - January lottery winners: 50% fees **(\$250)**
 - April lottery winners: 25% fees **(\$125)**

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.

NSTR Lottery Flow Chart



Special Exception Process (CPC)

- The deadline to submit Special Exception applications was September 19, 2024. **NO EXCEPTIONS!**

XSTR LICENSE

- Lodging exempt from STR Regulations
- App available on OneStopApp
- Must have a current occupational license for a hotel, motel, hostel or bed and breakfast.
- Must provide valid placard with license number and tax account number displayed.

Lodging Exempt from STR Regulations (Hotels, Motels, B&Bs)

Lodging exempt from STR Regulations (must have a current occupational license for a hotel or bed and breakfast).

Start

BED & BREAKFAST

- B&Bs must be in a single-family dwelling. If the structure has more than one unit, then the structure will have to be converted into a single-family dwelling with the proper permits from building, zoning, addressing, etc.
- New applications must apply for Conditional Use with CPC.
- Further instruction will be during the review process.
- If there is an existing B&B on your square, there will not be any NSTR permits issued on that square through the lottery process and you must use the special exception process. Applications for release valves will go through the City Planning Commission. But you still must apply during the application period.
- The City will be releasing information about the location of bed and breakfasts as it becomes available.

LEGAL DUTIES- OWNER

- Additional insurance policy not required if listing on Airbnb
- 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; and
 - 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 and 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.
 - Serve as the point of contact for guests & be able to resolve complaints within one hour of being contacted by guests.
- Must provide evidence of ownership or current residential lease
- *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.
- Failure to show the operator's license card on request.
- 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

Short Term Rental Administration

nola.gov/next/short-term-rental-administration/home/

HOME CITY SERVICES DEPARTMENTS GOVERNMENT PROGRAMS NOLA 311 NEWS EVENTS DATA, MAPS, APPS TRANSLATE

Home »

SHORT TERM RENTAL ADMINISTRATION

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

- Short Term Rental Administration Home
- Services
- Topics ▾
- Announcements
- Contact
- About

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.

NSTR (Non-Commercial Short Term Rental)

Application period: January 5th, 2025 - January 11th, 2025

Lottery date: January 22th, 2025

Office Hours: January 6th-10th (Mon-Fri) from 9:00 AM to 4:00 PM

Required Training Dates:

- December 26th, 2024
- December 27th, 2024
- January 2nd, 2025
- January 3rd, 2025

[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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SHORT TERM RENTAL ADMINISTRATION

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

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Administration Home

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September 13, 2024 | From [City of New Orleans](#)

NSTR Lottery Application Period Extension

Due to office closure for Hurricane Francine we are extending the NSTR Lottery application period until Wednesday September 18, 2024. The NSTR application will be available via the One Stop App until 9/18/2024 at 11:59pm. Office hours will continue today 9/13/2024 thru Wednesday 9/18/2024 from 9am-4pm.



September 10, 2024 | From [City of New Orleans](#)

Proposed Changes to STR Regulations

The New Orleans City Council will consider **New Non-Commercial Short-Term Rental (NSTR) Regulations** at the September 19th Council meeting. The proposed legislation creates an Interim Zoning District (IZD) that would prohibit New NSTR Special Exceptions.



September 3, 2024 | From [City of New Orleans](#)

IMPORTANT NSTR LOTTERY INFORMATION

The next NSTR Lottery will take place on October 7, 2024. The application period will be open September 9-15. Office hours will be held September 9-13 from 9am-4pm at 1340 Poydras St on the 8th floor.



SHORT TERM RENTAL ADMINISTRATION

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

Short Term Rental Administration Home	
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Topics	▼
Announcements	
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About	

Contact Us

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](#)

Celeste Sparks

STR Administrator

✉ [Email Celeste Sparks](#)

STR@NOLA.GOV

SUPERGRAS



QUESTIONS?