



## 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. Common bathroom facilities may be provided rather than private baths for each room. 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.

# 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: April 6-12, 2025.

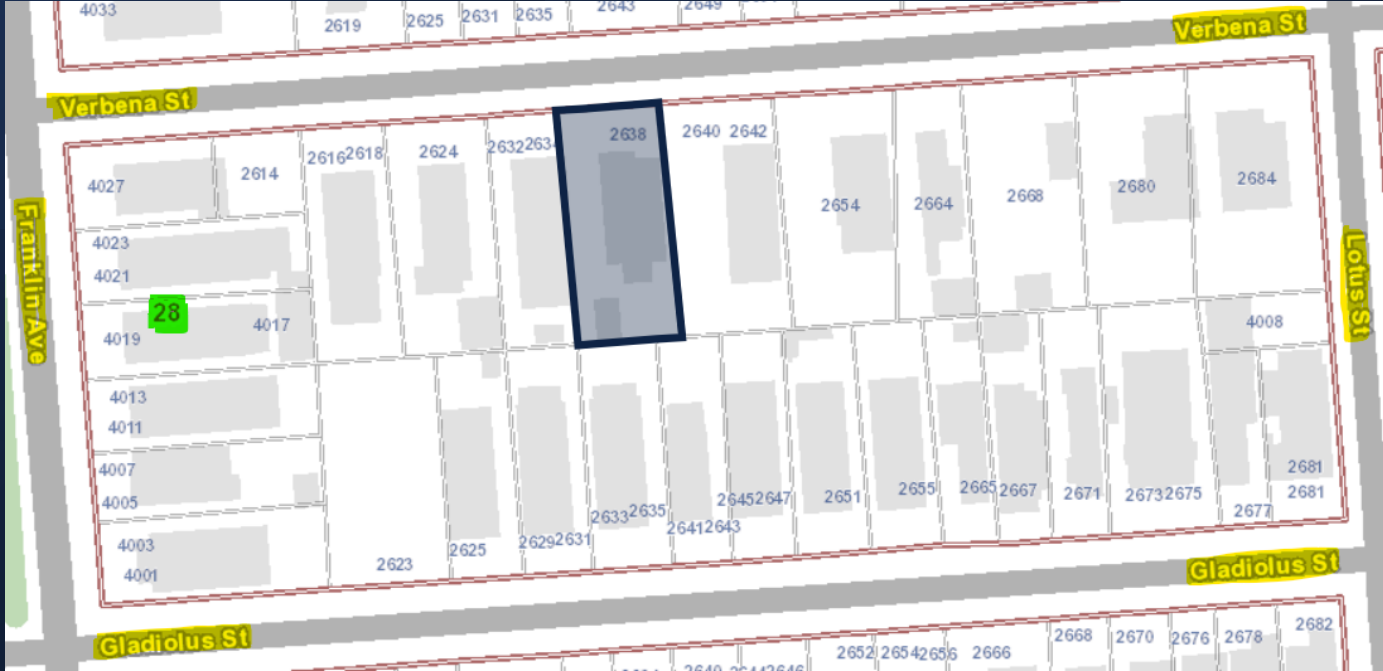
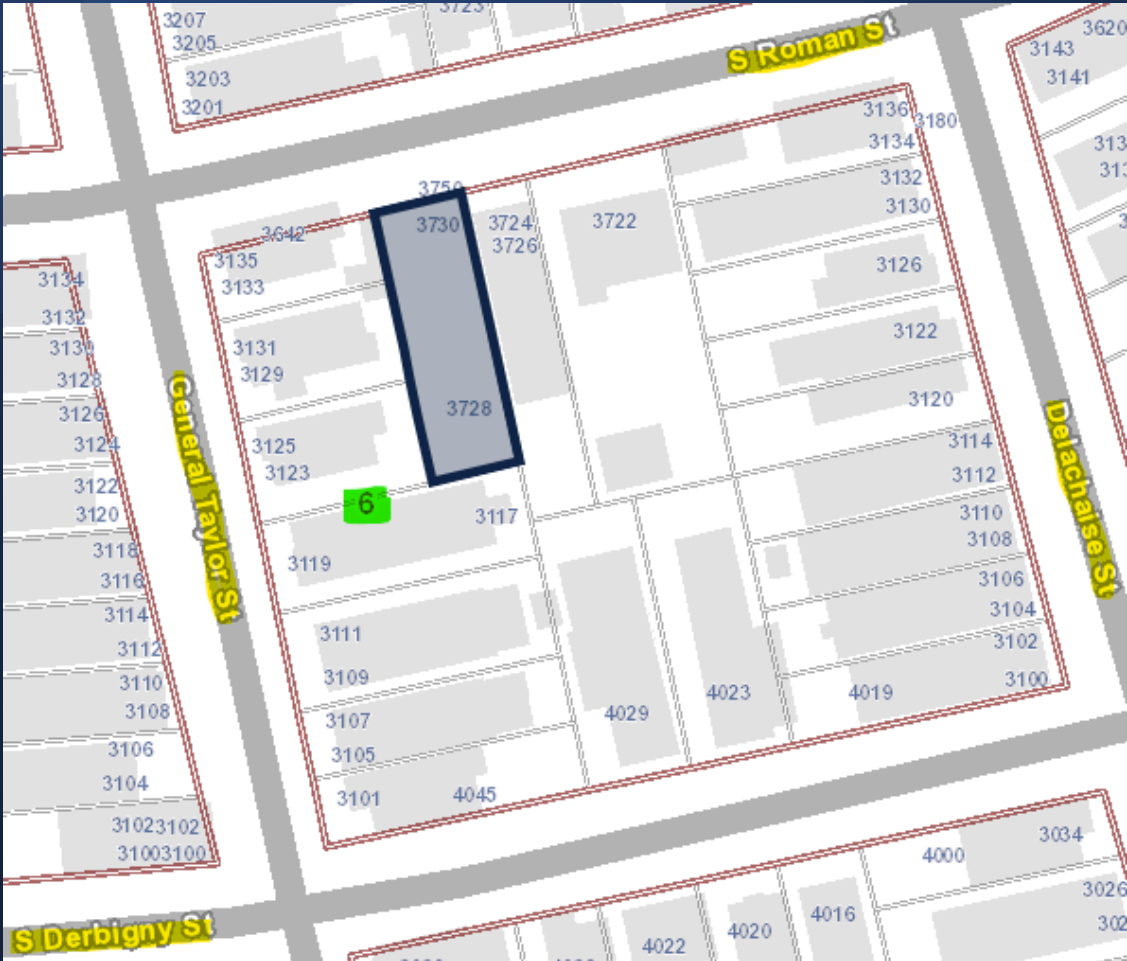
\$50 non-refundable application fee for ALL STR Owner & Operator Licenses.

Lottery will be held April 24, 2025 at 12pm & 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?





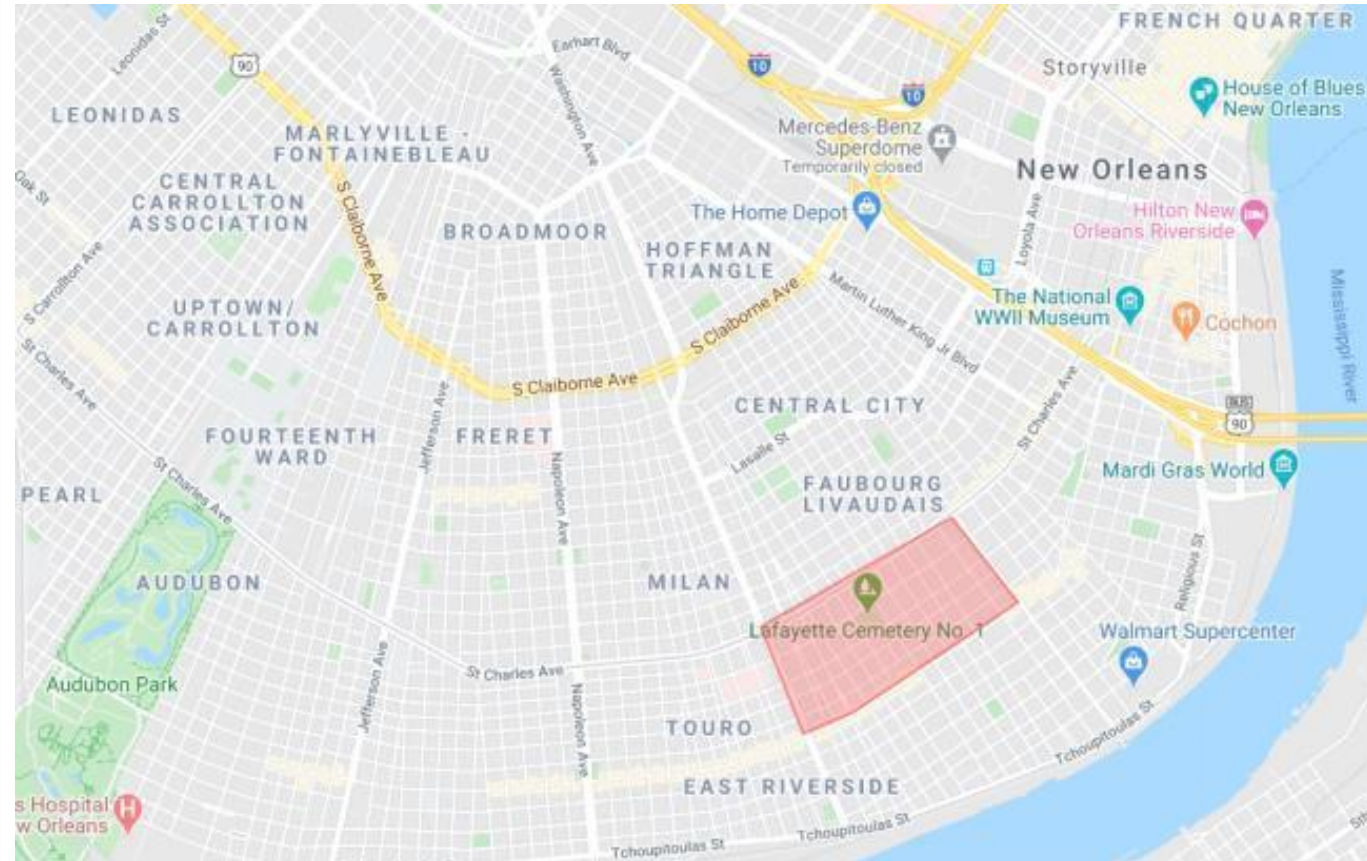
- (1) *Approved list* means a current list, by address, of licensed or otherwise approved premises in the city that may lawfully be rented for a period of less than 30 days or, in the case of premises located in the Vieux Carré District, 60 days, maintained and updated regularly by the city, posted on 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 of 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.



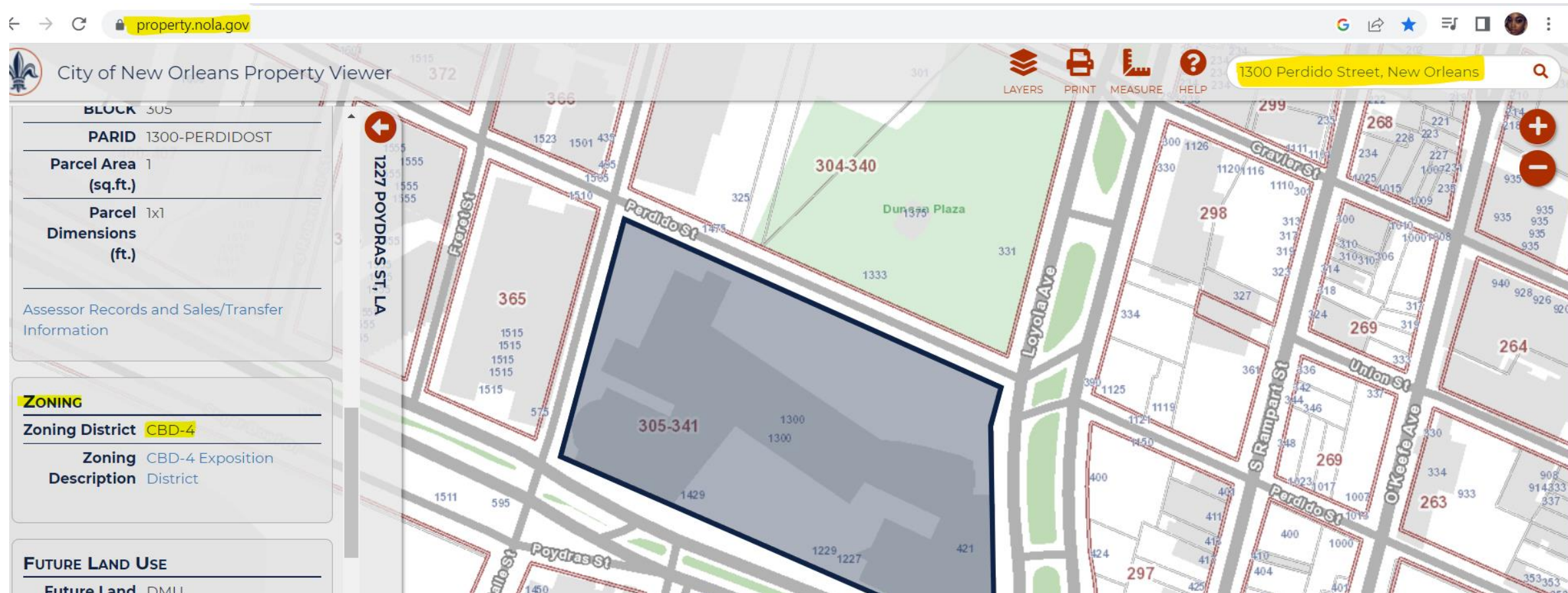
# NSTR ELIGIBLE ZONES

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?





# NSTR LICENSE MAP via NOLA.GOV/STR

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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.

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

**Application period:** April 6th, 2025 - April 12th, 2025

**Lottery date:** April 24th, 2025

**Office Hours:** April 7th-11th (Mon-Fri) from 9:00 AM to 4:00 PM

#### Required Training Dates:

- [Wednesday, April 2nd @ 12:00 PM](#)
- [Thursday, April 3rd @ 12:00 PM](#)
- [Friday, April 4th @ 12:00 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





# NSTR LICENSE MAP via NOLA.GOV/STR

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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](https://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

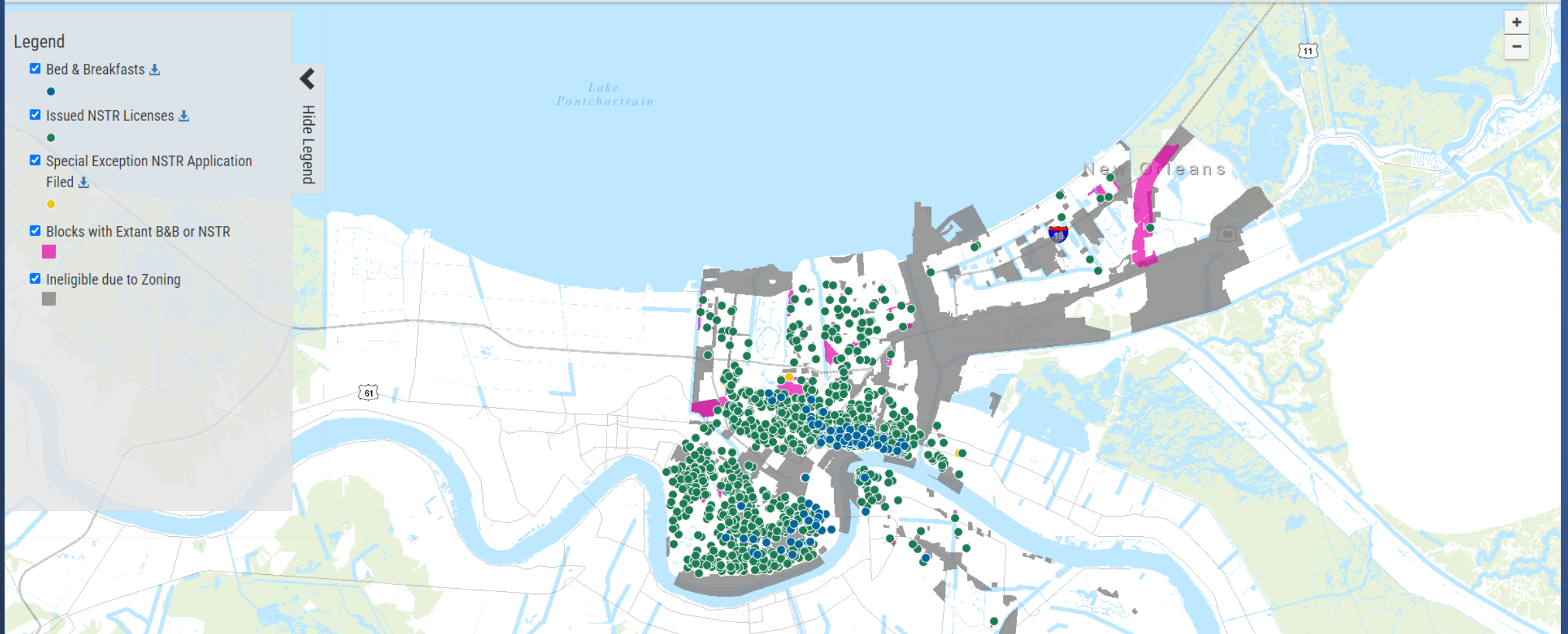
Zoom to an address

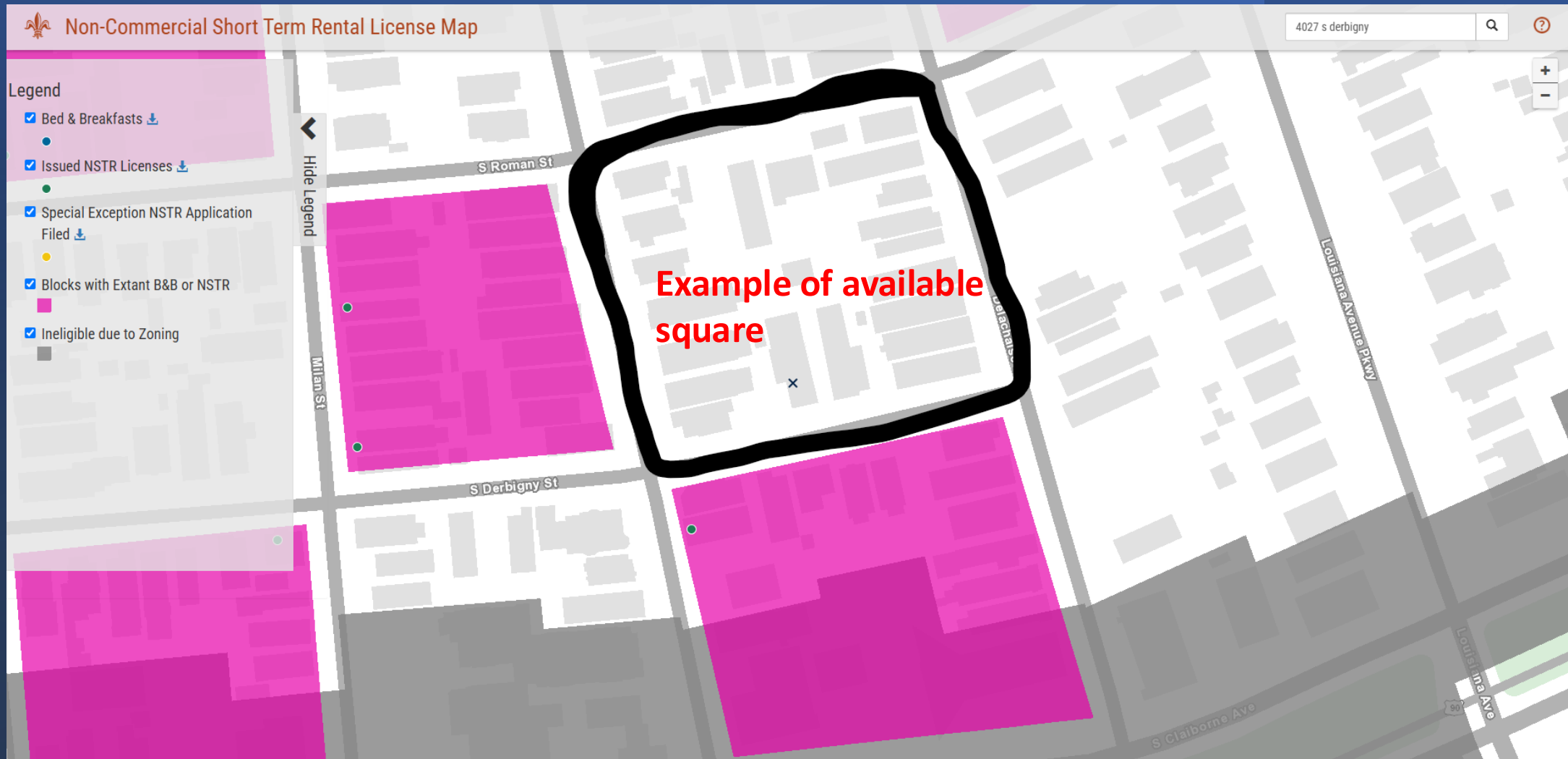


### Legend

- ☒ 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 April 6-12, 2025.
- Office hours during this time to assist with completing application (April 7-11, 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: \$125**
- 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 via attestation document
- 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
- ❑ **Healthy Homes Registration Filed**
- ❑ **Please note that NSTR applicants CANNOT submit more than one NSTR application & cannot own a CSTR License in their name.**



**City of New Orleans**  
 Mayor LaToya Cantrell

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## SHORT TERM RENTAL ADMINISTRATION

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☎ (504) 658-7144

✉ [Email Short Term Rental Administration](#)

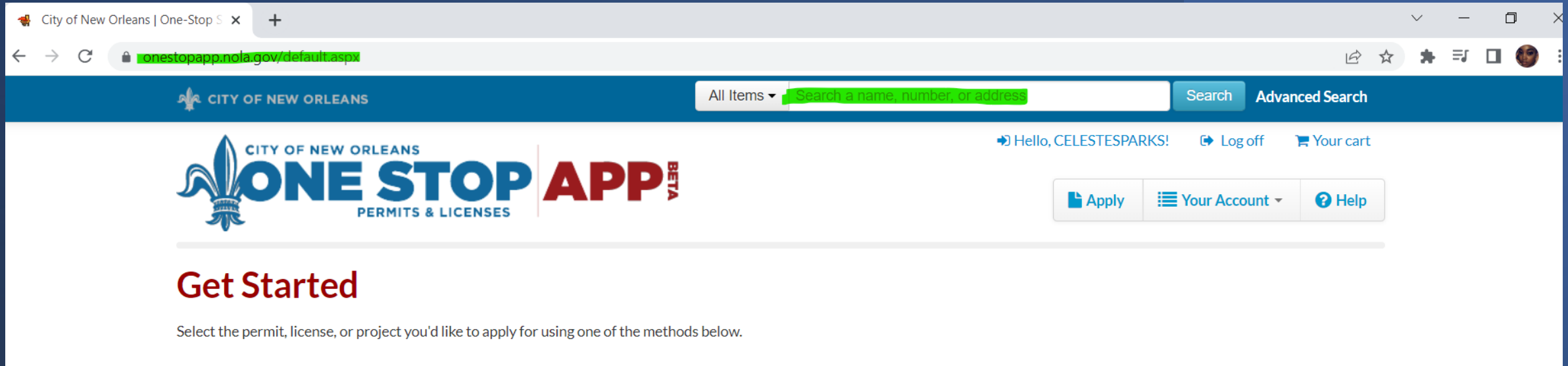
📍 1340 Poydras Street Suite 800  
New Orleans, LA 70112

🕒 8am—5pm  
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Get email updates



# Check your property for any open permits & violations



The screenshot shows a web browser window with the address bar displaying `onestopapp.nola.gov/default.aspx`. The page header is blue with the City of New Orleans logo and a search bar containing the text "Search a name, number, or address". Below the header, the main content area features the "ONE STOP APP BETA" logo, which includes the text "CITY OF NEW ORLEANS PERMITS & LICENSES". To the right of the logo, there are links for "Hello, CELESTES PARKS!", "Log off", and "Your cart". Below these links, there are three buttons: "Apply", "Your Account", and "Help". The main heading "Get Started" is displayed in a large, bold, red font. Below this heading, a paragraph of text reads: "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 a name, number, or address Search Advanced Search

City of New Orleans  
**ONE STOP APP**  
PERMITS & LICENSES BETA

Hello, CELESTES PARKS! 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

## Contact Us

<b>Department of Safety &amp; Permits</b>  (504) 658-7200  1300 Perdido Street 7th Floor New Orleans, LA 70112  9am—5pm Monday—Friday	<b>Tammie Jackson</b> <i>Director</i>  (504) 658-7200  <a href="mailto:ttjackson@nola.gov">ttjackson@nola.gov</a>	<b>Jay Dufour</b> <i>Chief Building Official</i>  (504) 658-7232  <a href="mailto:jay.dufour@nola.gov">jay.dufour@nola.gov</a>
<b>Jerome Landry, CFM</b> <i>Floodplain Manager</i>  (504) 658-7127  <a href="mailto:jlandry@nola.gov">jlandry@nola.gov</a>	<b><a href="mailto:zoningadministrator@nola.gov">zoningadministrator@nola.gov</a></b> <b>(504) 658-7125</b>	<b>Board of Building Standards and Appeals</b>  (504) 658-7200  <a href="mailto:bbsa@nola.gov">bbsa@nola.gov</a>
<b>Building Inspection Division</b>  (504) 658-7130  <a href="mailto:buildingdivision@nola.gov">buildingdivision@nola.gov</a>	<b>Electrical &amp; Mechanical Contractors License</b>  (504) 658-7107  <a href="mailto:tradelicenseinfo@nola.gov">tradelicenseinfo@nola.gov</a>	<b>Electrical Division</b>  (504) 658-7145  <a href="mailto:electricaldivision@nola.gov">electricaldivision@nola.gov</a>
<b>Inspections</b>  <a href="mailto:inspections@nola.gov">inspections@nola.gov</a>	<b>Mechanical Division</b>  (504) 658-7153  <a href="mailto:mechanicaldivision@nola.gov">mechanicaldivision@nola.gov</a>	<b>Permit Processing</b>  (504) 658-7200  <a href="mailto:permitinfo@nola.gov">permitinfo@nola.gov</a>
<b>Plan Review</b>  (504) 658-7200  <a href="mailto:planreview@nola.gov">planreview@nola.gov</a>	<b>Short Term Rental Division</b>  (504) 658-7144  <a href="mailto:str@nola.gov">str@nola.gov</a>	<b>Special Events Division</b>  (504) 658-7277  <a href="mailto:eventpermits@nola.gov">eventpermits@nola.gov</a>
<b>Zoning Complaints</b>  (504) 539-3266  <a href="mailto:zoningviolations@nola.gov">zoningviolations@nola.gov</a>		



# 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](http://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](http://www.ada.gov))

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

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

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

SIGNATURE: \_\_\_\_\_

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

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

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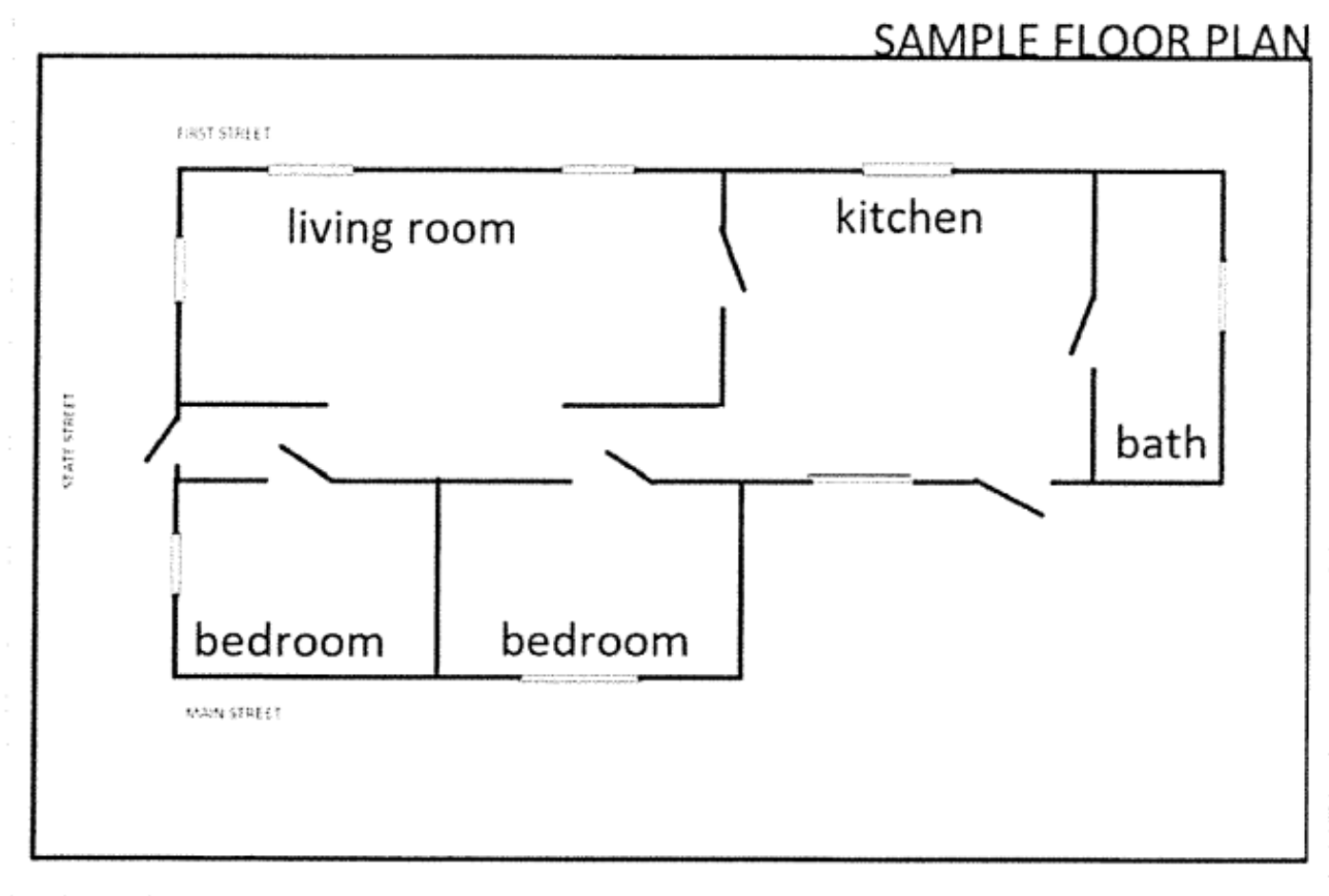


- **The Healthy Homes ordinance requires that all rental dwelling units must be registered, including Short-Term Rentals.**
- You must register to obtain a **Certificate of Compliance** to rent long-term and short-term. A Certificate of Compliance is NOT an STR license.
- Registration is available online 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. Late applications are still being accepted for a \$50 late fee.**
- Owners of properties with 1-3 dwelling units have from now until **May 1, 2025** to apply for FREE. After May 1, 2025 a \$50 late fee will be applied.
- Allowing occupancy of a rental dwelling without a certificate of compliance is a violation of city code and subject to enforcement.



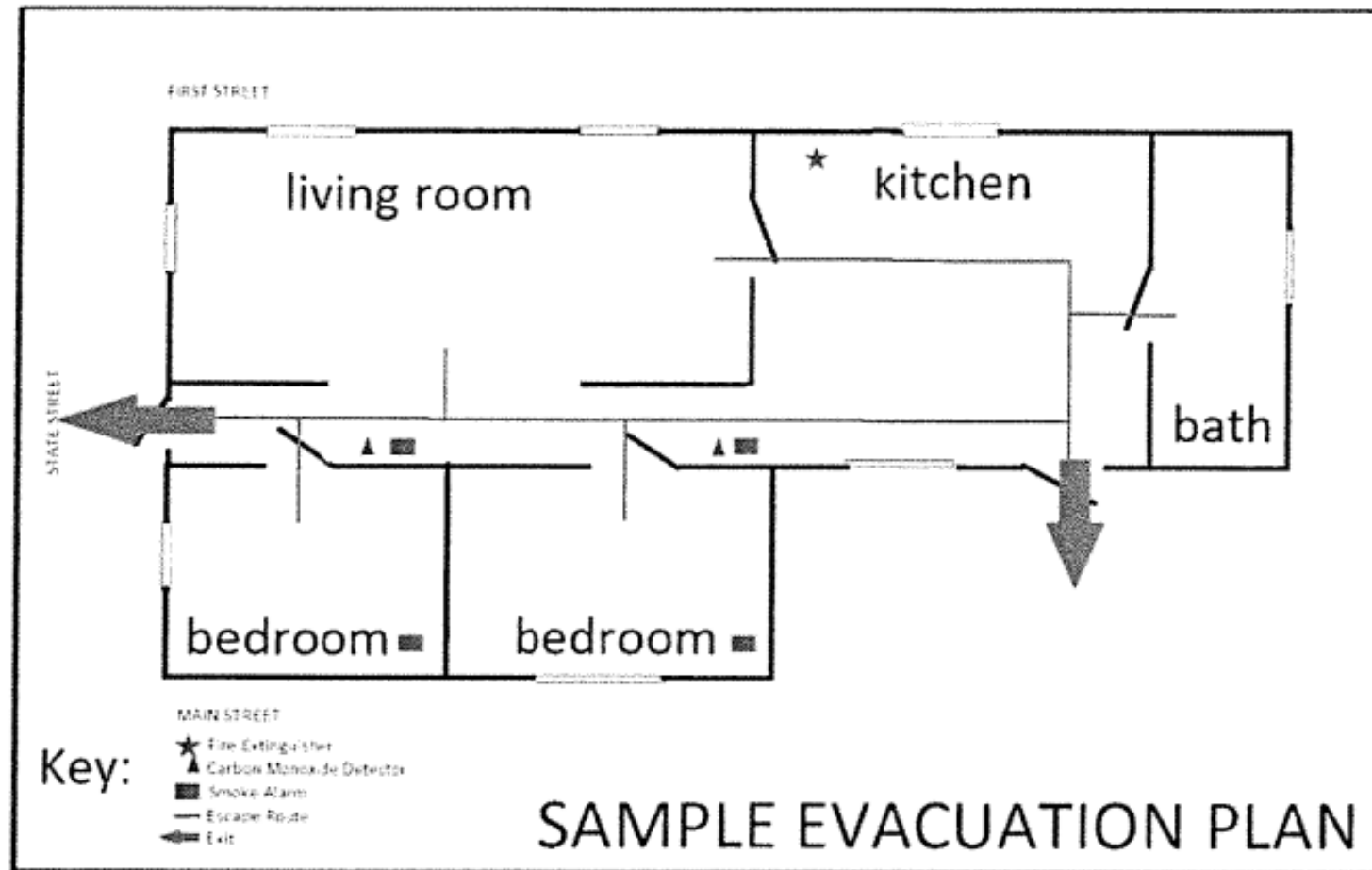
# Sample Floor Plan

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

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[Search](#) [CELESTEPARKS](#) 


## 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, license, or license renewal.




### 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.



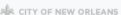
### Inspections

Search for available inspection scheduling items.



### Staff Reports

View and download from the available reports.

 CITY OF NEW ORLEANS

#### 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)

**Available now**

## Short Term Rental Operator


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

[Start](#)

**SUBMIT  
FIRST**

**Available April 6-12**

## Non-Commercial Short Term Rental (NSTR)

[Start](#)

**SUBMIT  
SECOND**

## 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 \*

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



# 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



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## Short Term Rentals - STR Operator Information

Tax Address \*

1340 POYDRAS ST

Identity \*

Operator/Property Manager

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) \*

MINNIE MOUSE

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.

# 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 be 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](mailto: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](mailto: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)**

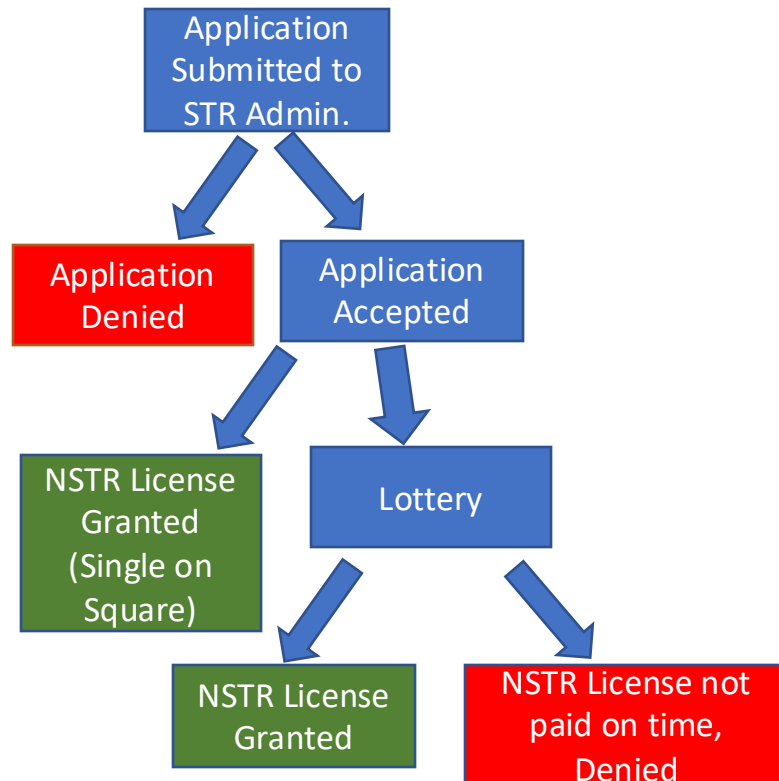
# RENEWALS

## 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.
- Please route all XSTR License questions to the Zoning Division. (zoningadministrator@nola.gov)

## 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.
- The City will be releasing information about the location of bed and breakfasts as it becomes available.
- Please route all B&B questions to the Zoning Division. ([zoningadministrator@nola.gov](mailto:zoningadministrator@nola.gov))

# 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; **(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 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.
  - 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.
- 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](#)

### Short Term Rental Administration Home

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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.

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

**Application period:** April 6th, 2025 - April 12th, 2025

**Lottery date:** April 24th, 2025

**Office Hours:** April 7th-11th (Mon-Fri) from 9:00 AM to 4:00 PM

#### Required Training Dates:

- [Wednesday, April 2nd @ 12:00 PM](#)
- [Thursday, April 3rd @ 12:00 PM](#)
- [Friday, April 4th @ 12:00 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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## SHORT TERM RENTAL ADMINISTRATION

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

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Administration Home

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## Announcements



March 31, 2025 | From [City of New Orleans](#)

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

The next [NSTR Lottery](#) will take place on April 24, 2025. The application period will be open April 6-12, 2025. Office hours will be held April 7-11, 2025 from 9am-4pm at 1340 Poydras St on the 8th floor.



January 27, 2025 | From [City of New Orleans](#)

### **NSTR LOTTERY UPDATE**

The applications received during the NSTR application period resulted in one square requiring the lottery. The two applicants were notified and the lottery was held at 1pm today.



January 21, 2025 | From [City of New Orleans](#)

### **The NSTR Lottery Has Been Postponed**

Due to unforeseen circumstances pertaining to the weather, we are postponing the NSTR Lottery to Monday, January 27, 2025 at 1pm.

We apologize for the inconvenience.



December 23, 2024 | From [City of New Orleans](#)

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

The next NSTR Lottery will take place on January 22, 2025. The application period will be open January 5-11, 2025. Office hours will be held January 6-10, 2025 from 9am-4pm at 1340 Poydras St on the 8th floor.

The required NSTR training will be taking place online via TEAMS on December 26 & 27 and January 2 & 3 at 11am.



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## SHORT TERM RENTAL ADMINISTRATION

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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 Jordan

STR Administrator

 [Email Celeste Jordan](#)

STR@NOLA.GOV

neauxla





**QUESTIONS?**