



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 permit, permits will be allocated by lottery.

Application period for NSTR permits: September 9-15, 2024
Office Hours: September 9-13, 2023 from 9:00am – 4:00pm
1340 Poydras St 8th Floor

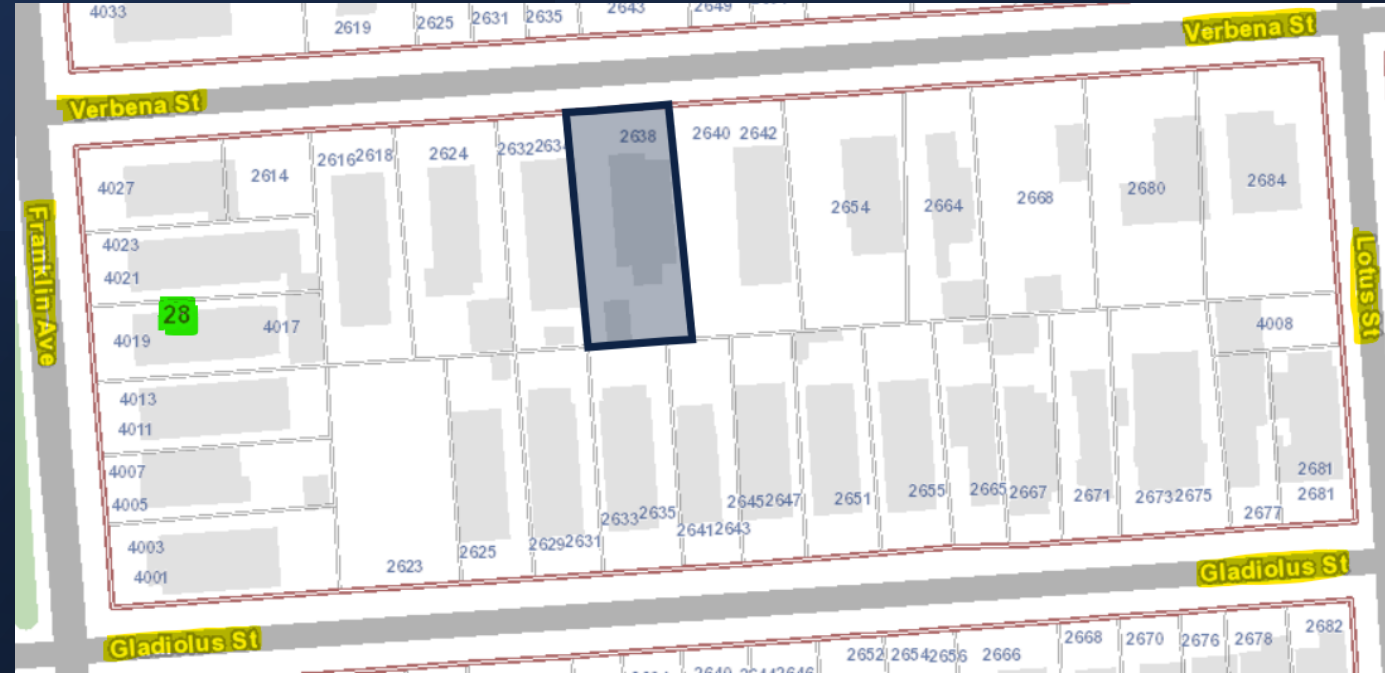
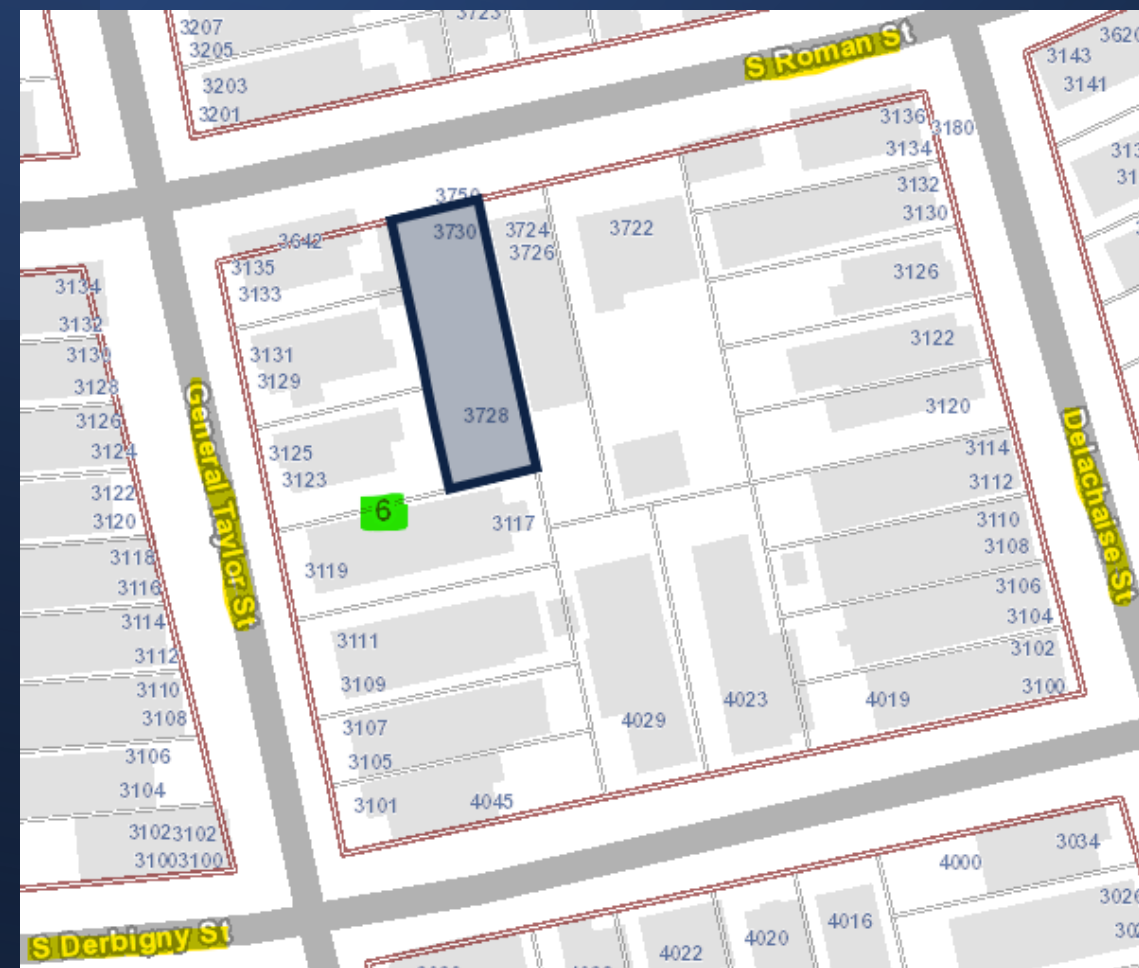
\$50 non-refundable application fee for ALL STR Owner & Operator Licenses.

Lottery will be held October 7, 2024 in City Council Chambers & live streamed on YouTube.

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

The applicants not selected in the lottery or applicants in a square already licensed will go thru special exception process.

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:

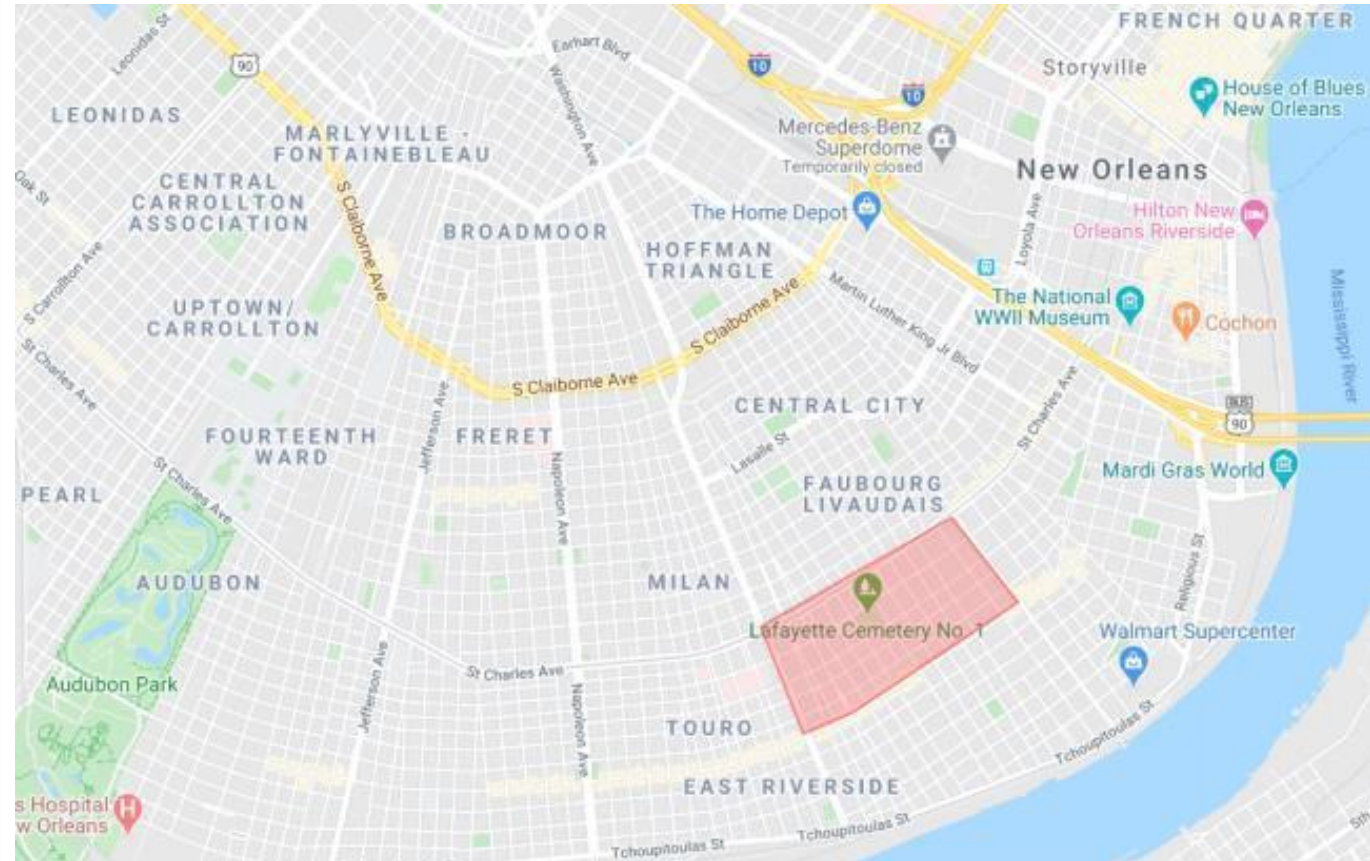
- (1) *Approved list* means a current list, by address, of licensed or otherwise approved premises in the city that may lawfully be rented for a period of less than 30 days or, in the case of premises located in the Vieux Carré District, 60 days, maintained and updated regularly by the city, posted on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

City of New Orleans Property Viewer

1300 Perdido Street, New Orleans

BLOCK 305
PARID 1300-PERDIDOST

Parcel Area 1 (sq.ft.)
Parcel 1x1
Dimensions (ft.)

Assessor Records and Sales/Transfer Information

ZONING

Zoning District CBD-4
Zoning Description CBD-4 Exposition District

FUTURE LAND USE
Future Land DMU

1227 POYDRAS ST, LA

304-340
305-341
298
269
268
264
263
297

Dunbar Plaza

Gravier St
Loyola Ave
S Rampart St
Union St
O'Keefe Ave
Perdido St
Poydras St

NSTR LICENSE MAP via NOLA.GOV/STR

[Home](#) »

SHORT TERM RENTAL ADMINISTRATION

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

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

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)

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- [September 4, 2024 @11am](#)
- [September 5, 2024 @11am](#)
- [September 6, 2024 @11am](#)

[NSTR Master Checklist](#)

CSTR (Commercial Short Term Rental)

As of June 8, 2023, pursuant to [CZO 19.4.A.20](#), new Commercial Short Term Rental applications can no longer be accepted. The application is no longer available on the [One Stop App](#).

Please send your renewal documents via email to str@nola.gov or renew online through the [One Stop App](#).

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**
- Announcements
- Contact
- About

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](#)

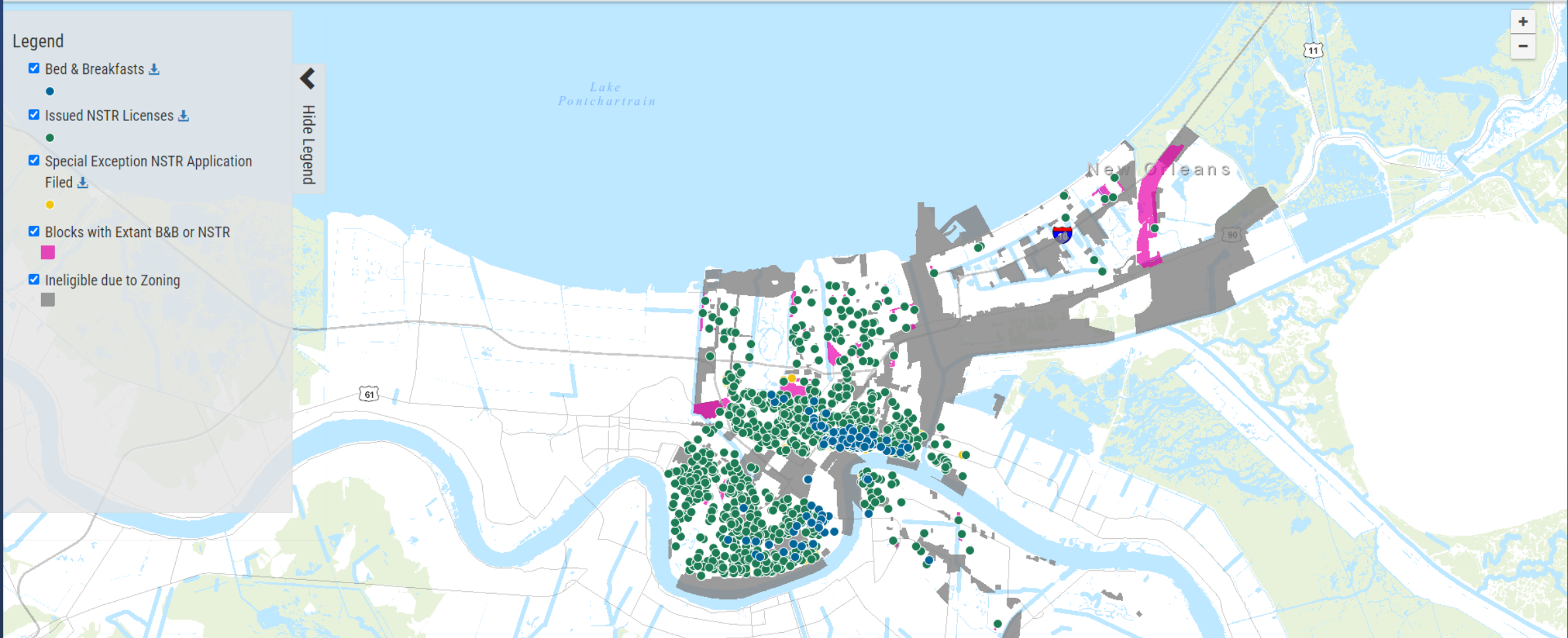
Non-Commercial Short Term Rental License Map

Zoom to an address

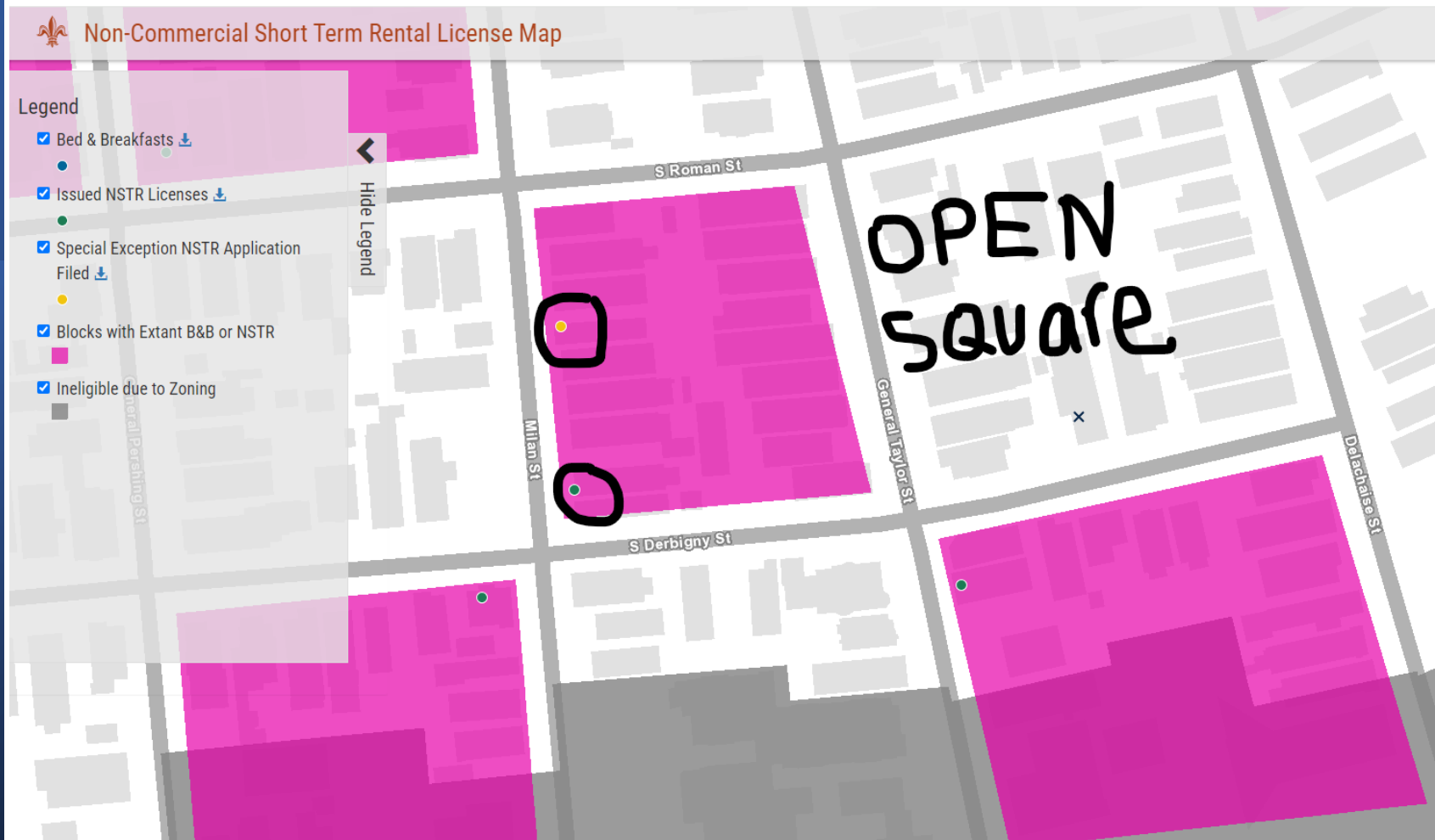
Legend

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

Hide Legend



EXAMPLE OF AN OPEN & CLOSED SQUARE



NON- COMMERCIAL STR LOTTERY

- Application period is September 9 @ midnight until September 15 @ 11:59pm.
- Office hours during this time to assist with completing application September 9-13 from 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 building 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: \$375
- 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.**

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

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

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SHORT TERM RENTAL ADMINISTRATION
 A part of the Department of Safety and Permits

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](#)

NSTR Master Checklist

Check your property for any open permits & violations

The screenshot shows a web browser window with the address `onestopapp.nola.gov/default.aspx`. The page header includes the City of New Orleans logo and a search bar with the placeholder text "Search a name, number, or address". Navigation links for "Hello, CELESTESPARKS!", "Log off", and "Your cart" are visible. A secondary navigation bar contains "Apply", "Your Account", and "Help" buttons. The main content area features a "Get Started" heading and a sub-heading: "Select the permit, license, or project you'd like to apply for using one of the methods below."

City of New Orleans | One-Stop S x +

onestopapp.nola.gov/default.aspx

CITY OF NEW ORLEANS

All Items Search Search Advanced Search

Search a name, number, or address

→ Hello, CELESTESPARKS! → Log off → Your cart

Apply Your Account Help

Get Started

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

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

Contact Us

<p>Department of Safety & Permits</p> <p>☎ (504) 658-7200 📍 1340 Poydras Street Suite 800 New Orleans, LA 70112 🕒 9am—5pm Monday—Friday</p>	<p>Tammie Jackson <i>Director</i></p> <p>☎ (504) 658-7200 ✉ Email Tammie Jackson</p>	<p>Jay Dufour <i>Chief Building Official</i></p> <p>☎ (504) 658-7232 ✉ Email Jay Dufour</p>
<p>Jerome Landry, CFM <i>Floodplain Manager</i></p> <p>☎ (504) 658-7127 ✉ Email Jerome Landry, CFM</p>	<p>Board of Building Standards and Appeals</p> <p>☎ (504) 658-7200 ✉ Email Board of Building Standards and Appeals</p>	<p>Building Inspection Division</p> <p>☎ (504) 658-7130 ✉ Email Building Inspection Division</p>
<p>Electrical & Mechanical Contractors License</p> <p>☎ (504) 658-7107 ✉ Email Electrical & Mechanical Contractors License</p>	<p>Electrical Division</p> <p>☎ (504) 658-7145 ✉ Email Electrical Division</p>	<p>Inspections</p> <p>✉ Email Inspections</p>
<p>Mechanical Division</p> <p>☎ (504) 658-7153 ✉ Email Mechanical Division</p>	<p>Permit Processing</p> <p>☎ (504) 658-7200 ✉ Email Permit Processing</p>	<p>Plan Review</p> <p>☎ (504) 658-7200 ✉ Email Plan Review</p>
<p>Short Term Rental Division</p> <p>☎ (504) 658-7144 ✉ Email Short Term Rental Division</p>	<p>Special Events Division</p> <p>☎ (504) 658-7277 ✉ Email Special Events Division</p>	<p>Zoning Administrator</p> <p>☎ (504) 658-7125 ✉ Email Zoning Administrator</p>
<p>Zoning Violations</p> <p>☎ (504) 658-7125 ✉ Email Zoning Violations</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 (LLC), 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**);
- An evacuation plan; identifying all emergency exits;
- A noise abatement plan;
- A sanitation plan;
- Attestation/Picture ID for all owners

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

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[NSTR Master Checklist](#)

[Short Term Rental Attestation](#)

Short Term Rental Administration

(504) 658-7144

[Email Short Term Rental Administration](#)

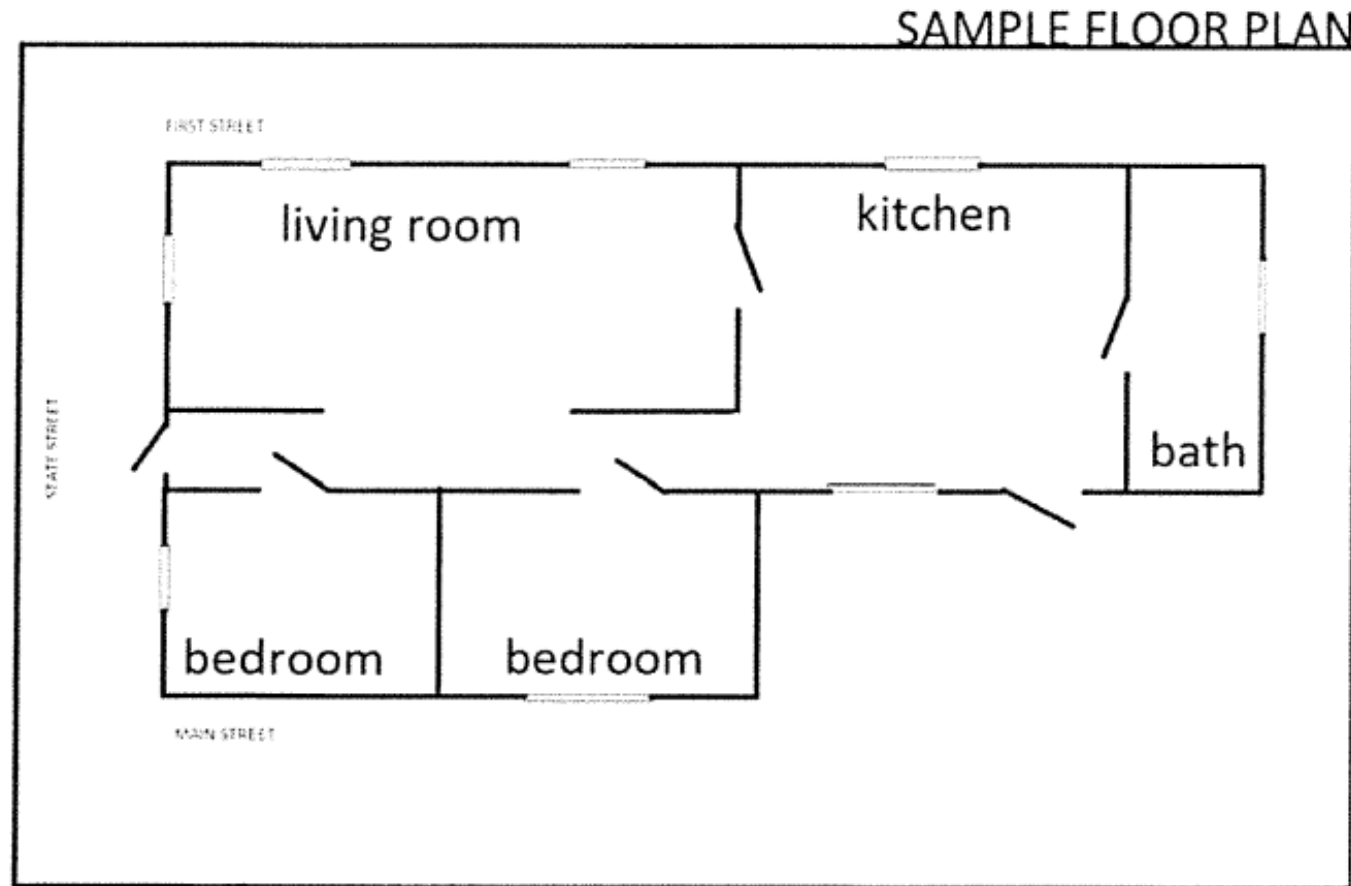
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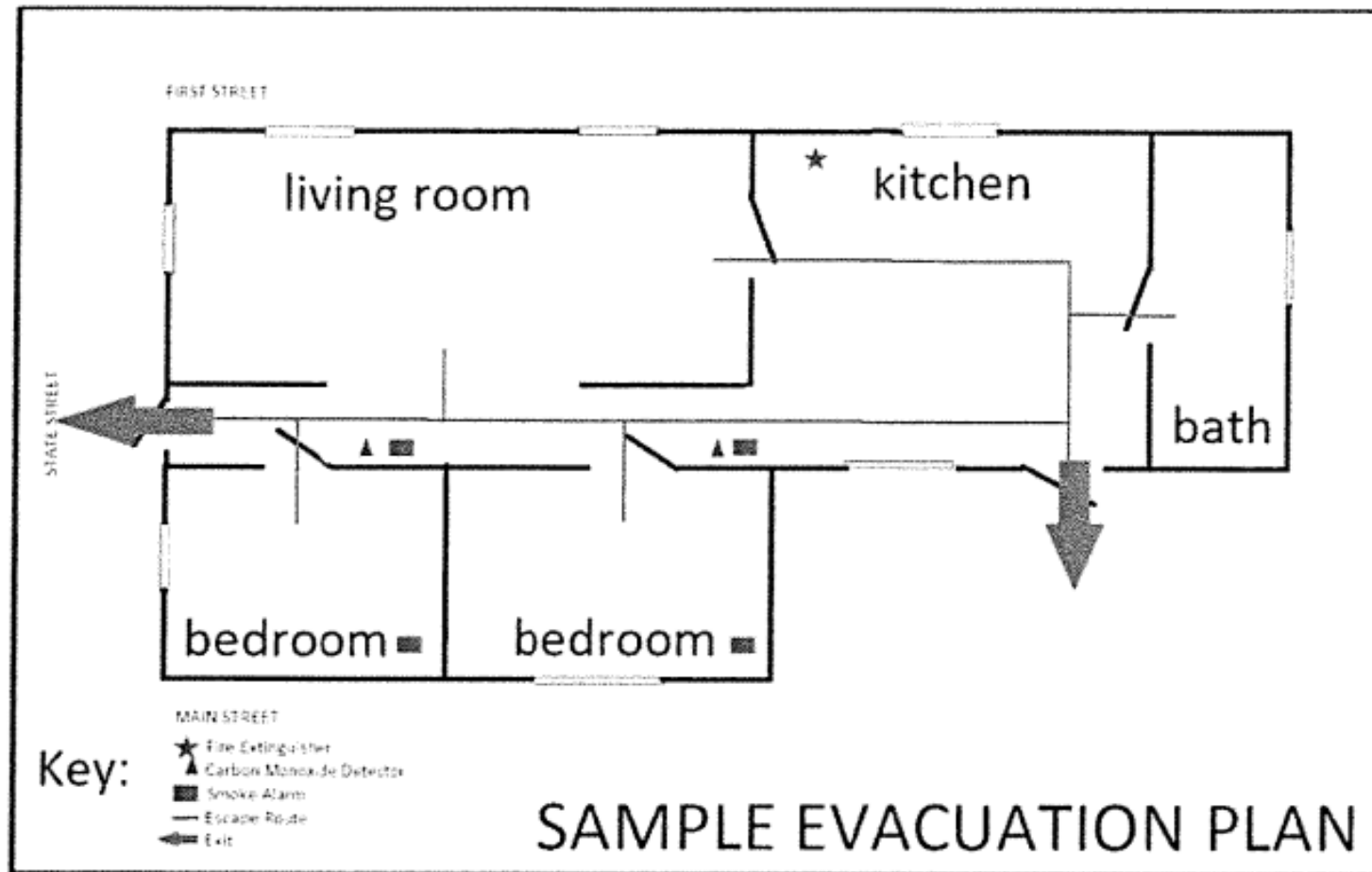
Sample Floor Plan

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.



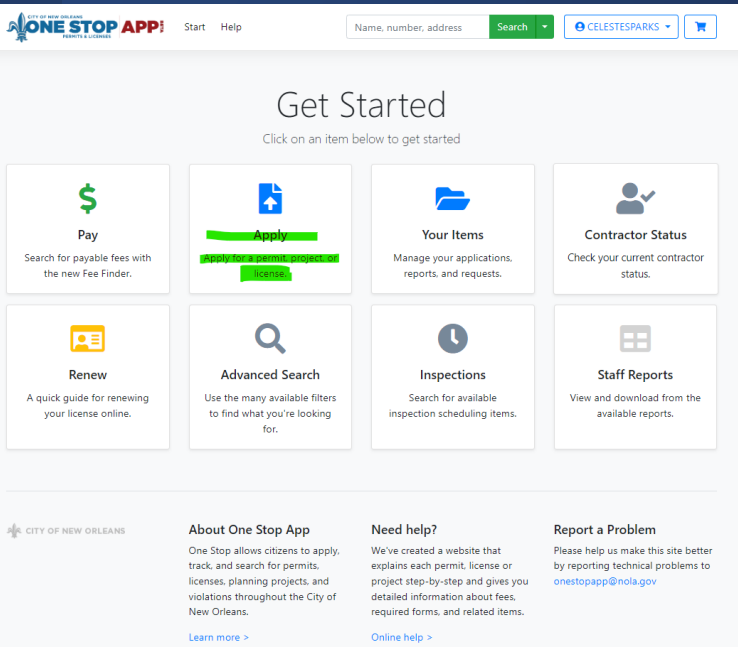
- Please describe in detail your plans to contain noise to the STR unit & to prevent disturbances to neighbors.
- **CSTRs must include at a minimum, a noise monitoring system.**
 - **Search in browser- Noise Monitoring Device for Airbnb**

NOISE ABATEMENT PLAN

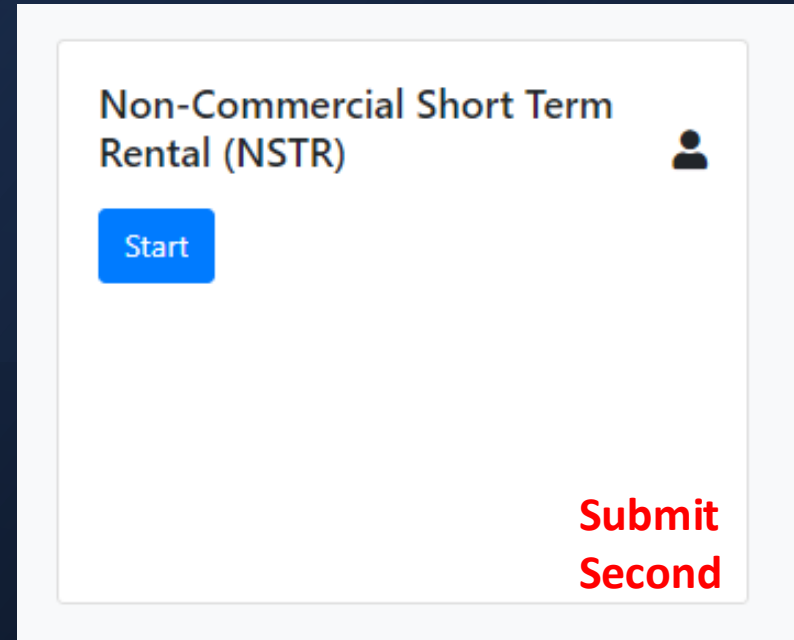
SANITATION PLAN

- 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.

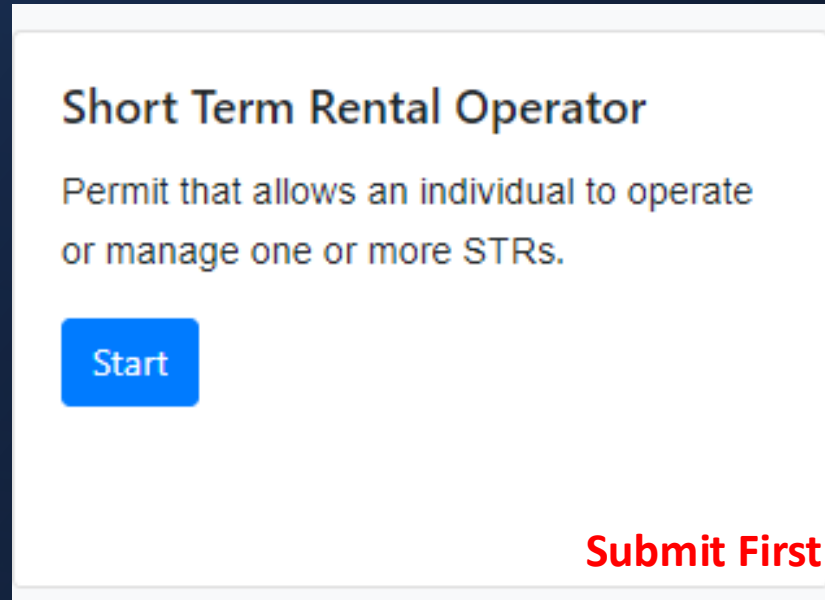
ONESTOPAPP.NOLA.GOV



The screenshot shows the One Stop App homepage for the City of New Orleans. At the top, there is a navigation bar with the logo, 'Start', and 'Help' links. A search bar contains the text 'Name, number, address' and a 'Search' button. To the right of the search bar are dropdown menus for 'CELESTESPARKS' 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'. Below this are eight interactive cards: 'Pay' (with a green dollar sign icon), 'Apply' (with a blue document icon and a green highlight), 'Your Items' (with a blue folder icon), 'Contractor Status' (with a blue person icon), 'Renew' (with an orange license icon), 'Advanced Search' (with a magnifying glass icon), 'Inspections' (with a blue clock icon), and 'Staff Reports' (with a grey grid icon). At the bottom, there are three columns of text: 'About One Stop App', 'Need help?', and 'Report a Problem', each with a 'Learn more >' link.



This card features the title 'Non-Commercial Short Term Rental (NSTR)' in a large, dark font, accompanied by a small person icon on the right. Below the title is a prominent blue 'Start' button. In the bottom right corner, the text 'Submit Second' is displayed in a bold, red font.



This card features the title 'Short Term Rental Operator' in a large, dark font, followed by the subtitle 'Permit that allows an individual to operate or manage one or more STRs.' Below the text is a prominent blue 'Start' button. In the bottom right corner, the text 'Submit First' is displayed in a bold, red font.

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 (NSTR)

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 *

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 *

Email

Date & Time

Your IP Address

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

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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

Operator permit status *

Issued

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.

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 *

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.

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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

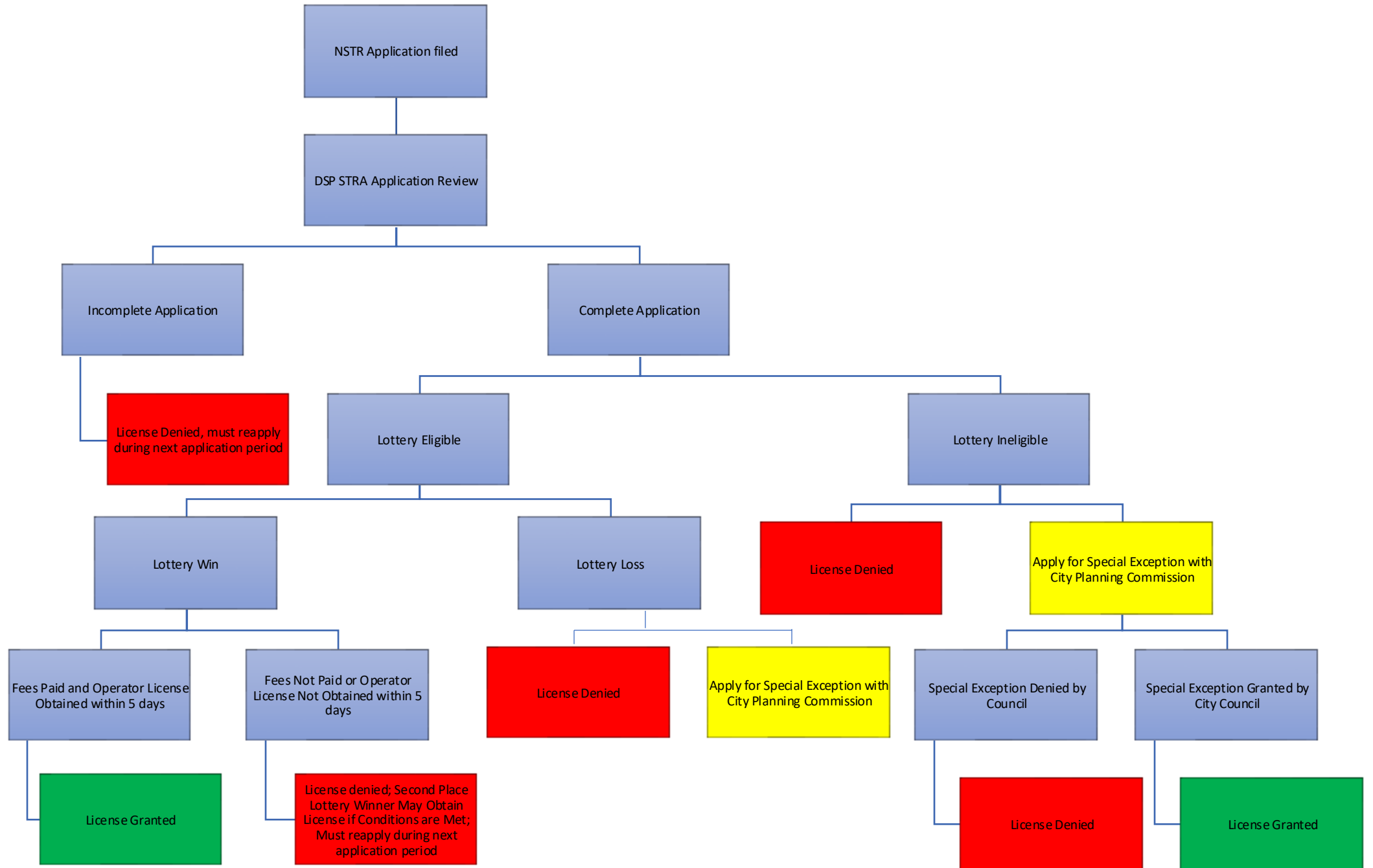
A. Permit Duration.

- 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.



Special Exception Process (CPC)

- To be considered for a STR Special Exception, a complete application for a Non-Commercial STR must be filed with the STR Administration during the NSTR application period, September 9-15, 2024.
- STR Administration will review the application for completeness and determine if the property should be considered for a STR Special Exception.
 - There are two ways CPC will receive STR Special Exceptions from STR Administration:
 - Subject Application exceeds the density cap restriction on the square-block
 - Subject Application loses a lottery

Special Exception Process (CPC)

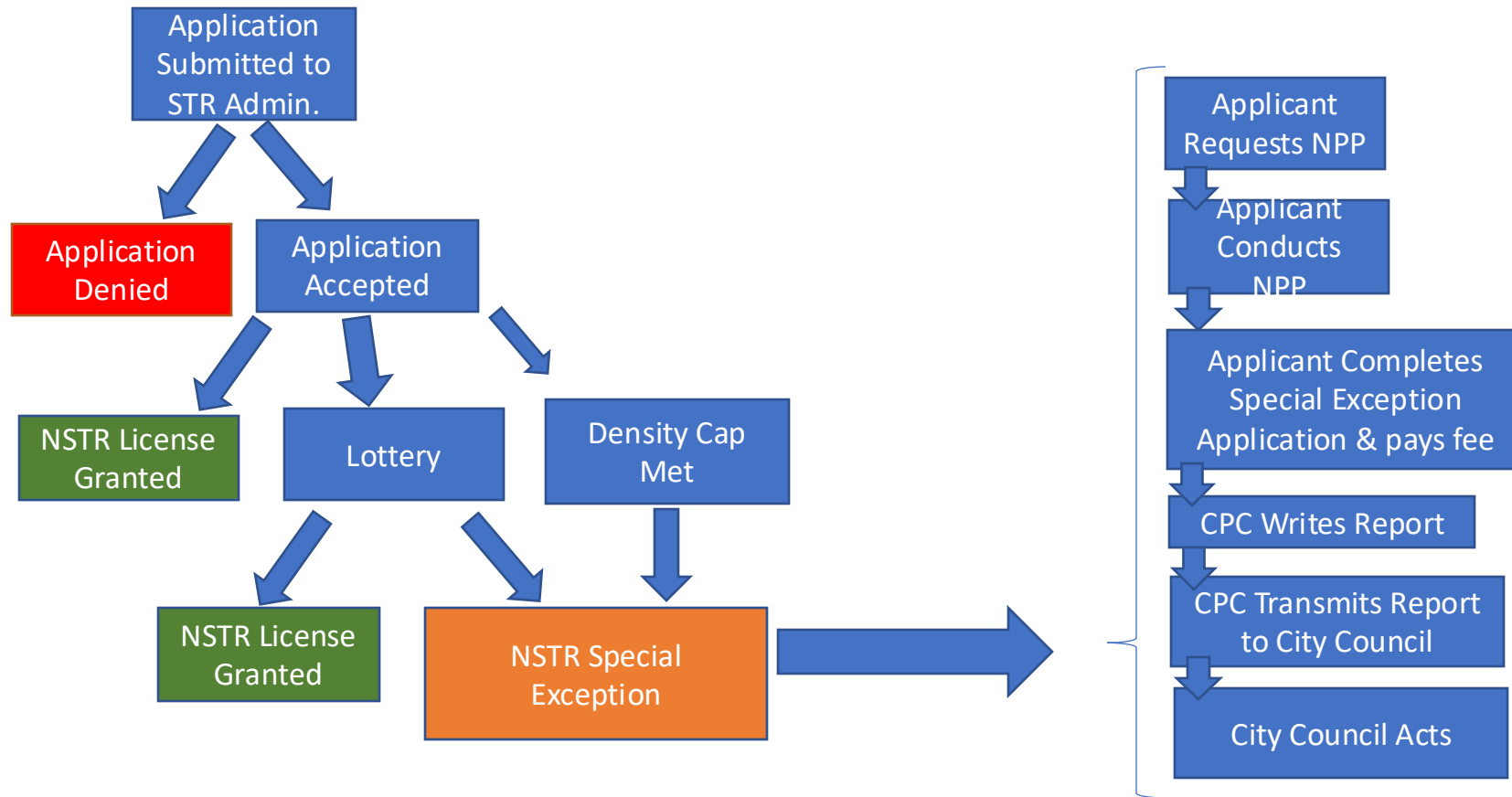
- If STR Administration determines an application should be considered for a STR Special Exception that application will be forwarded to City Planning Commission (CPC).
- STR Special Exception Requires:
 - Completed [Neighborhood Participation Program](#) process
 - Application fee of \$500.

- **If you received a Special Exception application from the July 1, 2024 lottery, you must submit your application by October 6 at 11:59pm.
NO EXCEPTIONS!**



Special Exception Flow Chart

Special Exception Flow Chart



**For more information on the STR Special
Exception process contact City Planning
Commission at
STR.specialexception@nola.gov.**

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 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, 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 & 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.
- 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

[Home](#) »

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: September 9th, 2024 - September 15th, 2024

Lottery date: October 7th, 2024


Office Hours: September 9th - 13th (Mon-Fri) from 9:00 AM to 4:00 PM


[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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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.

July 1, 2024 | From [City of New Orleans](#)

The Final List For The July 1 NSTR Lottery Is Ready For Distribution.

Attached to this email is the final list of properties that will participate in the Lottery that will take place on Monday, July 1 at 11am. The Lottery is open to the public & will be livestreamed through the New Orleans City Council [YouTube Channel](#) or [this link](#).

June 20, 2024 | From [City of New Orleans](#)

Round 1 NSTR Special Exception Applications

If you were eligible for the August 14, 2023 NSTR Lottery Special Exception process, please see below message from the City Planning Commission.

June 7, 2024 | From [City of New Orleans](#)

NSTR Application Period Ends Tonight At 11:59PM.

The deadline for the July 1 Lottery application period is fast approaching. The Non-Commercial STR application will be removed from the [One Stop App](#) tonight at 11:59PM. Our office is open today until 5pm to review your documents for accuracy. We are located 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	
Services	
Topics	▼
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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