



Non-Commercial Short-Term Rental Renewal Application Training

IMPORTANT INFO FOR NSTR RENEWAL LICENSES

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

Renewal Period for NSTR Licenses: May 31-June 16, 2025.

All properties are subject to inspection.

\$500 NSTR License fee. NSTR License expires June 30, 2026.

NON- COMMERCIAL STR LOTTERY

- Renewal application period May 31-June 16, 2025.
- A complete application will also require that the property has no outstanding electrical or mechanical violations, violations for work without permits, open permits, or unresolved zoning or addressing issues. **Applicants are advised to begin working on these issues and verifying their zoning and addressing status with the Department immediately.**
- NSTR Owner Permit Fee: \$500
- NSTR Operator Permit Fee: \$150
- CSTR Operator Permit Fee: \$1000
- CSTR & NSTR Operator Permit Fee: \$1000

NSTR Application Review Master Checklist

- Basic Application Review
 - All required fields have some text
 - Something is uploaded for each required document
 - **Application fee has been paid**
- Lottery Eligibility
 - There are no B&Bs on the square
 - There are no NSTRs on the square already

If the property is not lottery eligible, it becomes a “Priority 2” review and review is paused until Priority 1 reviews are complete

- Zoning Check
 - The property is located in one of these zones: R-RE, M-MU, HMR-1, HMR-2, HMR-3, VCE, HMC-1, HMC-2, HM-MU, HU-RS, HU-RD1, HU-RD2, HU-RM1, HU-RM2, HU-B1A, HU-B1, HU-MU, S-RS, S-RD, S-RM1, S-RM2, S-LRS1, S-LB1, S-LB2, S-LC, S-MU, MU-1, MU-2, EC, CBD-1, CBD-2, CBD-3, CBD-5, and CBD-6
 - The property being STRed is a single dwelling unit (i.e. it contains a kitchen, bathroom, and living space)
- Ownership Check
 - **The property is owned by a natural person 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

ENHANCED BY Google



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SHORT TERM RENTAL ADMINISTRATION

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

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STR Administration, Enforcement, and Adjudication

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

NSTR (Non-Commercial Short Term Rental)

Renewal Application period: May 31st, 2025 - June 16th, 2025

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

[NSTR Required Training](#)

[NSTR Master Checklist](#)

[Short Term Rental Attestation](#)

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 renew your current CSTR License online through the [One Stop App](#) within 30 days of your expiration date.

Renewal documents include:

Short Term Rental Administration

(504) 658-7144

[Email Short Term](#)

[Rental Administration](#)

1340 Poydras Street
Suite 800

New Orleans, LA 70112

8am—5pm

Monday—Thursday

8am—3:30pm, Friday

[Get email updates](#)



Check your property for any open permits & violations

The screenshot shows a web browser window with the address bar displaying `onestopapp.nola.gov/default.aspx`. The page header features the City of New Orleans logo and a search bar with the placeholder text "Search a name, number, or address". Below the header, the main content area displays the "ONE STOP APP BETA" logo, which includes the text "CITY OF NEW ORLEANS" and "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 buttons for "Apply", "Your Account", and "Help". The main heading "Get Started" is prominently displayed in red, followed by the instruction: "Select the permit, license, or project you'd like to apply for using one of the methods below."

City of New Orleans | One-Stop S x

onestopapp.nola.gov/default.aspx

CITY OF NEW ORLEANS

All Items Search Search Advanced Search

Search a name, number, or address

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

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

PERMIT APP & ELIGIBILITY

- No dwelling unit may be used as a short-term rental unit unless an owner possesses a short term rental owner permit issued in accordance with this article. Issuance of a short-term rental owner permit shall be subject to the following rules and criteria:
 - Only natural persons aged 18 or over may own a property used as a non-commercial short term rental. **Ownership, in whole or in part, by a business entity, or any other juridical person is prohibited;**
 - **No person may possess more than one short-term rental owner permit or own, in whole or in part, more than one property used as a non-commercial short-term rental; - One NSTR application per applicant. You cannot own a CSTR in your name & apply for an NSTR License.**
 - The Non-Commercial STR License will expire on June 30, 2025 and shall be renewed up to 30 days prior to expiration.

COMPLETE NSTR APPLICATION

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

Short Term Rental Administration

Attestation

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

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

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

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

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

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

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

_____ **Daily visual inspections** – The operator will complete a visual inspection daily to verify the dwelling unit and guest(s) are in compliance with all Short Term Rental rules and regulations.

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

_____ **Compliance with Title VIII of the Civil Rights Act** - The Owner will comply with [Title VIII of the Civil Rights Act](#) (www.hud.gov/program_offices/fair_housing_equal_opp/fair_housing_and_related_law)

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

PRINT NAME: _____

DATE: _____

ADDRESS: _____

SIGNATURE: _____

PHONE: _____

EMAIL: _____

Please include owner picture ID

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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

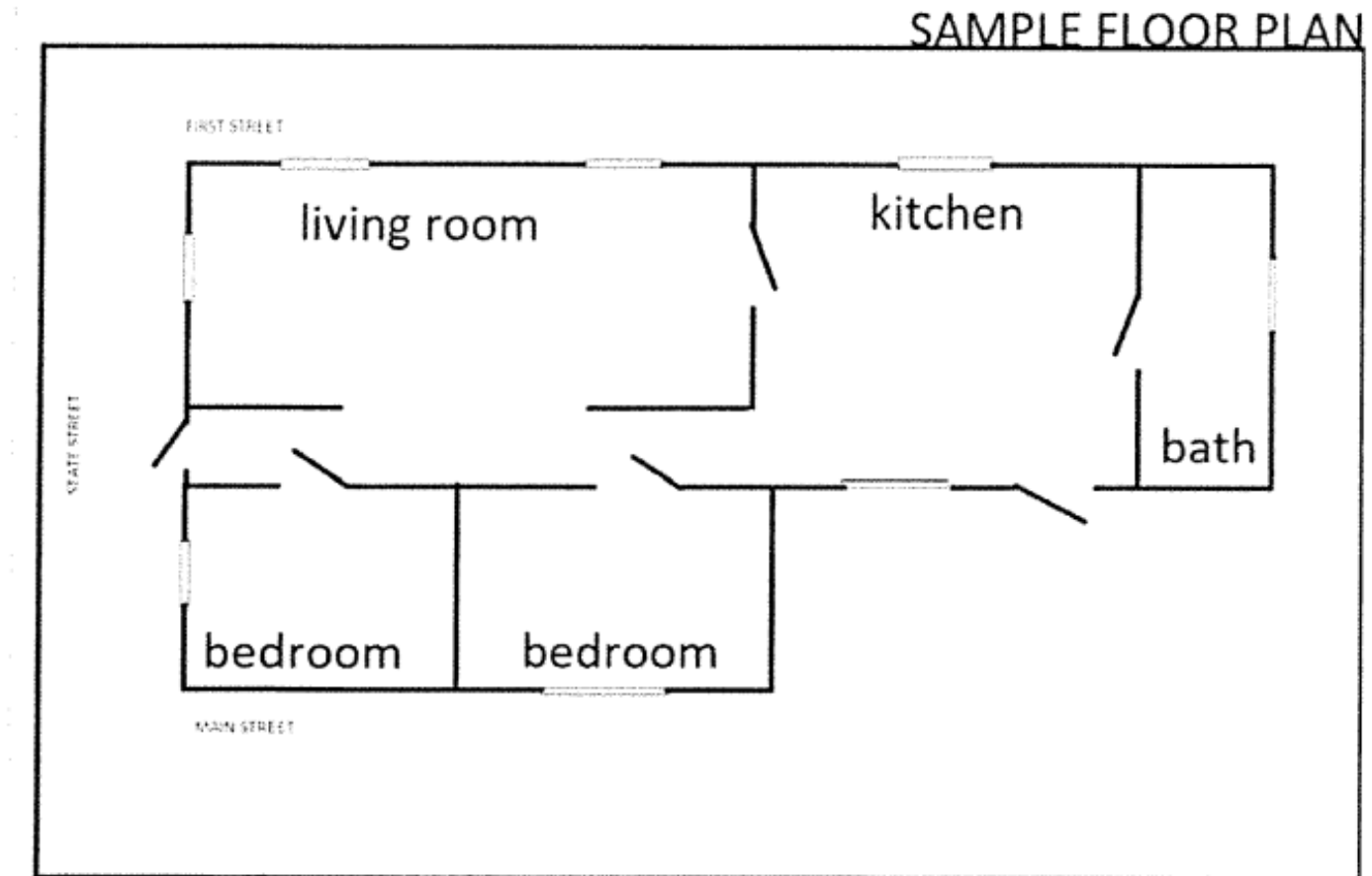




- **The Healthy Homes ordinance requires that all rental dwelling units must be registered, including Short-Term Rentals.**
- You must register to obtain a **Certificate of Compliance** to rent long-term and short-term. A Certificate of Compliance is NOT an STR license.
- Registration is available online 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**
- 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 **June 15, 2025** to apply for FREE. After June 15, 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.

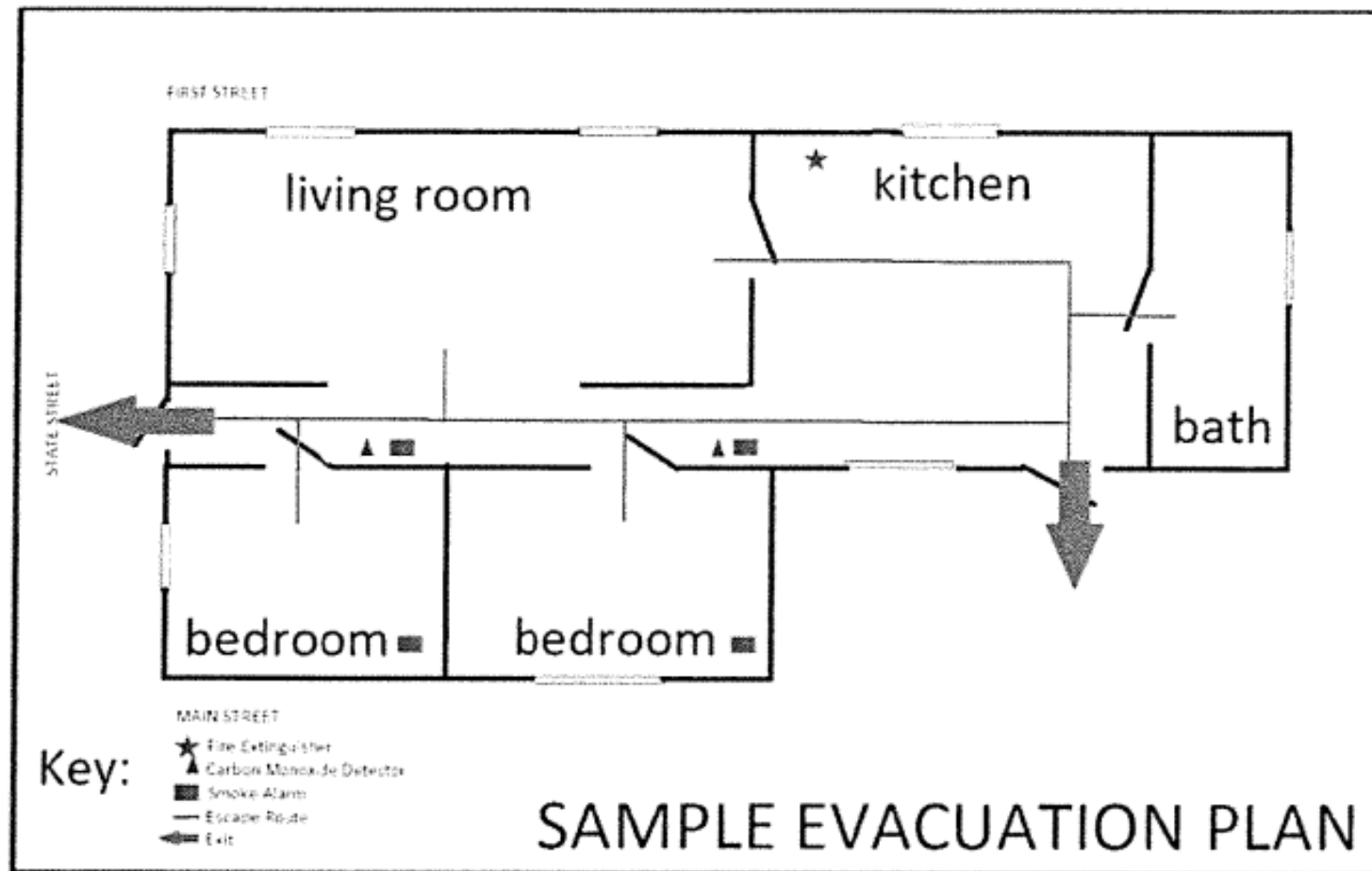
Sample Floor Plan – you must label your floor plan

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



Sample Evac Plan – you must label the emergency devices

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.

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Start Help


Name, number, address

Search

CELESTESPARKS


Get Started

Click on an item below to get started




Pay

Search for payable fees with the new Fee Finder.




Apply

Apply for a permit, project, or license.




Your Items

Manage your applications, reports, and requests.




Contractor Status

Check your current contractor status.




Renew

A quick guide for renewing your license online.




Advanced Search

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




Inspections

Search for available inspection scheduling items.



Staff Reports

View and download from the available reports.



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

Short Term Rental Operator

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

Start

Short Term Rental Operator

New Application

Continue

Cancel

Delete

Applicant Details

Description

Short Term Rentals - STR Operator Information

Save and Continue

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

Applicant Details

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

Applicant Details

Full Name

Celeste Sparks

Email

celeste.sparks@nola.gov

Phone Number

(504) 658-7172

Mailing Address

Address

1300 Perdido St

Address 2

City

New Orleans

State

LA

Zip Code

70112

Short Term Rental Operator

New Application

Continue

Cancel

Delete

Applicant Details

Description

Short Term Rentals - STR Operator Information

Save and Continue

Description

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

Description *

I will be managing my own unit in my home.

Short Term Rentals - STR Operator Information

Operator Type *

Owner-Operator, Non-Commercial Only (NSTF)

Save and Continue

Continue

Contacts

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

Type

Owner

Type

Operator

Choose Type

Owner

Name

Name

Name

Search

Search

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

Search

Optional

Location - General

Parcel Identification Number

Zoning

Tax Bill Number

If you don't know your tax bill number, try searching your address here: property.nola.gov

GISID

Short Term Rentals - STR Operator Information

Identity *

Owner

▼

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

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

Preferred Name (if different from legal name)

Management Company Associations

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

Short Term Rentals - Required Plans

Neighborhood Response Plan *

SEE ATTACHED

⌵

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

Nuisance Prevention Plan *

SEE ATTACHED

⌵

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

Document Submittals

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

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

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

Driver's license or other State-issued ID Required

No file chosen

Submit General Document(s)

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

No file chosen

Existing Documents:

Review and Submit

Information Verification ×

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

Print Name *

MINNIE MOUSE

Email

CELESTE.SPARKS@

Date & Time

Thursday, Septem

Your IP Address

10.8.80.86

Checkout

Payment Information

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

Credit Card Number

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

Exp. (mmyy)

MMYY

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

CCV

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

Billing Information

Full Name

Celeste Sparks

Address

1300 Perdido St

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

City

New Orleans

State

LA

Zip

70112

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

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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)

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.

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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

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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.

RENEWALS

A. Renewals.

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

LEGAL DUTIES- OWNER

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

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

LEGAL DUTIES- OPERATOR

- Natural person, age 18 or over, with proof
- Permit valid for one year from date of issuance, renewed annually
- Operator availability. The operator shall:
 - Ensure they are available during all periods of guest occupancy including nights and weekends. Availability requires, **at a minimum** that the operator accessible by telephone, able to resolve complaints within one hour of being contacted by neighbors, guests & the city.
 - Must 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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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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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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Monday—Thursday
8am—3:30pm, Friday

[Get email updates](#)

Celeste Jordan

STR Administrator

✉ [Email Celeste Jordan](#)

STR@NOLA.GOV

RENEW2025

