



Non-Commercial Short-Term Rental Application Training

RSTR & ISTR SUNSET DATE

- On April 6, the Council passed a law that directly affects existing RSTR and ISTR permit holders.
- Sunsetting existing permits:
- First, this law says that all existing RSTR and ISTR permits will expire on **August 31, 2023**. No bookings or listings will be allowed after that date. To comply with this law, RSTR and ISTR hosts should close their calendars after this date or be prepared to cancel all bookings after that time if they are unsuccessful in obtaining an NSTR permit in the first lottery.
- Prorating renewals:
- Renewal RSTR permits will be prorated by the Department given this expiration date. Because renewal applications are required to be submitted 30 days prior to expiration, **renewals of RSTR permits will not be accepted after July 31, 2023**.

RESIDENTIAL SHORT-TERM RENTALS (RSTRs)

AS OF DECEMBER 14, 2022

NEW PERMITS Not accepted

RENEWAL PERMITS

Eligible as a non-conforming use if:

- You had a valid RSTR and OSTR permit before August 29, 2022
- Neither license expired before February 26, 2020
- There are no outstanding STR violations and
- You meet all other application requirements set by law

APPEALS Email cpcinfo@nola.gov

NEW ORLEANS SHORT TERM RENTAL ADMINISTRATION

RESIDENTIAL STR RENEWAL FEES

RSTR PRORATED FEES				
	PARTIAL		SMALL	
SEPT 2 - AUG 31	\$237.50		\$475.00	
OCT 1 - AUG 31	\$205.50		\$450.00	
OCT 31 - AUG 31	\$200.00		\$400.00	
NOV 30 - AUG 31	\$187.50		\$375.00	
DEC 30 - AUG 31	\$175.00		\$350.00	
JAN 29 - AUG 31	\$150.00		\$300.00	
FEB 28 - AUG 31	\$125.00		\$250.00	
MAR 30 - AUG 31	\$100.00		\$200.00	
APRIL 29 - AUG 31	\$75.00		\$150.00	
MAY 30 - AUG 31	\$50.00		\$100.00	
JUN 29 - AUG 31	\$38.00		\$75.00	
JULY 29 - AUG 31	\$25.00		\$50.00	

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: July 1-14, 2023

\$50 non-refundable application fee.

Lottery will be held August 14, 2023. It will be live streamed via Zoom, YouTube, and/or other similar technology.

Lottery winners will have five days to pay for their license or they will forfeit their right to the permit.

The applicants not selected in the lottery will go thru special exception process.

NSTR ELIGIBLE ZONES

- The following zones are eligible for NSTR permits:
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.

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.



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 of leasing of a thing as provided in article 2669 et. seq. of Louisiana Civil Code.
- (b) It shall be unlawful for any person to knowingly offer to rent for monetary compensation for a period of less than 30 days or, in the case of premises located in the Vieux Carré District, 60 days, any living accommodations in the city if the premises offered for rent are not lawfully licensed or permitted for such use. It shall be the duty of any person offering to rent premises in the city for a period of less than 30 days or, in the case of premises located in the Vieux Carré District, 60 days, personally or through another person, to ascertain through the approved list or otherwise, whether or not the property offered for rental is lawfully licensed or permitted for such use.

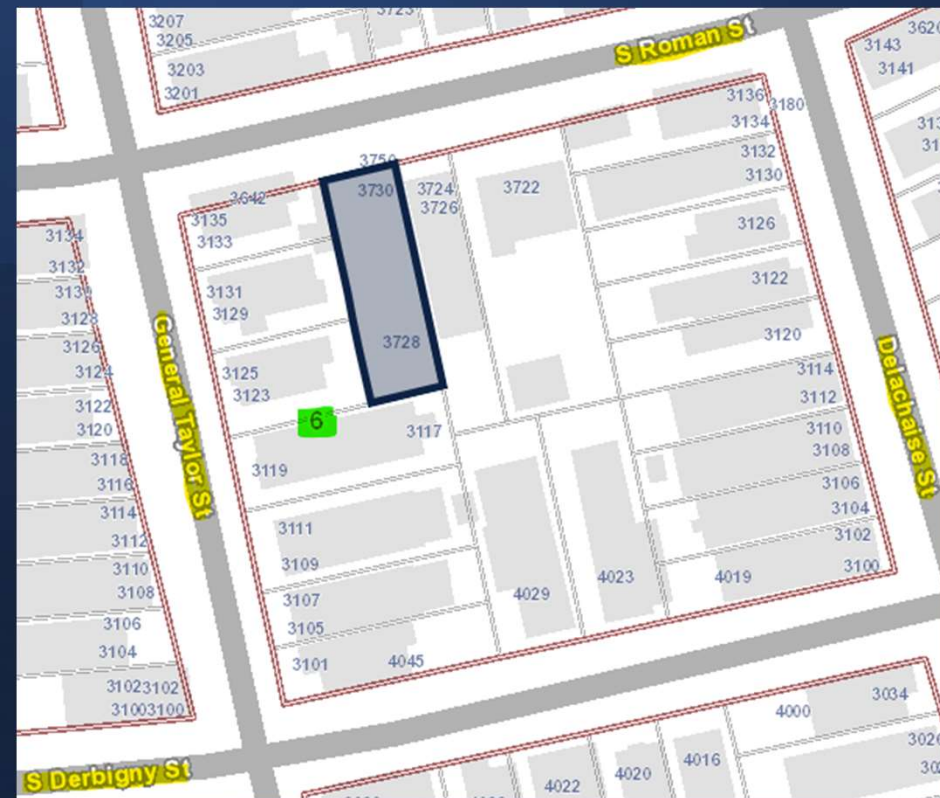
(c) ... To ensure publication compliance of a newspaper, magazine, newspaper, or other publication, the United States Postal Service

HOW DO I FIND MY ZONE?

The screenshot shows the City of New Orleans Property Viewer interface. The browser address bar displays property.nola.gov. The page title is "City of New Orleans Property Viewer". The search bar contains "1300 Perdido Street, New Orleans". The map shows a grid of streets including Perdido St, Loyola Ave, and Union St. A parcel at 1300 Perdido St is highlighted in blue. The sidebar on the left provides the following information:

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

WHAT IS A SQUARE?



NON- COMMERCIAL STR ROUND 1

- Application period July 1, 2023-July 14, 2023.
- Office hours during this time to assist with completing application.
- 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: \$500
- NSTR Operator Permit Fee: \$150

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 NSTR permitted property in their name
 - All owners have signed the application or indicated their consent to the application
- Operator Check
 - Owner is the operator OR operator lives on site
 - 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 without permit violations without written ok from Building Div
- 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

City of New Orleans | One-Stop S x +

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CITY OF NEW ORLEANS

All Items Search Advanced Search

Search a name, number, or address

City of New Orleans
ONE STOP APP BETA
PERMITS & LICENSES

Hello, CELESTESPARKS! Log off Your cart

Apply Your Account Help

Get Started

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

Safety & Permits Contacts

Contact Us

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

PERMIT APP & ELIGIBILITY

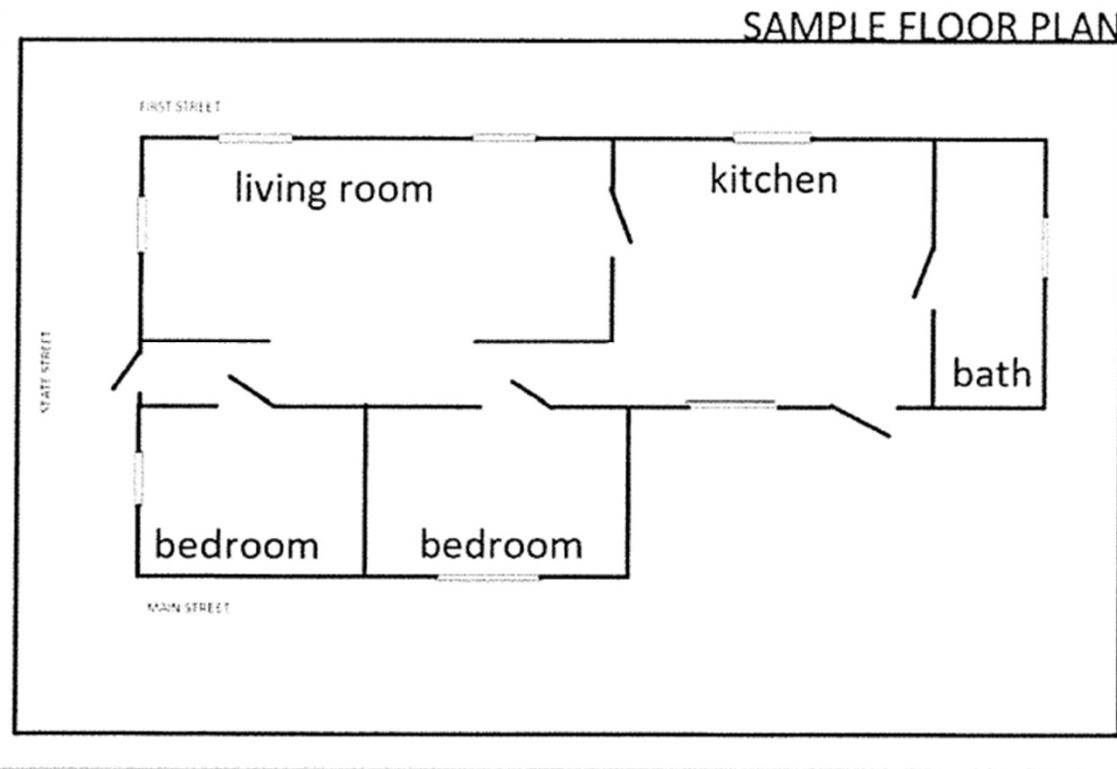
- No dwelling unit may be used as a short-term rental unit unless an owner possesses a short term rental owner permit issued in accordance with this article. Issuance of a short-term rental owner permit shall be subject to the following rules and criteria:
 - Only natural persons age 18 or over may own a property used as a non-commercial short term rental. Ownership, in whole or in part, by a business entity, trust, 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.
 - A short-term rental owner permit shall be valid for one year from the date of issuance, and shall be reapplied for annually

COMPLETE NSTR APPLICATION

- Operator permit, either issued or a completed application
- Proof of completion of the STR Owner training class as provided by the Department
- A floor plan (**max 3 bedrooms for 6 guests**)
- An evacuation plan
- A noise abatement plan that provides, at a minimum, a noise monitoring device (CSTR). NSTRs shall not be required to include a noise monitoring device as part of their noise abatement plan.
- A sanitation plan that includes at least daily visual inspections

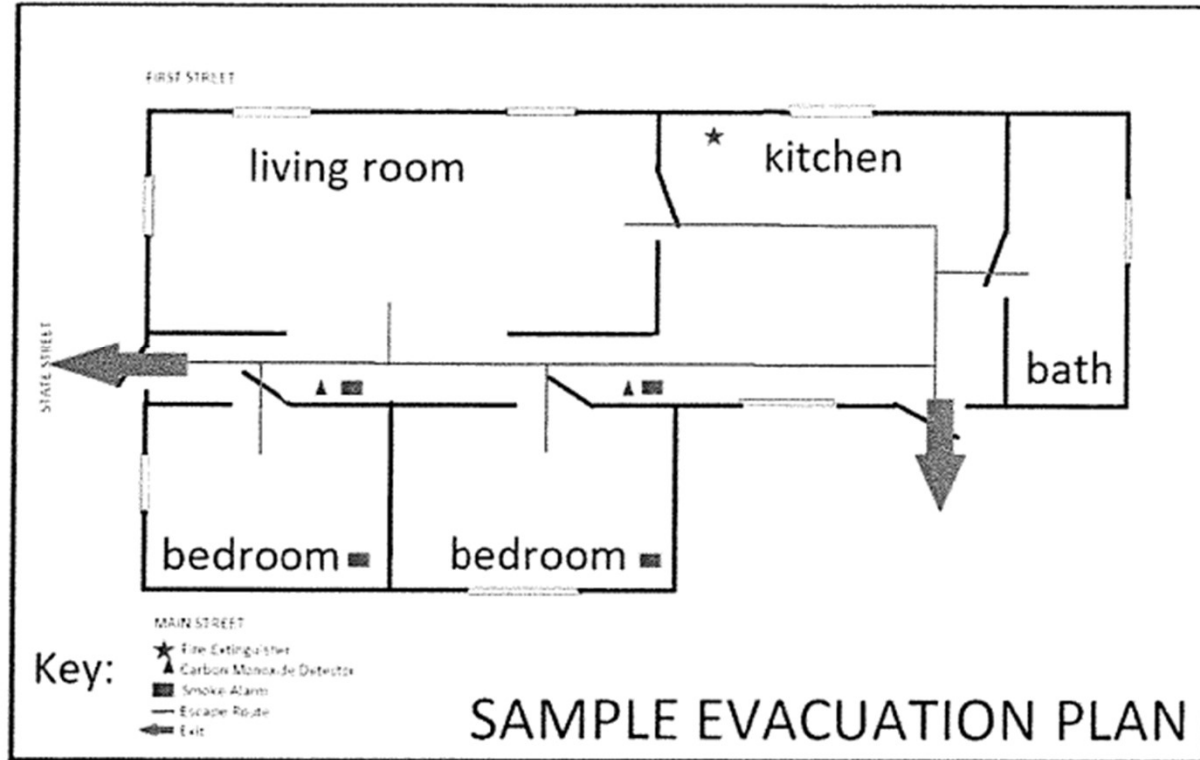
Sample Floor Plan

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.

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. The first year of the lottery program shall follow the schedule attached hereto as Exhibit A.

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 first permit year will be prorated as follows:
 - July lottery winners: Full fees
 - October lottery winners: 75% fees
 - January lottery winners: 50% fees
 - April lottery winners: 25% fees

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.



XSTR LICENSE

- Lodging exempt from STR Regulations
- App available on OneStopApp
- Must have a current occupational license for a hotel or bed and breakfast

Permits - Short Term Rental

- Lodging Exempt from STR Regulations (Hotels, Motels, B&Bs)
- Short Term Rental Operator
- Short Term Rental Owner - Commercial

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.
- 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.

Special Exception Process (CPC)

- To be considered for a STR Special Exception, a complete application for a Non-Commercial STR must be filed with Safety and Permits' STR Administration during the NCSTR application period, July 1- 14, 2022.
- 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

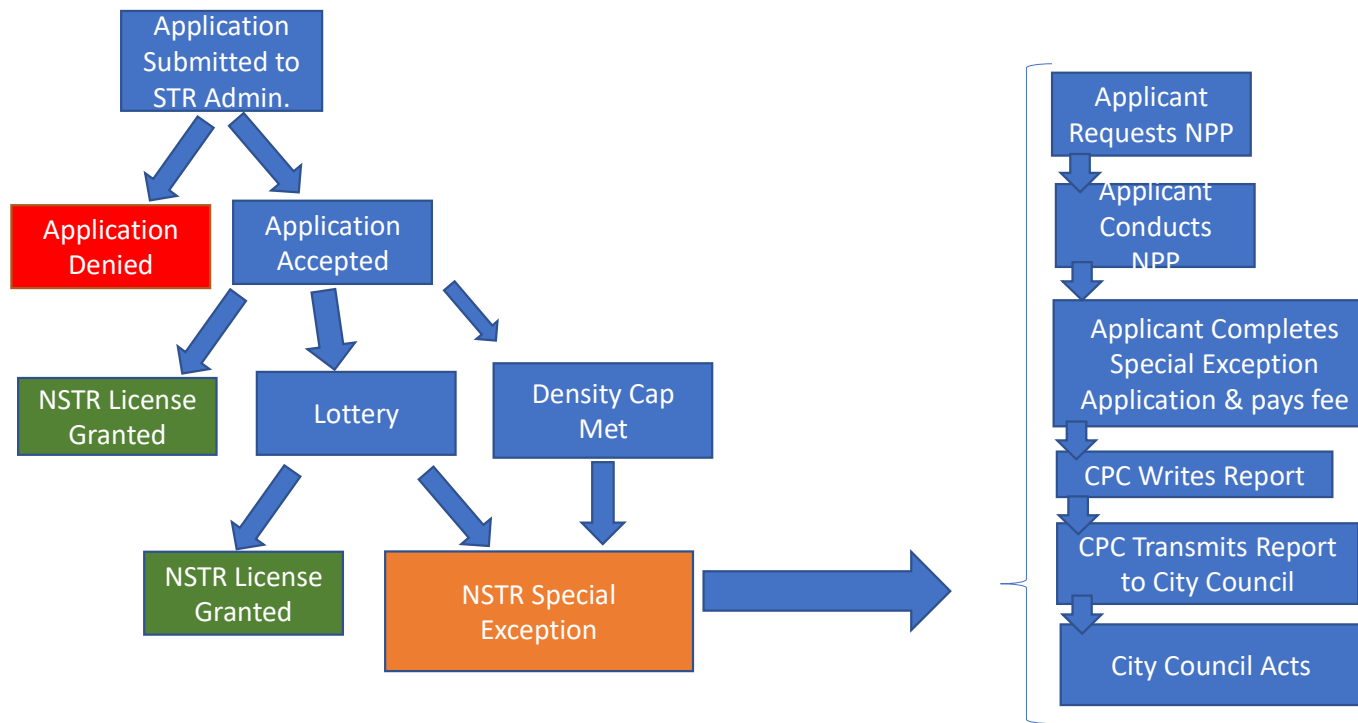
Special Exception Process (CPC)

- 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.



Special Exception Flow Chart

Special Exception Flow Chart



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

LEGAL DUTIES- OWNER

- Additional insurance policy not required if listing on Airbnb
- Short-term rental advertisements. The owner shall ensure that the following information be provided in connection with any short-term rental advertisement and shall ensure, in any event, that each short-term rental listing advertises only one dwelling unit permitted as a short-term rental:
 - The short-term rental owner permit number;
 - The short-term rental operator permit number of the designated operator;
 - Whether the dwelling unit is wheelchair accessible or otherwise compliant with the Americans with Disabilities Act; put in listing if it applies to your property.
 - The number of available guest bedrooms as indicated on the owner permit; and
 - The maximum available occupancy of the dwelling unit as indicated on the owner permit.

- 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 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.
- Must provide evidence of ownership or current residential lease
- Available during all periods of guest occupancy, including nights & weekends.
- 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).

Prohibited acts. The following acts shall be prohibited and may be grounds for suspension or revocation of a short-term rental owner permit, or any other remedy authorized by the article. Each instance of a prohibited act may be cited separately in any enforcement action.

- Advertising an illegal short-term rental.
- Exceeding in any advertisement, the legally available dwelling-unit-per-lot-of-record limitation set forth in the Comprehensive Zoning Ordinance.
- Exceeding in any advertisement, the legally available guest bedroom limitation set forth in the Comprehensive Zoning Ordinance.
- Exceeding in any advertisement, the legally available guest occupancy limitations set forth in the Comprehensive Zoning Ordinance.
- Exceeding the guest bedroom limitation set forth in the Comprehensive Zoning Ordinance.
- Exceeding the guest occupancy limitations set forth in the Comprehensive Zoning Ordinance.

- Short-term rental use that generates (i) excessive loud sound, (ii) offensive odors, (iii) public drunkenness, (iv) unlawful loitering, (v) litter, (vi) lewd conduct by guests or (vii) any effect that otherwise unreasonably interferes with neighbors' quiet enjoyment of their properties. For purposes of this paragraph, excessive loud sound means any noise generated from within the dwelling unit or having a nexus to the dwelling unit that is louder than a conversational level, or any music that is plainly audible from the property line of the lot containing the dwelling unit, between the hours of 10:00 p.m. and 8:00 a.m. Each instance and type of unreasonable interference defined in this paragraph shall constitute a separate violation of this section and may be cited separately in any enforcement action.

- Failure to reside on the premises as required by law.
- Failure of the operator to be available as required by law.
- Failure to show the operator's license card on request.
- Advertising more than one dwelling unit for short-term rental in a single advertisement or listing.
- The licensed operator is personally responsible for fulfilling these duties and may not delegate them to any other person or entity.

ENFORCEMENT- Sec. 26-628. - General suspension and revocation procedures.

- A permit issued pursuant to this article may be suspended for a term or revoked in its entirety for violations of this article or any other law incorporated herein.
- If a permit is revoked, the permittee may not reapply for a permit for a period of one year from the date of revocation.
- The decision to suspend or revoke a permit shall be at the discretion of the hearing officer based on the severity of the violation and any other mitigating or aggravating circumstances surrounding the violation.
- Without limiting the situations in which the hearing officer might deem revocation appropriate, revocation shall be mandatory in the following circumstances:
 - A short-term rental owner permit shall be revoked if the hearing officer determines by a preponderance of the evidence that:
 - The owner violated section 26-618(a)(4).
 - The owner violated section 26-618(a)(6).
 - The owner violated section 26-618(b)(8).
 - The owner violated section 26-618(b)(10).
 - Three separate violations of section 26-618(b)(11) have occurred at the dwelling unit during a three-month period.
 - The owner violated section 26-618(b)(14).
 - The owner violated section 26-618(b)(16).
 - The owner made false, misleading or fraudulent statement(s) in the permit application, or misrepresented material facts in the permit application, or used any scheme or subterfuge for the purpose of evading any requirement of this article

ENFORCEMENT-Sec. 26-628. - General suspension and revocation procedures

(2) A short-term rental operator permit shall be revoked if the hearing officer determines by a preponderance of the evidence that:

- The operator violated section 26-620(a)(4).
- The operator violated section 26-620(a)(6).
- The operator violated section 26-620(b)(8).
- The operator violated section 26-620(b)(10).
- Three separate violations of section 26-61S(b)(11) have occurred at the dwelling unit during a three-month period.
- The operator violated section 26-620(b)(14).
- The operator violated section 26-620(b)(16).
- The operator made false, misleading or fraudulent statement(s) in the permit application, or misrepresented material facts in the permit application, or used any scheme or subterfuge for the purpose of evading any requirement of this article.

STAY UP
TO DATE

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

! NOLA.gov may be unavailable Tuesday, May 23, 6pm-10pm due to planned maintenance

nola
gov City of New Orleans
Mayor LaToya Cantrell

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HOME SERVICES & INFO DEPARTMENTS GOVERNMENT NOLA 311 NEWS EVENTS DATA, MAPS & APPS TRANSLATE

Home »

SHORT TERM RENTAL ADMINISTRATION

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

HOME SERVICES TOPICS ANNOUNCEMENTS CONTACT ABOUT

STR Administration, Enforcement, and Adjudication

Short Term Rentals (STR) in Orleans Parish (City) are regulated through the Short Term Rental Administration (STR Office), a part of the Department of Safety and Permits (Department). The STR Office is located within The OneStop Shop (OneStop), a citizen-focused service hub within City Hall which provides direct access to many of the City's essential regulatory departments.

Short Term Rental Administration

- (504) 658-7144
- str@nola.gov
- 1300 Perdido Street
7th Floor
New Orleans, LA 70112
- 8am—5pm
Monday—Thursday
8am—3:30pm, Friday

[Get email updates](#)

SHORT TERM RENTAL ADMINISTRATION

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

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Announcements



May 11, 2023 | From [City of New Orleans](#)

[STR Rules and Regulations - Virtual Listening Session Recording Available](#)

A recording of the Short Term Rental Rules and Regulations Virtual Listening Session held on 5/10/2023 is available online:

[STR Rules and Regulations Virtual Listening Session 20230510](#)



May 1, 2023 | From [City of New Orleans](#)

[Short Term Rental Lottery Draft Rules and Regulations](#)

Very important information regarding the upcoming Short Term Rental Lottery.



May 1, 2023 | From [City of New Orleans](#)

[Do you plan to apply for a Non-Commercial Short Term Rental Permit in July?](#)

Tips to prepare for applying for a Non-Commercial Short Term Rental permit (NSTR) in July



May 1, 2023 | From [City of New Orleans](#)

[Do you currently have a Residential or Interim Short Term Rental Permit?](#)

On April 6, City Council passed a law that directly affects existing RSTR and ISTR permit holders. All RSTR and ISTR permits will expire on August 31, 2023. RSTR permit applications and renewal application fees will be prorated given this new

STAY UP TO
DATE

NSTR TRAININGS

June 8, 2023 at 11:00 a.m.: Virtual NSTR Training via Teams

June 15, 2023 at 11:00 a.m.: Virtual NSTR Training via Teams

June 22, 2023 at 11:00 a.m.: Virtual NSTR Training via Teams

June 29, 2023 at 11:00 a.m.: Virtual NSTR Training via Teams

June 9, 2023 at 10:00 a.m.: In-Person NSTR Training to be held in Council Chambers

June 16, 2023 at 10:00 a.m.: In-Person NSTR Training to be held in Council Chambers

June 30, 2023 at 10:00 a.m.: In-Person NSTR Training to be held in Council Chambers

***June 7, 2023 at 7:00 p.m.:** In person NSTR Training Irish Channel Neighborhood Association

June 13, 2023 at 7:00 p.m.: In person NSTR Training Bywater Neighborhood Association

***June 15, 2023 at 6:00 p.m.:** In person NSTR Training Milneburg Neighborhood Association





***June 21, 2023 at 6:00 p.m.:** In person NSTR Training City Park Neighborhood Association

SHORT TERM RENTAL ADMINISTRATION

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Contact Us

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Celeste Sparks

STR Administrator

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