



CITY OF NEW ORLEANS

DEPARTMENT OF SAFETY AND PERMITS

SHORT TERM RENTAL HANDBOOK

STR Handbook version 20191203



This handbook is current as of the date on the cover.
The most recent version of this handbook
is available at nola.gov/str.



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GETTING STARTED

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.

INTRODUCTION

This handbook is intended to serve as a primer for those who are new to the business of STR and as a compliance guide for STR permit holders. This handbook is for informational use - the enabling legislation which regulates STR in the City is the ultimate authority. STR permit holders and applicants are expected to know and understand the current rules and requirements of the business at the time they apply for an STR permit. The STR Office website, nola.gov/str is an active resource for the public and provides sample documents, detailed instructions, and important updates on new developments.

Like the rules regarding many other types of business, the rules regarding the business of STR can be complicated. In addition to a basic understanding of the fundamentals, it is essential for anyone engaged in the business of STR to keep their knowledge base up to date. The STR Office is dedicated to providing complete informational materials to the public and, as a part of the OneStop, provides individuals the opportunity to discuss specific questions and issues in person with a member of our team.

The STR permitting process can involve all the various elements of property use including tax, licensing, and permit history, zoning restrictions, and code compliance. The deep and unique history of New Orleans has traditionally made accurate record-keeping a challenge and it is not unusual for the licensing process to reveal unanswered questions about a property. The City's interest is in ensuring the public's questions are fully answered, and your patience is appreciated for any specific and/or detailed inquiries.

TALK THE TALK
Make sure you aren't left out of the conversation and review the STR vocabulary glossary on page 23 to learn important STR terms.

STR VOCABULARY AND DEFINITIONS

The development of STR regulation in New Orleans has been a long and complex process and the amount of knowledge the business of STR involves can be overwhelming. You can prepare yourself for the business of STR by ensuring you have a solid understanding of the fundamentals, including certain technical terminology.

A BRIEF HISTORY OF STRS

In August of 2015, the New Orleans City Council adopted a motion that directed the City Planning Commission (CPC) to study the regulation of STRs. At that point, rentals shorter than 30 days (or 60 days in the Vieux Carré) were illegal under City Code. That report was completed in January of 2016 and the City Council adopted a motion to enact STR regulations in October of 2016. Those STR regulations were signed into law in December of 2016 and became effective on April 1, 2017 when the City began issuing STR Permits.

After implementation of STR regulations under the December 2016 ordinance, the City Council noted growing concerns regarding the effects STRs have on the communities and neighborhoods



in which they are located. In May of 2018, the City Council once again directed the CPC to study the STR regulations. That study, completed in September of 2018, recommended certain changes to the STR regulations to address these concerns. The changes recommended by the CPC became the basis for a new STR regulatory structure which was adopted by City Council in August of 2019 and signed into law by Mayor Cantrell that same month. These new STR laws become effective on December 1, 2019.

WHAT IS A SHORT TERM RENTAL?

STR is defined in the Comprehensive Zoning Ordinance (CZO) as “the use and enjoyment of a Dwelling Unit or any part thereof, by guests for a period of less than thirty consecutive days, in

MAKE NO MISTAKE
Long-term rentals and other permitted rentals like licensed Bed and Breakfasts can be mistaken for STRs if they advertise on an STR Platform. State your permit number and/or term-of-stay limits prominently in advertising to avoid confusion.

exchange for money, commodities, fruits, services, or other performances.” **This means that STR must take place in a legal Dwelling Unit and is the rental of that Unit for fewer than thirty days at a time.** Rentals of greater than thirty consecutive days are considered long-term rentals and do not require an STR permit. There are other permitted types of rental for fewer than thirty days, such as Bed and Breakfasts or hotels, which are not regulated by the STR Office. For information on other licensing programs, visit www.nola.gov/onestop/business/.

As defined by the CZO, a Dwelling Unit is “a room, or group of rooms, providing complete, independent living facilities, including permanent provisions for living, sleeping, eating, cooking and sanitation for one or more persons.” This means that STR guests must have access to cooking and eating facilities. If the STR is within a single family home, the STR guests must have their own bedroom facilities and must have access to the living, kitchen, and bathroom spaces of the home; one bedroom must be reserved for the owner’s full time occupancy. If the home is a two-family or multi-family home, where STR may encompass one entire Dwelling Unit, that STR unit must have the same required kitchen and bathrooms.

STR transactions—when a property is offered for STR and that offer is accepted—can take place in any number of ways. Transactions can be made with written agreements, handshake agreements, direct contact, or by communicating through a broker. By far the most popular method for conducting STR transactions is by using an online booking service, such as Airbnb or VRBO. These and all other services which facilitate STR transactions are private entities – they do not issue permits or enforce regulations. Any information provided by these platforms is information from a private entity, not from a municipal office. **The permits and requirements related to STR in the City come from the Department, as does the regulation of those permits and the enforcement of those requirements.**

For the Department to ensure that all STRs in the City are conducted legally, the STR Office addresses any unpermitted or otherwise illegal STR activity through an enforcement process. This process identifies any possible violations of the STR regulations, informs the responsible party of the possible violations, and provides an opportunity for those violations to be corrected or abated. If a violation is not abated in a reasonable amount of time, the violation case may progress to an Administrative Adjudication Hearing (Adjudication). In Adjudication, a Hearing Officer could impose monetary fines for un-abated violations, revoke an Owner or Operator



permit, or impose other penalties on the responsible party. This enforcement process is intended to educate individuals and the public to the rules and regulations of the business of STR and to provide assistance to those individuals in addressing and abating any violations. **The Department recognizes that there is a balance between the interests of STR hosts and neighbors, and strives to ensure legal operation of all STRs in order to maintain that balance.**

A NOTE ON DWELLING UNITS

Important note: If you aren't sure if a group of rooms is a Dwelling Unit, check whether it has the following things:

- A full, permanent kitchen
 - A kitchenette, a wet bar, or a group of countertop appliances is *not* a full kitchen
- A municipal address
 - A municipal address must be a whole number and may have a Unit, Apartment, or Suite number or letter. For example: "123 Fake St. Apt. A" is a municipal address but "123 ½ Fake St." or "123 Fake St. Rear" is not.
- Separate Entergy service
 - Each Dwelling Unit must have its own electric meter and receive its own electric bill. If you need to confirm the number of legal Dwelling Units at your property, your first step should be to gather all Entergy bills issued to the property and make note of the address at the top of those bills.

WHERE ARE STRS ALLOWED?

The ordinances passed by City Council and signed by Mayor Cantrell in August of 2019 create strict limitations on which types of STR Owner permit can be issued in which zoning districts of the city. These restrictions can be wide, relating to whole zoning districts, or narrow, relating only to certain types of building or unit. This makes it difficult to speak generally about STR permit availability. To get the most accurate information about a particular property, it is important to refer to the property by address and to be familiar with the details of the property.

LET US GUIDE YOU

For a complete list of what types of permit are available throughout the City and instructions on how to find the zoning district of a property, review the [Where Are STRs Allowed?](#) guide located on page [30](#).



PROPERTY INFORMATION WORKSHEET

Use this worksheet to gather important property information in one place.

Contact the department noted to obtain required information.

TAX PARCEL ID #: <small>(PROPERTY.NOLA.GOV)</small>			
ADDRESS OF STR UNIT:			
OWNER NAME:		OWNERSHIP INTEREST: <small>(NOLAASSESSOR.COM)</small>	%
OWNER MAILING ADDRESS:			
HOMESTEAD EXEMPTION: <small>(NOLAASSESSOR.COM)</small>	2019: <input type="checkbox"/> Y <input type="checkbox"/> N	2020: <input type="checkbox"/> Y <input type="checkbox"/> N	2021: <input type="checkbox"/> Y <input type="checkbox"/> N
NUMBER OF UNITS ON PARCEL:		NUMBER OF KITCHENS ON PARCEL:	
LIST OF ENTERGY METER NUMBERS ON PARCEL:			
ZONING DISTRICT: <small>(PROPERTY.NOLA.GOV)</small>			
OVERLAY DISTRICTS <small>(IF APPLICABLE): (PROPERTY.NOLA.GOV)</small>			
AVAILABLE OFF-STREET PARKING SPOTS:		GRANDFATHERED PARKING SPOTS: <small>(ZONING DEPARTMENT)</small>	
OPERATOR NAME:			
OPERATOR PERMIT NUMBER:			
OUTSTANDING ISSUES: <small>(ONESTOPAPP.NOLA.GOV)</small>			



STR PERMITTING

The new STR regulations coming into effect on December 1, 2019 will create new categories of permits. These permits are required for any property in the City used as an STR (STR Owner permit), any person managing any STR in the City (STR Operator permit), and any service facilitating Booking Transactions for an STR in the City (STR Platform permit).

For any Dwelling Unit in the City to be used legally as an STR, an owner of that Unit must apply for and receive an STR Owner permit for the Unit. For any individual to legally manage or operate one or more STRs in the City, that individual must apply for and receive an STR Operator permit in their name. The City does not regulate the relationship between Owners and Operators beyond the requirements discussed below. For any service or platform to legally facilitate a Booking Transaction for an STR in the City, the platform must apply for and receive an STR Platform permit.

IT TAKES TWO
Every Dwelling Unit in the City used as an STR must be associated with both an STR Owner permit and an STR Operator permit.

One person can hold both an STR Owner and an STR Operator permit and a permitted STR Operator may operate any permitted STR in the City with the STR Owner's consent.

STR OWNER PERMITS

An STR Owner permit allows an individual to use a Dwelling Unit they own as an STR. Any person who owns a 50%+ interest in a property and qualifies for an STR Owner permit may hold an STR Owner permit on that property. If a property changes hands, the new owner must apply for and receive their own STR Owner permit in order to use the property for STR. An STR Owner permit cannot be transferred from one person to another.

Before any property is used as an STR, the owner must apply for and receive an STR Owner permit and associate that permit with a valid STR Operator permit. An STR Owner may also be the STR Operator for their property, or any other permitted property, so long as they also hold an STR Operator permit. Owner applications may be accepted without an issued Operator permit; however, the Owner permit will not be issued until the associated Operator permit is issued.

STR Owner permits are divided into two categories, Residential STR (RSTR) and Commercial STR (CSTR). There is only one type of CSTR permit but there are three types of RSTR permit: RSTR-Partial, RSTR-Small, and RSTR-Large. All three types of RSTR permit require a Homestead Exemption. This means that only qualifying property owners who hold a Homestead Exemption on the property they wish to rent will be able to get an RSTR permit.

Whether a property owner should apply for an RSTR or a CSTR permit depends on the zoning district designation for the property they wish to rent. Properties in commercial or mixed-use

GET IN THE ZONE
Search any property address at property.nola.gov to find the zoning designation, overlays and more.

zoning districts are eligible for a CSTR permit, and may also be eligible for a RSTR permit if they meet the ownership and homestead exemption requirements. Properties in residential zoning districts are only eligible to have an RSTR permit.

Which type of RSTR permit an Owner needs to get depends on the building type designation for



the property they wish to use as an STR. Building type designations generally refer to the number of legal Dwelling Units on a property. Building types include single family homes, duplexes, multi-unit buildings of four (4) units or fewer, and multi-unit buildings of four (4) units or more.

STR Owner permit holders have unique duties and responsibilities relating the management of an STR. Both STR Owners and STR Operators are legally responsible for ensuring that the STR is operating in compliance with all applicable laws. For details on the responsibilities and requirements for STR Owners and Operators, please refer to the Owner and Operator Responsibilities Guide on page 29.

DECISIONS DECISIONS
Not sure what license(s) are right for your unique property? Use the Owner Permit Types Guide on page 28 for a chart of licenses with key qualifying requirements.

STR OPERATOR PERMITS

An Operator permit is a permit that allows an individual to operate or manage one or more STRs. Every STR unit in Orleans Parish must have *both* an Owner permit *and* an Operator permit associated with it. Owners who hold an RSTR-Partial permit can obtain an Operator permit to manage their own RSTR-Partial unit at no additional cost, but all other Owner permit types require an Operator permit at a set cost. STR Owner permit holders may act as their own permitted operators or may designate another permitted STR Operator.

Any natural person over the age of 18 can hold an Operator permit so long as they are accessible by telephone and able to be physically present at the STR unit(s) they manage within one hour of being contacted. Once an individual obtains an Operator permit, they can then use that permit to manage any permitted STR in Orleans Parish. There is no limit to how many STRs one Operator can manage; however, there is a cost increase for Operators who manage more than one STR.

If an STR is determined to not be in compliance with the law, both the Owner *and* the Operator of that STR could face monetary fines and the suspension or revocation of their permit(s). If an Operator who manages more than one STR has their permit suspended or revoked at one STR property, their permit will be suspended or revoked for all STR properties that Operator manages.

STR PLATFORM PERMITS

An STR Platform is a portal, listing service, website or business through which a person, other than an STR Owner, collects or receives a fee for facilitating a Booking Transaction. A Booking Transaction is the agreement between an STR guest and an STR Owner relative to an STR. The most commonly-recognized Platforms are online services such as Airbnb or VRBO, which collect a portion of the money remitted by the renter as their listing fee(s). A service that only posts advertisements for STRs but does not facilitate Booking Transactions is not considered an STR Platform and does not require a Platform Permit.

Like STR Owners and STR Operators, STR Platforms also have legal duties and responsibilities. Platforms are obligated to ensure they do not facilitate any illegal STR transactions and that all listings include both Owner and Operator Permit numbers as identified by the host. Permitted Platforms may ensure compliance with their obligations by removing listings that the City has identified as illegal within seven days of the notification. **The obligations placed on Platforms do not negate the duties the STR Owner and STR Operator both have to ensure that the advertisements or listings they post on a Platform are legal and permitted.**



FEES, TAXES, AND FINES

PERMIT FEES

Permit fees apply on an annual basis.

Residential STR – Partial (RSTR-Partial): \$250
Residential STR – Small (RSTR-Small): \$500
Residential STR – Large (RSTR-Large): \$500

Commercial STR (CSTR): \$1,000 per permit

STR Owner/Operator (OSTR): No Cost
STR Operator, Single RSTR Unit (OSTR): \$150
STR Operator, Single CSTR Unit (OSTR): \$1,000
STR Operator, Multiple STR Unit (OSTR): \$1,000

STR Platform (PSTR): \$10,000

FEE HAPPY
Permit fees can be paid through the OneStop by any method other than cash or American Express.

TAXES AND FEES

These taxes and fees do not include applicable state or federal taxes.

RSTR Occupancy Fee: \$5 per night rented
CSTR Occupancy Fee: \$12 per night rented
City Sales Tax: 5%
STR Equalization Occupancy Tax: 6.75%
Occupancy Privilege:
 (1-299 rooms): \$0.50 per night
 (300+ rooms): \$1.00 per night

IT'S TAXING WORK
No matter how an STR fee or tax is paid to the City, the funds are collected and processed by the Department of Finance, Bureau of Revenue.

The Bureau of Revenue also issues certain business licenses, including B&Bs, Mardi Gras vendors, and artists operating in Jackson Square.

Bureau of Revenue
1300 Perdido St, 1st floor
New Orleans, LA 70122
(504) 658-1630
revenue@nola.gov
nola.gov/revenue-sales-tax/

FINES

If a violation case is brought to an Adjudication regarding STR violations, the parties involved may face monetary fines. These fines are set by state law at a maximum of \$500 for each violation cited in a violation case.

For information on the details and process of Adjudication, visit nola.gov/onestop/adjudication/.

For information on STR Enforcement, visit nola.gov/short-term-rentals/new!-short-term-rentals/str-violations/.



HOMESTEAD EXEMPTIONS

A homestead exemption is a property tax exemption enshrined in the Louisiana State Constitution, Article 7, Section 20(2) which states that “A homestead exemption shall apply when the homestead is owned and occupied by any person or persons owning the property.” A homestead exemption can be fully or partially granted to a property owner but all homestead exemption-based STR permits require the applicant to hold a 50% or greater ownership interest in the STR property. Beginning on December 1, 2019, all RSTR Owner permit holders will be required to have a valid homestead exemption on file for the full period in which their permit would be active. **The homestead exemption must be on file at the time the RSTR Owner permit application is filed.**

Approval and issuance of a homestead exemption in Orleans Parish is handled entirely by the Orleans Parish Assessor’s Office and does not require or include input from the Department or the STR Office. **The Department relies fully on information provided by the Assessor, and any perceived inaccuracies in this information must be raised directly with the Assessor’s Office, not the Department or the STR Office.**

The STR Office confirms homestead exemptions by using the Assessor’s Office tax roll records which are published online. There can be a delay between the time a homestead exemption is issued and the time it appears on the tax roll records. If you have received a homestead exemption approval notice from the Assessor’s Office but the homestead is not yet registered in the tax roll records, a copy of the homestead exemption approval notice attached to your STR permit application may be accepted.

ASSESS THE SITUATION

The Orleans Parish Assessor’s Office is the ultimate authority on many property-related issues including ownership records, tax records, and property assessments.

For property owners, the mailing address on file with the Assessor’s Office is the address to which all important documents will be mailed. To ensure you receive important communications regarding your property, confirm that your mailing address is correct with the Assessor’s Office.

The Assessor’s Office is located on the 4th floor of City Hall at 1300 Perdido St. and is open to the public Monday – Friday 8:30am – 4pm.

They can also be contacted through their website at www.nolaassessor.com



ORDINANCES AND ENABLING LEGISLATION

STR is a property use which is not legal without a permit. The legal authority for STR permitting comes from both the Municipal Code of New Orleans (CCNO) and the Comprehensive Zoning Ordinance (CZO). These laws are administered and interpreted by the Director through the Department and the Director may issue Zoning Interpretation Memos which define the way in which the language of the CZO will be applied by the Department.

The business of STR can involve legal and regulatory considerations that are complex. The STR Office and the Zoning Department are committed to working with property owners and interest holders to ensure that applications of the City's laws are equitable and accurate. We appreciate your patience when working with intricate property-specific issues.

HOW APPEALING

Official decisions of the Director, such as policies, interpretations, and license determinations can be appealed by any interested member of the public.

All appeals must be filed within 30 days of the Director's determination.

Find out more about appeals at: nola.gov/city-planning/applications/

MUNICIPAL CODE OF NEW ORLEANS (CCNO)

Access the complete CCNO at library.municode.com/la/new_orleans. Within the CCNO are other important regulations regarding building and property construction, use, and maintenance, as well as fire safety, accessibility requirements, and more.

The STR-specific revisions to the Municipal Code of New Orleans may be found at Ordinance No. 28157 MCS. A copy of that ordinance may be found online at nola.gov/str.

COMPREHENSIVE ZONING ORDINANCE (CZO)

Access the complete CZO at czo.nola.gov/home/. The CZO also contains important regulations regarding historic preservation, property use, parking requirements, and more.

The STR-specific revisions to the Comprehensive Zoning Ordinance for the City of New Orleans may be found at Ordinance No. 28156 MCS. A copy of that ordinance may be found online at nola.gov/str.

ZONING INTERPRETATION MEMOS

Because the business of STR can involve questions regarding the permitted construction, zoning designation, and uses of buildings, Zoning Interpretation Memos issued by the Director on topics other than STRs may have an effect on how the STR ordinances are interpreted.

View and download all Zoning Interpretation Memos from the Director online at nola.gov/safety-and-permits/zoning-Office.



THE APPLICATION PROCESS

BEFORE YOU APPLY

Before you apply for any STR permit, it is essential to read and understand all the regulations and requirements of the business. It is also important that property owners have a full understanding of their property before they apply, and know what issues, restrictions, and history may be involved.

To research a property before you apply for an STR permit, you should look into the physical, financial, and zoning history. This process can involve research into the tax records and permit history of the property. The OneStop can assist in providing general overview information and can help direct you to the resources you need. The most comprehensive information can be found at the resources listed below and property-specific questions can be directed to the offices that provide these resources.

THE PROPERTY VIEWER AT PROPERTY.NOLA.GOV

Shows the applicable zoning and historic district designations for all properties in the City. This site provides links to Assessor records, the full CZO, the Master Plan, and other key resources related to local properties.

THE ONESTOP APP AT ONESTOPAPP.NOLA.GOV

Apply for, renew, or check the status of permits and licenses, including any filed by previous owners. Search by property address, owner name, or the number of any specific permit, license, case or project. Create an account to manage all of your permits and permit applications and search by reference number for application status.

THE ORLEANS PARISH ASSESSOR'S OFFICE AT NOLAASSESSOR.COM

Use this resource to confirm a clear tax record, Homestead Exemption status, ownership percentage, and mailing address. The mailing address on file with the Assessor's Office is the address to which all enforcement-related communications will be mailed.

THE BUREAU OF REVENUE AT NOLA.GOV/REVENUE-SALES-TAX/

Use this resource to register and license a business and confirm payment of business-related taxes. The Department of Revenue issues Licenses and licenses to operate a business, including Bed and Breakfast licenses.

THE NEXTREQUEST PORTAL AT NOLA.NEXTREQUEST.COM

Use this resource to obtain copies of enforcement, licensing, and policy-related documents through a Public Records Request (PRR). A PRR relating to a particular violation or permit application will provide all public documents available in the file at the time the request is made.

Please note that documents such as submitted exhibits and audio recordings relating to an adjudication hearing will be uploaded to their respective files after the proceeding has concluded.



APPLICATION REQUIREMENTS

An application for an STR permit will only be considered complete if it includes all required submissions. **All time-specific deadlines which require an application to be filed will be calculated by the date a complete application is filed.**

Each type of STR permit has different required document submissions. [Find a list of required documents by permit type in Appendix A-8.](#) Documents required for STR Owner and STR Operator permits can be clearly hand-written or typed and do not require any kind of professional services, skills, or knowledge.

HOW TO APPLY

STR permit applications can be filed online at onestopapp.nola.gov or in person at the [OneStop](#).

- [Instructions on how to use the OneStop App are available in Appendix A.](#)
- Answers to commonly-asked OneStop App questions can be found at nola.gov/onestop/help-with-the-one-stop-app/.
- [Sample application forms are available in Appendix B.](#)
- [Fill-and-print forms are available online at nola.gov/str](http://nola.gov/str) in the “STR Permitting” section.

THE APPLICATION REVIEW PROCESS

The review process for STR permits can be complex. The deep history and unique architecture of New Orleans means that one formula rarely fits all. The staff and Office of the OneStop Shop and the STR Office endeavor to complete all reviews within two weeks of filing. As our offices and the public gain more experience with the new regulations and processes involved, our goal is to be able to provide same-day issuance of any permit or permit which does not require an inter-departmental review. [For more information on the application review process, see Appendix A-9.](#)

HOW THE SAUSAGE IS MADE

STR application review is unique to each property. For a general overview of the application review process, read the Review Process guide on page 43.

For application-specific questions, your first point of contact should be the permit analyst assigned to the application – their name and email address can be found at the bottom of all emails from NOREPLY@nola.gov.

Every NOREPLY email will include the direct email address of the OneStop employee who sent it, so be sure to direct replies to that reviewer’s email and not to the “do not reply” address.

If you have not received any communications from a reviewer, you can go to the OneStop or contact the Office for application information.



PERMIT-HOLDER DUTIES AND RESPONSIBILITIES

WHERE THE BUCK STOPS

Although an STR Owner can delegate any of their duties to a licensed STR Operator, it is the STR Owner who is ultimately responsible for ensuring the performance of those duties.

RESIDENTIAL AND COMMERCIAL STR OWNERS

Find the ordinances regarding Operator responsibilities at [CCNO Sec. 26-618\(A\)](#).

STR Owners must:

- Ensure the STR is covered by a \$1,000,000 commercial general liability insurance policy;
- Maintain the STR guest registration records, including dates of occupancy, number of guests per party per stay, and rates charged;
- Ensure that any advertisement or listing of their STR contains:
 - The STR Owner Permit number
 - The STR Operator Permit number
 - Whether the STR unit is wheelchair accessible or otherwise ADA-compliant
 - The number of permitted Guest Bedrooms in the STR unit
 - The maximum permitted occupancy of the STR unit;
- Ensure dwelling and occupancy limits set forth in the CZO and CCNO and observed;
- Post a copy of the Owner Permit in a location visible to both guests and neighbors,
- Post, in a location visible and legible to guests, an evacuation diagram showing fire escapes and all means of egress from the STR Unit and from the building in which the STR Unit is located;
- Post, in the interior of the STR Unit, trash disposal and recycling collection days;
- Ensure that the STR Unit complies with the following standards:
 - Walls, ceilings, floors, windows, fixtures and furnishings clean and in good repair;
 - All rooms are well lit and ventilated, and have adequate heating and cooling;
 - Guests are furnished with clean towels, washcloths, and linens in good condition;
 - All dishes and cooking utensils are provided in a safe and sanitary condition;
 - All perishables left by guests are disposed of at the end of each STR stay;
 - The STR has a working fire extinguisher, smoke alarms, and carbon monoxide detectors and otherwise complies with all applicable fire codes;
 - The STR has working locks at all points of entry, operable by STR guests;
 - All provisions of [the CZO](#), [Minimum Property Maintenance](#) and [Building Codes](#);
- Ensure that the STR Unit is not used for any unpermitted commercial purpose;
- Timely report any known or suspected criminal activity by a guest to the NOPD;
- Submit to inspections authorized by [CCNO Sec. 26-624](#);
- Ensure that the permitted Operator, during all periods of guest occupancy, is available by telephone and able to be physically present at the STR within an hour of being contacted;
- Serve as the point of contact for guests;
- Receive and timely resolve complaints from neighbors regarding disruptive STR use;
- Timely remit all applicable local, state, and federal taxes and City fees;
- Comply with all other applicable laws, including but not limited to the [CZO](#) and [CCNO](#).



RESIDENTIAL AND COMMERCIAL STR OPERATORS

Complete Operator responsibilities can be found at [CCNO Sec. 26-620\(A\)](#).
STR Operators must:

- Be accessible by telephone during all periods of STR occupancy and able to be physically present at the STR within one hour of being contacted, including nights and weekends;
- Serve as the point of contact for Guests;
- Receive and timely resolve complaints from neighbors regarding disruptive STR use;
- Ensure full compliance with recordkeeping requirements of [CCNO Sec. 26-618\(A\)\(2\)](#);
- Ensure full compliance with advertising requirements of [CCNO Sec. 26-618\(A\)\(3\)](#);
- Ensure full compliance with dwelling and occupancy limits of [CCNO Sec. 26-618\(A\)\(4\)](#);
- Ensure full compliance with posting requirements of [CCNO Sec. 26-618\(A\)\(5\)](#);
- Ensure full compliance with health and safety requirements of [CCNO Sec. 26-618\(A\)\(6\)](#);
- Ensure that the STR Unit is not used commercially, in accordance with the requirements of [CCNO Sec. 26-618\(A\)\(7\)](#);
- Report known or suspected criminal activity to the NOPD;
- Facilitate reasonable inspections as required by [CCNO Sec. 26-618\(A\)\(9\)](#);
- Ensure compliance with any and all other applicable federal, state, and local laws, including the [CZO](#) and [CCNO](#).

PLATFORMS

STR Platforms have to abide by licensing rules, and must meet certain legal duties to remain permitted. Complete rules regarding Platform responsibilities can be found at [CCNO Sec. 26-622](#). An STR Platform must:

- Ensure the prevention of facilitating any illegal or unpermitted STR Booking Transaction;
- Maintain \$1,000,000 of commercial general liability insurance and naming the City of New Orleans as an additional insured on that policy;
- Comply with the CZO and CCNO;
- Collect and remit required fees and taxes on behalf of its users.

WHAT IS A COMPLIANT LISTING?

Compliant STR listings and advertisements must include the following information:

- *Owner Permit Number (RSTR or CSTR)*
- *Operator Permit Number (OSTR)*
- *Whether the STR Unit is wheelchair accessible or otherwise compliant with the Americans with Disabilities Act (ADA)*
- *Maximum number of Guest Bedrooms as indicated on the permit*
- *Maximum Guest occupancy as indicated on the permit*



VIOLATIONS

Violations differ for Owners, Operators and Platforms. The failure to meet any legal duty described above is a violation of law, and other violations are summarized in this section. Any violation of law or the terms of a permit may result in enforcement action, which could include revocation of permits as well as financial penalties.

OWNER AND OPERATOR PERMIT VIOLATIONS

A complete list of violations associated with STR ownership can be found at [CCNO Sec. 26-618\(B\)](#). A complete list of violations associated with STR operation can be found [CCNO Sec. 26-620\(B\)](#).

STR Owners and STR Operators must not engage in or allow conduct which results in:

- Advertising an illegal or unpermitted STR;
- Advertising more STR Units on a lot than is legally permitted;
- Advertising or providing more Guest Bedrooms than allowed the STR permit;
- Advertising for or allowing a higher Guest occupancy than allowed by the STR permit;
- Exceeding the limits on the number of STR Units per lot;
- Allowing the use of an STR as an event venue or other commercial use during a STR stay;
- Advertising or allowing the use of an STR by the hour or for less than one night;
- Renting of an STR Unit to more than one Party of Guests at a time;
- STR use which generates excessive loud sound, offensive odors, public drunkenness, unlawful loitering, lewd conduct by guests or any effect that otherwise unreasonably interferes with neighbors' quiet enjoyment of their properties;
- STR use which places loads on structural elements of the building in excess of those allowed by the Building Code;
- Violation of a Noise Abatement, Security, Operations, or Sanitation Plans (if applicable);
- Discrimination against any Guest or potential Guest because of race, color, sex, gender identity, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status, or source of income;
- Failure to comply with the CCNO, CZO, or any other federal, state, or local law.

REPORT A VIOLATION

STR regulations require the Department-issued STR permit placard to be posted in a place clearly visible and legible to neighbors and Guests. This placard has direct contact information for the permitted STR Owner and STR Operator. These are the first-line responders to contact in order to address any possible STR violations. **STR permit-holders must ensure that an Owner or Operator is reachable by telephone, able to be at the STR location within one hour of being contacted, and must respond to and timely resolve neighbor complaints.** If the placard is not visible, legible, or if no STR permit holder responds to contact, alert the STR Office.

The simplest way to alert the STR Office of a potential STR violation is by using the City's online reporting portal at nola.gov/safety-and-Permits/report-a-violation/. This fillable web form allows STR complainants to file their reports anonymously if they choose. Documents or photos related to the alleged violation can be attached. Violations can also be reported by phone at (504) 658-7144, by email at str@nola.gov, or in person, at the OneStop on the 7th floor of City Hall, between 8:00 am and 5:00 pm Mondays-Thursdays and 8:00 am-3:30 pm Fridays.



REPORT A VIOLATION

Reporting a possible violation

Complaints or concerns about construction or use of a property can be reported through this web-form. We encourage you to visit onestopapp.nola.gov to search the City's permitting and licensing database to find out if there are any active approvals which may provide additional information.

Before reporting a possible violation, visit onestopapp.nola.gov to search the database to find any active applications or violation cases which may provide more information.

Items marked in red are required.

I consent to the text of this report being disclosed as part of an enforcement action.: Yes No

Would you like to be contacted regarding this violation?: Yes No

Choose "Yes" to allow the text of your report to be used as evidence in an enforcement action.

Choose "No" to keep the text of your report confidential.

Choose "Yes" to make your report with your name and contact information visible to the STR Office.

Choose "No" to make your report anonymously.

Date of Violation:

Time of Violation:

House Number:

Enter the exact or approximate address of the STR.

Street Name:

Select the violation type. For STR violations, select "Short Term Rental."

Type: Short Term Rental Zoning Work without a Permit Junk Vehicle (on private property) Construction Dump Report fraud, waste, or abuse Permits

Describe the violation to the best of your abilities. **If you would like your report to remain anonymous but would like an STR inspector to contact you, enter your name and contact information here.** If the text of your report is used in an enforcement action, identifying information will be removed to protect anonymity.

Description:

Describe the violation using details.

Upload Document/Photo: No file chosen

Use this button to upload photos or other evidence. This is not required. Large files can be emailed to STR@nola.gov or to the inspector assigned to the violation case.



VIOLATION EVIDENCE

Providing the City with evidence of a potential violation along with a violation report can be helpful for enforcement purposes. In order to fine someone or revoke their permit, the City must prove to an independent Administrative Hearing Officer that the Owner or Operator is violating City laws related to STR usage. Photos, videos, and witness testimony are valuable to the City in building this case. STR Adjudications are open to the public and public statements relating to the particular case at hand may be entered on the record. Contact the Zoning Enforcement team and view hearing dockets through their website at: nola.gov/onestop/adjudication/.

CHECK THE PROGRESS OF A VIOLATION CASE

If you have reported a violation, or if a violation has been reported regarding a property you own or operate, follow the progress of the case on the OneStop App at onestopapp.nola.gov/. Search by property address or violation case number and access a brief summary of the incident and its current status by selecting "Print Summary" under the violation listing.

Use this button to filter results by license, violation, project and more.

Results - Violations 94 item(s) found

Selected Items: (Select an action)

View: Violations | Sort by: Recently | Items Per Page: 10

1300 Perdido St [New Orleans City Hall] - Short Term Rental - Code Incident #19-05300-RENT - Ref Code:M3QAG5

[Print Summary](#) [Watch List](#)

Type: Short Term Rental | Applicant: | Status: Case Maintenance | Date Filed: 5/23/2019 | Closed: No

Click "Print Summary" for details.

LAMA Incident Summary

Incident Number:	19-05300-RENT
Type:	Short Term Rental
Department:	SP
Location:	1300 Perdido St [New Orleans City Hall]
Owner:	The City Of New Orleans, The City Of New Orleans
Description:	###TEST###
Current Status:	Case Maintenance
Next Status:	
User:	

recipients:

Name	Address	City, St Zip
Mickey Mouse	1300 Perdido St	New Orleans, LA 70112
The City Of New Orleans	1300 Perdido St Room 5W17	New Orleans, LA 70112

Fees:

Type	Amount	Paid
		Paid:

Inspections:

Inspector	Date	Status
Rebecca J Houtman	5/24/2019 12:00 AM	Violation: No WIP

Open Violations

CCNO 26-613(b): Permit License Required

Status Information:

Status	Date
15 Hour Inspection	5/24/2019
Case Maintenance	6/13/2019



RESPONDING TO A VIOLATION NOTICE

The mission of the STR Office is to ensure the legal operation of all STRs in the City. To accomplish that mission, our enforcement process is designed to provide all necessary information and ample opportunity for individuals to understand what compliance requires and to achieve it.

FIELD WARNING

A field warning is just that—a warning. Warnings are easy to see—they’re bright pink—because we want to get your attention so that we can let you know about problems as soon as possible.

Warnings let you know that the Department has reason to believe that a property is not in compliance with STR laws and is under investigation by the Office of STR. The warning will specify what rules the Department suspects the property of violating, and provide contact information for an STR Inspector who can provide guidance on ways to remedy the alleged violation.

At the time you receive a field warning, the Department has begun an investigation of the property but has not commenced the adjudication process.

NOTICE OF VIOLATION

If a field warning is unsuccessful and a violation persists, the Department will mail a Notice of Violation to the address on file with the Assessor’s Office; the Notice may also be posted at the property. Notices of Violation give the Owner or Operator a date by which they must abate the identified alleged violations, as well as recommended actions to do so. If the violations have not been abated by the compliance deadline, an Adjudication may be scheduled.

Code Section	Title	Description
CCNO 26-613(b)	Permit License Required	No property shall be utilized as a short term rental, as defined by the Comprehensive Zoning Ordinance, without an authorized short-term rental license permit.

Code Section	Abatement
CCNO 26-613(b)	Cease any and all STR activity. Apply for and receive the required STR license(s) before resuming STR activity.



COMPLIANCE EVIDENCE

If you have received a Field Warning or Notice of Violation and believe that you have abated the violation(s) and brought your property or permit into compliance, contact the inspector identified on the Warning or Notice to submit evidence of compliance. That inspector is assigned to your case, and can help provide specific advice and ensure that compliance is achieved. STR Inspectors perform both fieldwork and office work – if you want to meet with a particular inspector in person, contact them or the STR Office to confirm their availability.

Compliance evidence is any document or evidence which demonstrates the required compliance or a good faith effort to achieve compliance. Below are some examples of what compliance evidence can look like—this is not an exhaustive list or a list of required actions. **Compliance evidence does not have to reveal any personally-identifying information of any Guest or host of an STR, and may be redacted to protect such information.**

If a violation concerns unpermitted STR activity, compliance evidence may include:

- URLs to deactivated or corrected listings
- Screenshots or listing print-outs to reservation confirmations or calendars
- Documents showing booking dates or cancellations
- Documents showing efforts to apply for and receive required permit(s)

If a violation concerns effects which unreasonably interfere with a neighbor's enjoyment of their property, compliance evidence may include:

- Evidence of timely response to, and satisfactory resolution of complaints
- Proof of good faith efforts to accommodate reasonable requests

If a violation concerns the cleanliness, maintenance, or safety of a property, compliance evidence may include:

- Allowing an interior inspection of the property by an STR inspector
- Photos or receipts showing possession or condition of any required items
- Evidence of good faith efforts to cure any code compliance issues

If a violation concerns the occupancy, use, or supervision of a property, compliance may include:

- Written policies or instructions provided to Guests or Operators
- Written statements of property caretakers or managers
- Logs of regular Operator attendance to the property



THE ENFORCEMENT TEAM

ABOUT US

Our Enforcement Team includes administrative and supervisory staff, Code Enforcement Inspectors, and adjudicative staff. We are all Orleans Parish residents, representing a rich mix of neighborhoods, backgrounds, skills and personalities, and we are all proud to serve the citizens of our City. Our team is committed to the goals of helping individuals navigate the business of STR, and ensuring that every STR in the City is operated legally, safely, and responsibly.

Our Code Enforcement Inspectors perform consultations, permit reviews, and inspections during the application phase of STR licensing, if necessary. Having an interior inspection performed by the STR Office or Zoning Department is intended to be a helpful process. An on-site inspection allows property owners to discuss site-specific issues with an inspector on the spot, and allows inspectors to confirm certain property facts and correct Department records if necessary.

STR Inspectors are also individually assigned to all STR violation cases. The same inspector will follow a property through the entire violation process to provide a consistent authority for property owners and neighbors. The STR Inspector assigned to a case is the best point of contact for information about that case, including violation and abatement confirmations. STR Inspectors' names and contact information will be on every document sent or posted regarding the case to which they are assigned.

The STR Office is also administered and supported by the in-house staff of the OneStop. Many of our staff are inter-departmental, meaning they work with, and have knowledge of, many areas covered by the OneStop. The OneStop includes an intake service, where permit analysts provide information and accept applications, and department desks, where specialized inspectors are available for consultation. Departmental supervisors and chiefs are available by appointment. To mitigate wait times, we encourage requesting an appointment through the OneStop or the desired department.

ENFORCEMENT AND ADJUDICATIONS

If, after a violation case has progressed through warnings, Notices, inspection requests, or other reasonable efforts to secure compliance, but the property or permit-holder in question remains out of compliance, it may be necessary to bring the case to an Administrative Adjudicative Hearing (Adjudication).

Adjudication hearings for all OneStop departments, including the STR Administration, are coordinated through the Adjudication Department which handles scheduling, rescheduling, notifications, and payment of fines. The Enforcement Department notifies property owners of Adjudications with a Notice of Hearing which is sent to the property owner by regular and certified mail. The STR Inspector assigned to the case will also post a copy of the Notice of Hearing at the property in question.

At an Adjudication, an Administrative Hearing Officer acts as a judge over the proceedings. The Hearing Officer will hear evidence presented by the City and by the witnesses called by the City and then the respondent (the owner of the non-compliant property) is given an opportunity to respond and present evidence and witnesses of their own. The Hearing Officer makes decisions about whether proper procedures are followed, whether evidence or testimony is admissible or



relevant, and whether the facts presented support a finding that the accused has committed the alleged violation.

Property owners can represent themselves at this hearing, or delegate another person to represent them and will be provided the opportunity to call witnesses and present evidence. Property owners may be accompanied by or represented by an attorney at an Adjudication, but it is not required.

If you're served with notice of Adjudication, there are some steps you may want to take to protect your interests and ensure that you present an adequate defense. If you'd like to seek legal advice, this may be a good time to do so. You may also file public records request (PRR) for files pertaining to your case through the [City's Law Department](#). You'll want to gather all of your evidence, as well as contact any witnesses you may want to call and arrange for them to attend.

If you need to request that your hearing be rescheduled, please contact the inspector assigned to your case. It's always helpful if you give them a general idea of why rescheduling is necessary, and the Department understands that sometimes things come up. The inspector will take this request to the STR Administrator and other decision makers in the Department and will get back to you as soon as possible. If the Department agrees to reschedule your hearing, you'll receive a revised notice of hearing showing the newly-assigned date and time for your hearing.

Once the hearing has been completed, you will receive a written copy of the Hearing Officer's judgment by mail. If you have been found guilty of the violation, this Judgment may include fines and may also revoke your permit(s). Fines must be paid within thirty (30) days of the mailing of the Judgment or else the City will file a lien on your property in the amount of the Judgment.

If you disagree with the Hearing Officer's decision, you may appeal their Judgment to Civil District Court within thirty (30) days of the rendering of the Judgment. There are filing fees associated with these appeals, and you may be required to post a bond. You may want to seek private legal advice regarding this process.

NOTICE OF HEARING

CITY OF NEW ORLEANS
DEPARTMENT OF SAFETY AND PERMITS
HISTORIC DISTRICT LANDMARKS COMMISSION
VIEUX CARRE COMMISSION
HISTORIC, ZONING AND BUILDING VIOLATIONS

CITY OF NEW ORLEANS
VS

STR LLC
11223 Fake St.
New Orleans, LA 70117

Owner of: 11223 Fake St.
Case Number: 20-00001-RENT

Friday, October 11, 2019

Under penalty of law you are hereby commanded to appear at a hearing relative to this matter which will be held on

2/15/2020 at 9:30 AM at City Hall, 1300 Perdido Street, 7th floor.

Municipal District: # Square: Lot: ###

As the owner of record for property located at 11223 Fake St. you stand accused of violating the following ordinance(s) and section(s) of the municipal code of the City of New Orleans and/or the Comprehensive Zoning Ordinance based on an inspection on 8/7/2019:

Code Section	Title	Description

Violation Case number

Hearing date and time

Code reference and description of alleged STR violations.



CONTACT US

STR OFFICE

- By phone at (504) 658-7144
- By email at str@nola.gov
- Online at nola.gov/str
- In person, at the OneStop on the 7th floor of City Hall,
8:00 am and 5:00 pm Mondays-Thursdays and 8:00 am-3:30 pm Fridays.

DIRECTOR OF SAFETY AND PERMITS:

Zachary R. Smith, AIA, CBO

zrsmith@nola.gov

CHIEF ZONING OFFICIAL:

Ashley J. Becnel, Esq.

ajbecnel@nola.gov

STR ADMINISTRATOR:

A. Berrian Eno Van Fleet, J.D.

abenovanfleet@nola.gov

ENFORCEMENT COORDINATOR:

Lillian J. McNee

ljmcnee@nola.gov



APPENDIX A – ADDITIONAL INFORMATION

- A-1: [STR Vocabulary Glossary](#)
- A-2: [STR Owner Permit Types Guide](#)
- A-3: [Owner and Operator Responsibilities Guide](#)
- A-4: [Where are STRs Allowed?](#)
- A-5: [STR Parking Requirements Guide](#)
- A-6: [OneStop App Online Application Instructions for Owner Permits](#)
- A-7: [OneStop App Online Application Instructions for Operator Permits](#)
- A-8: [List of Required Documents by Permit Type](#)
- A-9: [The Permit Application Review Process](#)



A-1: STR VOCABULARY GLOSSARY

ACCESSORY STRUCTURE	A structure located on the same lot as, and of a nature and use clearly incidental and subordinate to, the principal structure, that does not contain habitable space. (CCNO 26-150)
ACCESSORY USE	A use that is incidental and subordinate to the principal use of the land or building that is located on the same lot as the principal use or building, except as otherwise provided for in this ordinance.
ADMINISTRATIVE HEARING OFFICER	An administrative adjudication hearing officer acting pursuant to Chapter 6 of the Code of the City of New Orleans. (CCNO 26-150)
ATTIC	An unfinished space below the roof and above the top finished floor of a structure.
BASEMENT	That portion of a structure below the first story and having more than one-half (½) its height below grade.
BED AND BREAKFAST, ACCESSORY	An owner-occupied building designed as either a single-family or a two-family dwelling that has been converted to a single-family dwelling, which provides no more than four (4) guest rooms for overnight paid occupancy of up to thirty (30) nights. Common bathroom facilities may be provided rather than private baths for each room.
BED AND BREAKFAST, PRINCIPAL	An owner- or operator-occupied residential structure that provides no more than nine (9) guest rooms for overnight paid occupancy of up to thirty (30) nights. Common bathroom facilities may be provided rather than private baths for each room.
BLOCKFACE	One (1) side of a given street between two (2) consecutive intersecting streets. (CZO 26.6)
BOOKING TRANSACTION	Any contractual agreement between a Guest and an Owner relative to a Short-Term Rental (CCNO 26-614)
BUILDING	A structure designed or built or used for the support, enclosure, shelter, or protection of persons, animals, or property. (CZO 26.6)
BUILDING, ATTACHED	A structure that has part of a wall or roof in common with another building (CZO 26.6)
BUILDING, DETACHED	A structure, unattached to another structure on the same lot. A building connected to another building by an unenclosed structure, such as a breezeway, is considered a separate detached building. (CZO 26.6)
COMMON OWNERSHIP	Ownership by the same person, corporation, firm, entity, partnership, or unincorporated association, or ownership by different corporations, firms, partnerships, entities, or unincorporated associations, in which a stockholder, partner, or associate owns an interest in each corporation, firm, partnership, entity, or unincorporated association. (CZO 26.6)
CUSTOMARY LODGING SERVICES	Guest services provided by lodging facilities including hotels/motels. Customary services include at a minimum 1) dedicated lobby space to adequately enable check-in/check-out procedures, and 2) personnel/staffing to assist guests at check-in/check-out. (CZO 26.6)
DAY	For the purposes of this Ordinance, day is calculated as a calendar day, which is a continuous twenty-four (24) hour period from midnight to the following midnight. Calendar days are calculated on a continuous cycle and include three-hundred sixty-five (365) days per year except in a leap year. (CZO 26.6)
DEPARTMENT	The Department of Safety and Permits (CCNO 26-614)



DWELLING	A structure, or portion of a structure, designed or used exclusively for permanent residential purposes, including single-family, two-family, townhouse, and multi-family dwellings, but not including trailers, hotels/motels, rooming houses, or automobiles. (CZO 26.6)
DWELLING UNIT	A room or group of rooms, providing complete, independent living facilities, including permanent provisions for living, sleeping, eating, cooking and sanitation for one or more persons. (CCNO 26-614)
DWELLING, ABOVE THE GROUND FLOOR	Dwelling units that are within multi-story buildings located above non-residential uses on the ground floor or located behind non-residential uses on the ground floor. In the case of dwelling units located behind non-residential uses on the ground floor, non-residential uses shall be located along the primary street frontage. (CZO 26.6)
DWELLING, ATTACHED	A dwelling designed as a single structure, but containing more than one (1) dwelling unit, each of which is designed to be occupied as a separate permanent residence for one (1) household or family. (CZO 26.6)
DWELLING, DETACHED	A structure containing one (1) dwelling unit. (CZO 26.6)
DWELLING, ESTABLISHED MULTI-FAMILY	A residence with a history of multi-family use which is authorized to operate as a multi-family residence. (CZO 26.6)
DWELLING, ESTABLISHED TWO-FAMILY	A residence with a history of two-family use which is authorized to operate as a two-family residence. (CZO 26.6)
DWELLING, MULTI-FAMILY	A dwelling designed for occupancy by three (3) or more families. A multi-family dwelling does not include a townhouse dwelling. (CZO 26.6)
DWELLING, SINGLE-FAMILY	A dwelling designed for occupancy by no more than one (1) family. (CZO 26.6)
DWELLING, TOWNHOUSE	A structure consisting of no less than three (3) dwelling units, with no other dwelling or portion of other dwelling located directly above or below, where each unit has a separate entrance and direct ground level access to the outdoors. These units are connected to other dwelling units by a single party wall with no opening. A townhouse dwelling does not include a multi-family dwelling. A townhouse dwelling refers to the design of a structure and does not reflect the type of ownership of the individual units. (CZO 26.6)
DWELLING, TWO-FAMILY	A dwelling designed for occupancy by two (2) families. (CZO 26.6)
FIRST FLOOR OR GROUND FLOOR	The first floor or floor level of any building or structure above or on the same plane as the surface of the sidewalk. There shall be excluded from this definition basements or cellars the floors of which are below the plane of the surface of the sidewalk. (CCNO 26-511)
GARAGE, DETACHED	A detached accessory structure designed or used for storage of motor vehicles, that does not contain habitable space. (CZO 26.6)
GUEST	Any person who occupies a Dwelling Unit pursuant to a Short-Term Rental. (CCNO 26-614)



GUEST BEDROOM	An enclosed room designed for, and outfitted to be used for sleeping and/or lodging of guests. A guest bedroom shall not be a shared space or a space designed for or outfitted to be used for any purpose other than sleeping or lodging of guests. (CZO 26.6)
HABITABLE SPACE	A space in a building for living, sleeping, eating, or cooking. Bathrooms, toilet rooms, closets, halls, storage or utility spaces and similar areas are not considered habitable spaces. (CZO 26.6)
HOME OCCUPATION	Any occupation conducted within a residential dwelling and clearly incidental to the residential use carried on by a resident of the premises. (CZO 26.6)
HOSTEL	An establishment providing sleeping accommodations for a fee in a sociable accommodation where guests can rent a bed in a dormitory and share bathroom, lounge, and kitchen facilities. (CZO 26.6)
HOTEL/MOTEL	An establishment providing a room for sleeping accommodations for a fee with private bathroom facilities and customary lodging services. Related ancillary uses may include, but are not limited to conference and meeting rooms, restaurants, sale of convenience items, bars, and recreational facilities. (CZO 26.6)
IMMINENT DANGER	A condition which immediately threatens the health, safety, and welfare of an individual or the public. (CCNO 26-150)
INCOMPATIBLE USE	A use that is incapable of direct association with certain other uses in its immediate vicinity because it is contradictory, incongruous, or discordant with surrounding uses, or will change the essential character of a neighborhood. (CZO 26.6)
LOT	A portion of land with fixed boundaries, that is developed or that may be developed with a principal building and any accessory structures, together with open space and parking areas, and having its principal frontage upon an officially approved street. (CZO 26.6)
NOISE ABATEMENT PLAN	A plan for implementing noise control measures, including but not limited to, ceiling/wall/floor sound isolation, sound absorptive wall treatments, acoustical doors and windows, audio compressors and limiters, directional loudspeakers, noise barriers, and sound absorbing landscaping, for the purpose of controlling and/or reducing the impacts of a particular development on adjacent uses. (CZO 26.6)
NONCONFORMING USE	The use of a structure or land that does not comply with the use restrictions of the applicable zoning district. A legal nonconforming use is a use that legally existed prior to the enactment of the current Ordinance and was legally maintained after the effective date of the Ordinance. (CZO 26.6)
OCCUPANT	Any person living on the premises. (CCNO 26-111)
OFF-STREET PARKING	The storage space for a motor vehicle on a lot, not including parking spaces on streets, alleys, or rights-of-way. (CZO 26.6)
OPERATOR	A natural person possessing a Short-Term Rental Operator's Permit. (CCNO 26-614)
OWNER	Any natural or juridical person recorded in the official public record of the Parish as holding title to real property. (CCNO 26-150)
PARTY OF GUESTS	An individual or group renting or seeing to rent a Short-Term Rental in its entirety. When occupied by a party of guests, the Short-Term Rental shall not be separately rented to any other individual or party of guests. (CZO 26.6)



PLATFORM	A website, portal, listing service, or any other method through which a person, other than the Owner, collects or receives a fee, directly or indirectly, for facilitating Booking Transactions. (CCNO 26-614)
PRIMARY RESIDENCE	The Owner's bona fide principal home, as indicated by the possession of a valid homestead exemption authorized by the Orleans Parish Assessor's Office. (CCNO 26-614)
PRINCIPAL BUILDING	A building or buildings where the principal use of the lot is conducted. (CZO 26.6)
PRINCIPAL USE	The main or primary purpose for which a structure or lot is designed, arranged, or intended. (CZO 26.6)
RECREATIONAL VEHICLE	A vehicle or similar means of human transportation used primarily for recreational purposes. (CZO 26.6)
ROOMING HOUSE	A structure containing sleeping rooms where lodging or lodging and meals are provided for five (5) or more unrelated persons but containing less than fifteen (15) sleeping rooms. The sleeping rooms generally do not have private bathrooms or attached kitchens. In a residential zoning district, the minimum length of stay in a rooming house is thirty (30) days. A rooming house with more than fifteen (15) sleeping rooms is considered a guest house. Rooming houses may include restaurants where such are permitted by the underlying zoning. (CZO 26.6)
SECURITY AND OPERATIONS PLAN	A detailed description of business practices and a plan for mitigation measures for the purpose of controlling and/or reducing the impacts of a particular development on adjacent uses. Elements of a security and operation plan include the days and hours of operation, the size of the establishment, a detailed site plan of all outdoor uses/activities including a seating plan with furniture proposed for outdoor seating and noise mitigating measures, exterior lighting design, and maximum occupancy loads. (CZO 26.6)
SHORT TERM RENTAL, RESIDENTIAL	A Short-Term Rental where the owner has their permanent primary residential dwelling unit onsite and is present during the guest's stay. (CZO 26.6)
SHORT TERM RENTAL, SMALL RESIDENTIAL (RSTR-SMALL)	An owner-occupied lot with no more than four (4) dwelling units where one (1) unit is the owner's permanent residential dwelling unit and where only one (1) dwelling unit per lot is rented with no more than five (5) guest bedrooms and ten (10) total guests for overnight paid occupancy as an accessory use. (CZO 26.6)
SHORT-TERM RENTAL	The use and enjoyment of a Dwelling Unit, or any portion thereof, by guests for a period of less than thirty consecutive days, in exchange for money, commodities, fruits, services, or other performances. Hotels, motels, bed and breakfasts, and other land uses explicitly defined and regulated in the CZO separately from Short-Term Rentals are not considered to be Short-Term Rentals. (CCNO 26-614)
SHORT-TERM RENTAL, COMMERCIAL (CSTR)	An establishment providing rental of one (1) or more dwelling units for overnight paid occupancy. Each dwelling unit is limited to five (5) guest bedrooms and no more than ten (10) occupants. (CZO 26.6)
SHORT-TERM RENTAL, LARGE RESIDENTIAL (RSTR-LARGE)	An owner-occupied residential structure that provides rental of up to three (3) dwelling units for paid occupancy, with no more than six (6) guest bedrooms total. (CZO 26.6)



SHORT-TERM RENTAL, PARTIAL-UNIT RESIDENTIAL (RSTR-PARTIAL)	Rental of a portion of an owner-occupied dwelling unit with a principal use as a permanent dwelling unit with no more than five (5) guest bedrooms and ten (10) total guests, for overnight paid occupancy as an accessory use. (CZO 26.6)
SIGN	Any structure, display, device, or inscription which is located upon, attached to, or painted or represented on any land, structure, on the outside or inside of a window, or on an awning, canopy, marquee, or similar structure, and which proposes a commercial or economic transaction through advertisement; promotion; the direction of attention to any commercial establishment, product, service, industry, business, profession, enterprise, or activity for a commercial purpose; or proposes such a transaction through other means. (CZO 26.6)
TEMPORARY USE	A use of limited duration that is not a permitted or conditional use within a zoning district. (CZO 26.6)
TENT	Any temporary structure or enclosure, the roof of which or one-half or more of the sides are constructed of silk, cotton, canvas, fabric, vinyl, or similar pliable material. (CZO 26.6)
TIMESHARE BUILDING	A building containing condominium units, rooms or suites of rooms, with or without culinary facilities and subject to a timeshare plan. The construction of or conversion to timeshare buildings must be registered with the Department of Safety and Permits by applying for a Certificate of Use and Occupancy. (CZO 26.6)
TRAILER	Any non-self-propelled, wheeled vehicle, designed for carrying persons or property when drawn by a motor vehicle. (CZO 26.6)
VARIANCE	A departure from any requirement of the Comprehensive Zoning Ordinance except as to use. (CZO 26.6)



A-2: STR OWNER PERMIT TYPES GUIDE

RESIDENTIAL PARTIAL-UNIT (RSTR-Partial)	
WHAT IS IT?	A permit to rent up to 5 Guest Bedrooms in a Dwelling Unit where the permit-holder lives in one bedroom of the same Dwelling Unit full-time.
COST?	\$250.00 per permit
WHO CAN GET IT?	A natural person who holds a 50%+ ownership interest in the Dwelling, holds a Homestead Exemption for the STR Dwelling Unit, and lives in one bedroom of the STR Dwelling Unit full time.
WHAT KIND OF BUILDING CAN IT BE?	Any Dwelling
HOW MANY CAN ONE PERSON GET?	Only one
BEDROOM/GUEST LIMITATIONS?	Up to 5 Guest Bedrooms per Dwelling Unit, up to 2 guests per Guest Bedroom

RESIDENTIAL SMALL (RSTR-Small)	
WHAT IS IT?	A permit to rent one full Dwelling Unit (up to 5 guest bedrooms) in a Dwelling where the permit-holder lives in one Dwelling Unit within that Dwelling full-time.
COST?	\$500.00 per permit
WHO CAN GET IT?	A natural person who holds a 50%+ ownership interest in the Dwelling, holds a Homestead Exemption for a Dwelling Unit in the Dwelling <i>other than</i> the STR Dwelling Unit, and lives in that Dwelling Unit full-time.
WHAT KIND OF BUILDING CAN IT BE?	Any Dwelling with up to 4 Dwelling Units total
HOW MANY CAN ONE PERSON GET?	Only one (can also have one RSTR-Partial permit in the same building)
BEDROOM/GUEST LIMITATIONS?	Up to 5 Guest Bedrooms per Dwelling Unit, up to 2 guests per Guest Bedroom

RESIDENTIAL LARGE (RSTR-Large)	
WHAT IS IT?	A permit to rent up to three full Dwelling Units (with a combined total of no more than 6 Guest Bedrooms) in a Dwelling where the permit-holder lives in one Dwelling Unit within that Dwelling full-time.
COST?	\$500.00 per permit
WHO CAN GET IT?	A natural person who holds a 50%+ ownership interest in the Dwelling, holds a Homestead Exemption for a Dwelling Unit in the Dwelling <i>other than</i> the STR Dwelling Unit, and lives in that Dwelling Unit full-time.
WHAT KIND OF BUILDING CAN IT BE?	Any Dwelling with more than 2 Dwelling Units total
HOW MANY CAN ONE PERSON GET?	Up to three
BEDROOM/GUEST LIMITATIONS?	Up to 6 Guest Bedrooms per building (in all STR units combined), up to 2 guests per Guest Bedroom

COMMERCIAL (CSTR)	
WHAT IS IT?	A permit to rent up to 25% of the total Dwelling Units in a building with a commercial zoning district designation.
COST?	\$1,000.00 per permit
WHO CAN GET IT?	Any natural or juridical person who holds a 50%+ ownership interest in the building.
WHAT KIND OF BUILDING CAN IT BE?	Any building where fewer than 25% of the total Dwelling Units are currently permitted for Short-Term Rentals (exceptions available).
HOW MANY CAN ONE PERSON GET?	No limit
BEDROOM/GUEST LIMITATIONS?	Up to 5 Guest Bedrooms per Dwelling Unit, up to 2 guests per Guest Bedroom



A-3: OWNER AND OPERATOR RESPONSIBILITIES GUIDE

OBLIGATION	STR OWNER RESPONSIBLE	STR OPERATOR RESPONSIBLE
Ensure that each STR unit has a valid Owner permit	✓ (CCNO 26-615(A)(1))	
Ensure that each STR unit has a valid Operator permit	✓ (CCNO 26-615(A)(2))	✓ (CCNO 26-619(A)(1))
Ensure that, upon a change of ownership , that the Department of Safety and Permits be notified	✓ (CCNO 26-615(F))	✓ (CCNO 26-615(F))
Ensure each STR unit maintains the required insurance	✓ (CCNO 26-618(A)(1))	
Ensure that each STR unit maintains the required Guest registration records	✓ (CCNO 26-618(A)(2))	✓ (CCNO 26-620(A)(2))
Ensure that any advertisement for an STR unit contains the accurate required information	✓ (CCNO 26-618(A)(3))	✓ (CCNO 26-620(A)(3))
Ensure that each STR unit is in compliance with the Dwelling and Occupancy Limits	✓ (CCNO 26-618(A)(4))	✓ (CCNO 26-620(A)(4))
Ensure each STR unit has the required documents displayed on the interior	✓ (CCNO 26-618(A)(5))	✓ (CCNO 26-620(A)(5))
Ensure that each STR unit complies with the required Health and Safety standards	✓ (CCNO 26-618(A)(6))	✓ (CCNO 26-620(A)(6))
Ensure that no STR unit is used for an unpermitted commercial use	✓ (CCNO 26-618(A)(7))	✓ (CCNO 26-620(A)(7))
Timely report any known or suspected criminal activity by an STR Guest to the NOPD	✓ (CCNO 26-618(A)(8))	✓ (CCNO 26-620(A)(8))
Submit to reasonable inspections	✓ (CCNO 26-618(A)(9))	✓ (CCNO 26-620(A)(9))
Ensure that the permitted Operator is available during all periods of Guest occupancy	✓ (CCNO 26-618(A)(10))	✓ (CCNO 26-620(A)(1))
Timely remit all applicable STR taxes and fees	✓ (CCNO 26-618(A)(11))	
Ensure that each STR unit complies with the CZO and all applicable laws	✓ (CCNO 26-618(A)(12))	✓ (CCNO 26-620(A)(10))
Primarily responsible for the performance of all legally required duties of both Owner and Operator	✓ (CCNO 26-618(C))	



A-4: WHERE ARE STRS ALLOWED?

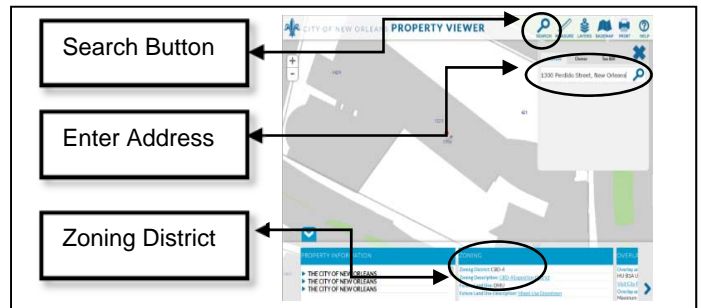
KEY	• STR is prohibited in the Garden District, Riverfront Overlay, Bywater and Marigny sub-districts	★ STR limited to 1 or 25% of units on lot, whichever is greater
	• The 25% cap does not apply to buildings that front Canal St between the river and Rampart St.	^ No STR on 1 st floor of multi-story bldgs with residential units above
✓	STR license type permitted	◆ Limit of 1 RSTR-Large or 1 Principal B & B per blockface
C	STR license type is a conditional use	

ZONE	RSTR – SMALL & PARTIAL	RSTR – LARGE	CSTR
HMC-1	✓	✓	C^★
HMC-2	✓	✓	✓^★
HM-MU	✓	✓	✓^★
HMR-1	✓	C◆	
HMR-2	✓	C◆	
HMR-3	✓	C◆	
HU-B1	✓	✓◆	
HU-B1A	✓	✓◆	
HU-MU	✓	✓◆	✓★
HU-RD1	✓		
HU-RD2	✓		
HU-RM1	✓	✓◆	
HU-RM2	✓	✓◆	
HU-RS	✓		
M-MU	✓	✓	✓★
R-RE	✓		
S-LRS1	✓		
S-LRS2			
S-LRS3			
S-RD	✓		
S-RM1	✓		
S-RM2	✓		
S-RS	✓		
VCC-A			
VCC-2			
VCE	✓	✓	✓^
VCE-1			
VCP			
VCR-1			
VCR-2			
VCS			
VCS-1			
BIP			✓^★

ZONE	RSTR – SMALL & PARTIAL	RSTR – LARGE	CSTR
C-1			✓^★
C-2			✓^★
C-3			✓^★
CBD-1	✓	✓	✓^★
CBD-2	✓	✓	✓^★
CBD-3	✓	✓	✓^★
CBD-4			✓^★
CBD-5	✓	✓	C^★
CBD-6	✓	✓	✓^★
CBD-7			✓^★
EC	✓		✓
HI			C^★
LI			✓^★
LS			✓
MC			✓
MI			C
MS			✓^★
MU-1	✓	✓◆	✓^★
MU-2	✓	✓◆	✓^★
S-B1			
S-B2			✓^★
S-LB1	✓	✓	
S-LB2	✓	✓	✓^★
S-LC	✓	✓	✓^★
S-LM			✓^★
S-LP			
S-MU	✓		
S-LRD1			
S-LRD2	C		
S-LRM1	C		
S-LRM2	C		
GPD			C^★

How to Find the Zone of a Property

Enter property.nola.gov into your internet browser. Use the Search Button on the top right to search for an address. The Zoning District will be displayed at the bottom of the screen along with overlay information. Refer to that Zoning District on the chart above to see what parking requirements may apply.

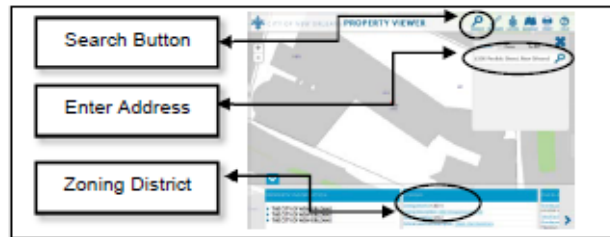




A-5: SHORT TERM RENTAL PARKING REQUIREMENTS

How to Find the Zone of a Property

Enter property.nola.gov into your internet browser. Use the Search Button on the top right to search for an address. The Zoning District will be displayed at the bottom of the screen once the map zooms in on the property. Refer to that Zoning District on the chart above to see what parking requirements may apply.



ZONE	RSTR – SMALL & PARTIAL	RSTR – LARGE	CSTR
HMC-1	~~~~~	~~~~~	~~~~~
HMC-2	////////	XXXXX	#####
HM-MU	////////	XXXXX	XXXXX
HMR-1	~~~~~	~~~~~	
HMR-2	~~~~~	~~~~~	
HMR-3	~~~~~	~~~~~	
HU-B1	////////	XXXXX	
HU-B1A	~~~~~	~~~~~	
HU-MU	////////	XXXXX	+++++
HU-RD1	////////		
HU-RD2	////////		
HU-RM1	////////	XXXXX	
HU-RM2	////////	XXXXX	
HU-RS	////////		
M-MU	////////	XXXXX	XXXXX
R-RE	////////		
S-LRS1	////////		
S-LRS2			
S-LRS3			
S-RD	////////		
S-RM1	////////		
S-RM2	////////		
S-RS	////////		
VCC-A			
VCC-2			
VCE	~~~~~	~~~~~	~~~~~
VCE-1			
VCP			
VCR-1			
VCR-2			
VCS			
VCS-1			
BIP			XXXXX

ZONE	RSTR – SMALL & PARTIAL	RSTR – LARGE	CSTR
C-1			XXXXX
C-2			=====
C-3			XXXXX
CBD-1	~~~~~	~~~~~	
CBD-2	~~~~~	~~~~~	
CBD-3	~~~~~	~~~~~	
CBD-4			~~~~~
CBD-5	~~~~~	~~~~~	~~~~~
CBD-6	~~~~~	~~~~~	~~~~~
CBD-7			~~~~~
EC	////////		XXXXX
HI			XXXXX
LI			XXXXX
LS			XXXXX
MC			XXXXX
MI			XXXXX
MS			XXXXX
MU-1	////////	XXXXX	+++++
MU-2	////////	XXXXX	XXXXX
S-B1			
S-B2			XXXXX
S-LB1	////////	XXXXX	
S-LB2	////////	XXXXX	XXXXX
S-LC	////////	XXXXX	XXXXX
S-LM			XXXXX
S-LP			
S-MU	////////		
S-LRD1			
S-LRD2	////////		
S-LRM1	////////		
S-LRM2	////////		
GPD			XXXXX

KEY

	STR not permitted	#####	No additional parking needed if unit is under 3,000 sq ft *
~~~~~	No parking required for STR	+++++	No additional parking needed if unit is under 5,000 sq ft *
////////	No additional parking required for STR	=====	On-street parking may substitute for off-street parking *
		XXXXX	1 off-street parking space per 2 guest bedrooms required

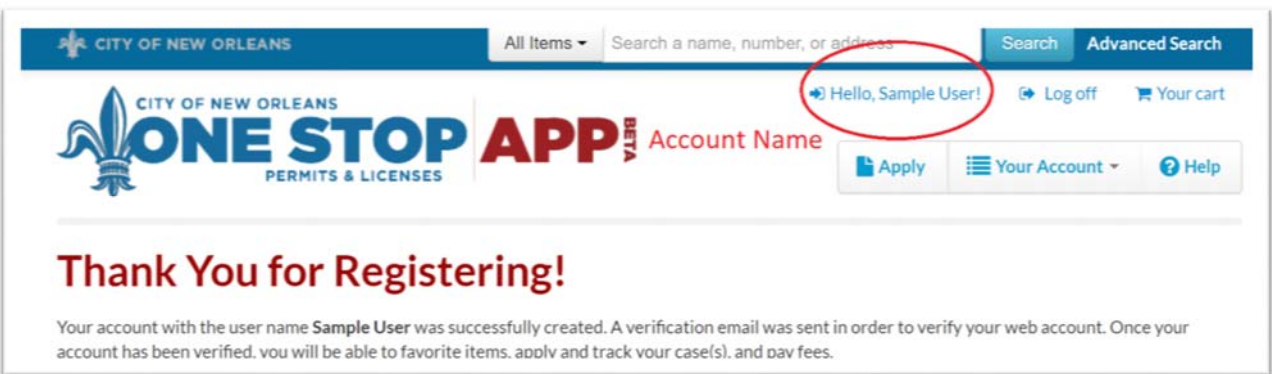
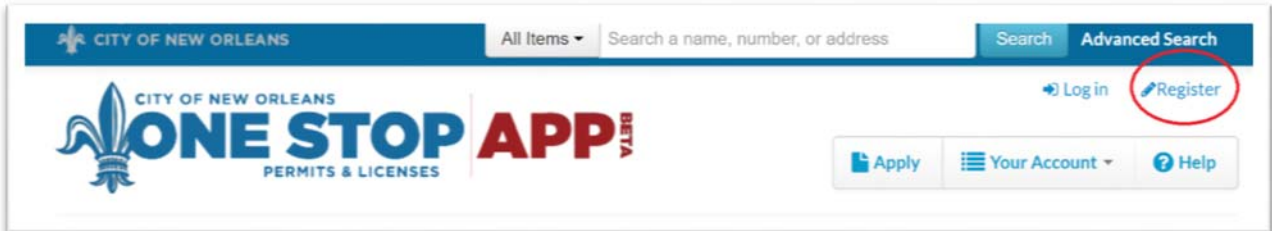
** requires a parking review by the Zoning Department*



## A-6: ONESTOP APP ONLINE APPLICATION INSTRUCTIONS FOR OWNER PERMITS

For instructions and help with OneStop applications, visit [nola.gov/onestop/help-with-the-one-stop-app/](https://nola.gov/onestop/help-with-the-one-stop-app/)

1. Visit [onestopapp.nola.gov/](https://onestopapp.nola.gov/)
2. Log in or register a new account.



3. If you already have an application filed which you would like to like to a OneStopApp account:
  - Visit <https://onestopapp.nola.gov/>
  - Log in or create an account
  - Send an email to [STR@nola.gov](mailto:STR@nola.gov) with the address of your property or the permit number in the subject line, along with the word "associate". An example of a correct subject line would be "1300 Perdido St associate" or "19RSTR-04312 associate".
  - In the body of the email, include the username and email address of the OneStop App account you would like to associate with the property and/or permit.
4. Click on the "Short Term Rental Owner" link for the permit type you wish to apply for in the "Permits - Short Term Rental" section of the [Get Started](#) page.
5. In the STR Owner application, click the blue button labeled "Business Name and Location".

The screenshot shows a "Business Details" form. It has two main sections: "Business Name:" and "Business Location:". The "Business Name:" field contains the text "Louis Armstrong" and has a red asterisk next to it. The "Business Location:" field contains the text "1300 Perdido St" and also has a red asterisk next to it. Below the fields, there is a blue "Continue" button and a "Help" link.



- For business name, use the **legal name of the owner of the property** you intend to use as an STR– the “business name” will be **the name of the person who will hold the permit**. RSTR permit holders must be natural persons (human beings). CSTR permit holders may be juridical persons (corporations).
- Use the STR property's municipal address for the location. Click the blue "Continue" button.
- On the next screen, you should possible matches for your address search. If there is more than one result, click on the correct one to select it. Click the blue "Choose" button to move to the next step.
- If there are no matches, please email us at [onestopapp@nola.gov](mailto:onestopapp@nola.gov) so we can have our addressing specialist assist you with submitting a municipal address request or identifying the correct address to use.)

Choose Location

1300 Perdido St

If the desired location is not displayed in the search results, click the "Help" button below.

Back Help Choose

6. The "Business Location Line 2" section is an option to add an apartment or unit number, if the STR unit has one and that apartment/unit was not listed in your address search in the previous step. You can leave this text box empty if you don't need to add an apartment or unit number. Click the blue "Continue" button.

Business Location Line 2

Business Location Line 2, if applicable (Example: Suite 154):

Continue

Back Help

7. Enter a brief description of your STR unit in the Description section.
8. In the Owner/Officer Information window, you may enter the names of any other individuals you wish to associate with your STR, such as other owners. If you do not wish to associate anyone, you may leave this section blank or re-enter the name of the person who will be the license holder.
9. Location - General:
- This section is for your information only. Nothing in a gray text box can be edited.
10. Short Term Rentals - Location:
- *Type of Building*: select the type of building or unit within a building that best describes your STR unit.
  - *Total Number of Bedrooms in Home*: enter the total number of bedrooms in the STR unit, even if you don't intend to rent all of them.

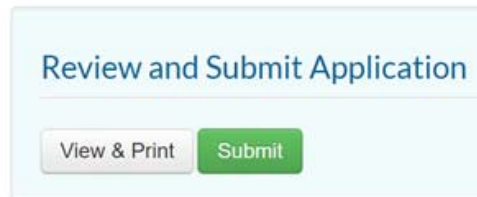




- *Total Number of Bedrooms Being Rented:* enter the total number of bedrooms to be rented - this should be the same number of bedrooms you plan to advertise in any listings.
  - **Important note:** The CZO defines a guest bedroom as: "An enclosed room designed for, and outfitted to be used for sleeping and/or lodging of guests. A guest bedroom shall not be a shared space or a space designed for or outfitted to be used for any purpose other than sleeping or lodging of guests." (CZO 26.6) All bedrooms used for STR must meet this definition.
11. Short Term Rentals – STR Operator Information:
- All Short Term Rental Units require an Operator - the Operator can be the Owner, or another person with a valid STR Operator permit. (If your Operator's permit has not been issued yet, you can still file this application, but you or your chosen Operator must have been issued an Operator permit before the Owner permit application for this unit can be approved.)
  - *Operator Permit Number:* If your intended Operator has obtained their permit already, enter that permit number here. If your operator has an Operator permit application in progress, you can use that application's reference code here.
  - *Operator Permit Expiration Date:* You can leave this field blank as it will be automatically calculated upon permit issuance.
12. Short Term Rentals – STR Operator Information - Operator Type:
- If you own this Short Term Rental unit, plan to operate it yourself, and do not plan to operate any other Short Term Rental units, select "Owner-Operator".
  - If a licensed Operator than the Owner will be operating this STR unit on the Owner's behalf, and that Operator does not operate any other STR units in New Orleans, select "Single-Unit Residential".
  - If the Operator of this Short Term Rental operates more than one Short Term Rental unit in New Orleans of any kind, select "2+ Unit Operator".
13. Short Term Rentals – STR Operator Information - Identity:
- If you own this Short Term Rental unit, plan to operate it yourself, and do not operate any other Short Term Rental units, select "Owner".
  - If someone other than the Owner will be operating this STR unit, select "Operator/Property Manager".
14. Short Term Rentals - Platform List:
- Enter the name of any platform you intend to use to advertise your STR (Airbnb, VRBO, Homeaway, etc.). If you intend to list your unit on more than one platform, you can click the green "Add Item" button to add another text box, as many times as necessary. If you are unsure of where you intend to advertise your STR, you may leave this section blank.
15. CSTR ONLY - Short Term Rentals - Required Plans:
- CSTR Owner permits require written plans for noise abatement, security, and sanitation. [Read the STR Handbook section, "Permit-Holder Duties and Responsibilities" carefully.](#) Enter descriptions for how you intend to meet each of these responsibilities. If you already have written plans that meet these criteria, you can also upload them in the Documents section further down in the web application form.
16. Short Term Rentals - STR Attestations: You must type your initials in each text box, certifying each item in the list of attestations.
17. Required Documents:



- **Note:** The required floor plan and evacuation plan can be the same document so long as all required elements are shown. Please label rooms (i.e. “bedroom” “living room”) for clarity.
  - *Evacuation/Floor Plan:* The City requires a floor plan (hand-drawn is fine) showing at minimum:
    - Fire exits and escape routes
    - Location of all smoke detectors, fire extinguishers, and carbon monoxide detectors
    - Entrance and exit doors
    - Interior doors and walls
    - Windows
    - Guest bedrooms and bathrooms
    - Owner-only bedrooms and bathrooms (if applicable)
    - Kitchens
  - *Parking Plan:* A site plan (hand-drawn is fine) showing available off-street parking. You can learn about what parking requirements might apply to your property in [Appendix A-5](#) of the STR Handbook.
18. To upload these plan documents, click the "Choose File" button beneath the document name. That will allow you to navigate to the file on your computer and select, similar to how you might attach a file to an email.
  19. You can also use the "Submit a General Document" option at the bottom of the section to add another document - for instance, if you have your required noise/security/sanitation plans written up in a document on your computer, you could attach that here.
  20. Review your application for completeness and accuracy and then, click the green "Submit" button at the bottom of the page, below the Document section.



- If you are missing any of the requirements, you'll get a notification of what is missing. Please note that if you try to submit before all of the requirements are entered, you might need to re-upload the documents again.
- If all the requirements have been entered, you'll see an "Information Verification" screen next. You must type your name in the "Print Name" text box (your email address, submission date and time, and your computer's IP address are all automatically filled for you). **Your application is not complete and submitted until you click the green "Submit" button at the bottom of this Information Verification form.**





### 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.

#### Verification form

Print Name *

Account Email

Date & Time

Your IP Address

Close Submit

21. You'll know you have successfully submitted your application when you see the "Congratulations!" message. This message includes your application's unique reference code - you can use this reference code if you need to correspond with us about your application in order for us to locate your application right away. You can also use this reference code in place of an issued permit number to keep advertisements compliant while the application is pending.

**Congratulations!** Your application has been submitted successfully.

Your reference code is: **EWVYHS** for your new Short Term Rental Operator.  
A member of our team will review your submission and may contact you directly to collect additional information.

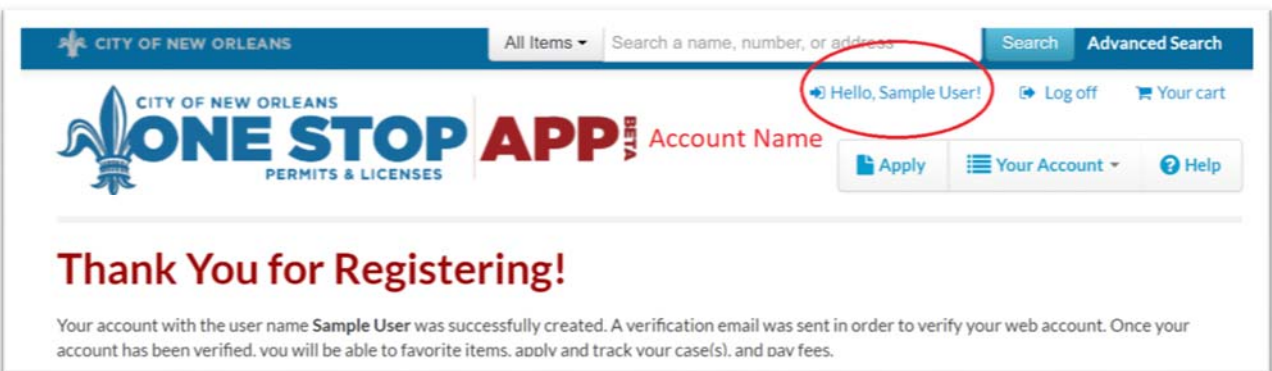
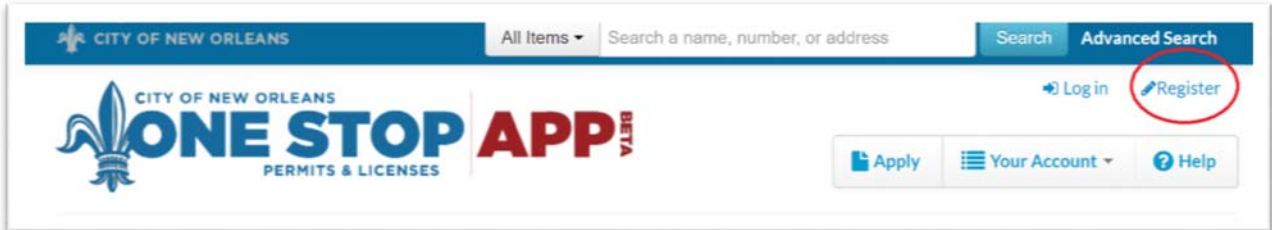
22. Make sure to watch your email for messages from [noreply@nola.gov](mailto:noreply@nola.gov) – questions, comments, and determinations will come from this email address. Applications are reviewed in the order they are received - during periods of high volume, it may be several days before you receive questions or approval messages.
23. You'll be [able to pay for your permit](#) after it has been approved, and download it once the payment is complete.



## A-7: ONESTOP APP ONLINE APPLICATION INSTRUCTIONS FOR OPERATOR PERMITS

For instructions and help with OneStop applications, visit [nola.gov/onestop/help-with-the-one-stop-app/](https://nola.gov/onestop/help-with-the-one-stop-app/)

1. Visit [onestopapp.nola.gov/](https://onestopapp.nola.gov/)
2. Log in or register a new account.



3. If you already have an application filed which you would like to like to a OneStopApp account:
  - Visit <https://onestopapp.nola.gov/>
  - Log in or create an account
  - Send an email to [STR@nola.gov](mailto:STR@nola.gov) with the address of your property or the permit number in the subject line, along with the word "associate". An example of a correct subject line would be "1300 Perdido St associate" or "19RSTR-04312 associate".
  - In the body of the email, include the username and email address of the OneStop account you would like to associate with the property and/or permit.
4. Click on the "Short Term Rental Operator" link in the "Permits - Short Term Rental" section of the [Get Started](#) page.
5. In the Business Details window, click the blue button labeled "Business Name and Location..."
  - In the case of a STR Operator permit, your "business name" is your own legal name - Short Term Rental Operators must be a natural person (that is, a human, not a corporation, LLC, or any other business type).



- If you live in Orleans Parish or manage your STR business from a location in Orleans Parish, enter your street address. If you do not have a home or business address in Orleans Parish, enter "1300 Perdido St". Click the blue "Continue" button to move on to the next step:

6. In the Description section, enter a brief summary of the type of Operator you intend to be.

7. In the Owner/Officer Information window, the application requires an "owner" contact to be added. This is not the same as the STR unit Owner, but rather the "owner" of the license you're applying for, which is you. **Enter your own legal name in this field.**
8. The first step is to search for your contact. Type your legal name in the "Contact Name" text box and then click the blue Search button:



9. Possible matches for your name will open in a "Contact Search Results" window. If you see a match with the correct name and address, you can click the gray "Add" button next to that contact in order to move to the next step. If you don't see a match, you can click the "Add a contact not listed above" button to create one:

**Contact Search Results**

26 contacts found.

<b>Louis Armstrong Airport</b>	P.O. Box 2007	Add
Contact Name:	Address:	
Louis Armstrong International Airport	P.O. Box 2007	Add
Contact Name:	Address:	
Louis Armstrong Int'l Airport	900 Airline Drive	Add
Contact Name:	Address:	

Add a contact not listed above

10. In the "Add contact" form that opens, you can enter your name, mailing address, phone number and email. Your mailing address does not need to be in Orleans Parish. Click the "Add contact" button to continue:

**Contact Search Results**

No existing contact matched your search.

**Add contact**

Please provide the following information:

First name  Last name

Address

Address 2

City  State  Zip Code

Phone  Email

Add contact Cancel

11. When you have successfully added a contact, you'll see it above the contact search section. You must have at least one contact listed there in order for your application to be accepted. Example of a successfully added contact:

**Owner/Officer Information**

Contact Name Louis Armstrong	Type Owner or Officer	Remove
---------------------------------	--------------------------	--------

**Search for an Agent or Officer**

Please provide the full name and title of all owners and officers of the business. You may also designate other authorized agents of this business.

Perform a search for a contact by entering the name and clicking the Search button below. If that person/business is not yet in our records, you will be able to add them using the pop up window after first performing a search.

Contact Name  Type



12. Location - General:

- This section is for your information only. Nothing in a gray text box can be edited.

13. Short Term Rentals – STR Operator Information - Operator Type:

- If you own an STR unit and plan to operate it yourself, and do not operate any other STR units, select "Owner-Operator".
- If you intend to operate a single STR unit, select "Single-Unit Residential".
- If you intend to operate more than one STR unit, select "2+ Unit Operator".

14. Short Term Rentals – STR Operator Information - Identity:

- If you own an STR unit, plan to operate it yourself, and do not operate any other STR units, select "Owner".
- If you are managing STR unit(s) which you do not own, select "Operator/Property Managers".

15. Short Term Rentals – STR Operator Information – Preferred Name

- If you prefer to be referred to by a name other than your legal name, enter it here. Otherwise this field can be left blank.

16. Short Term Rentals – STR Operator Information – Management Company Associations

- This is not a required field. However, if you would like to share whether or not you are associated with or employed by a professional management company, you can enter the name of that company here.

17. Required Plans:

- [Read the STR Handbook section, "Permit-Holder Duties and Responsibilities" carefully.](#) In these sections, enter descriptions of how you intend to prevent nuisances from occurring, and how you intend to respond if you are informed of possible violations or complaints at an STR unit you manage.

18. Required Documents:

- We require a document listing the STR unit(s) you intend to operate at the time of your application (even if the number and location of STR units may change in the future). This list can be neatly handwritten and scanned as a PDF document, as one of the common image file types (jpeg, png, or tiff), or typed in Microsoft Word, Excel, PDF, or text file. The list should include:
  - i. The STR unit(s) address(es)
  - ii. STR unit(s) owner(s) name(s)
  - iii. STR unit(s) owner(s) mailing address(es)
  - iv. STR unit(s) owner(s) phone number(s)
  - v. STR unit(s) owner(s) email address(es) if the owner uses email
- To attach this document, click on the "Choose File" button. This will let you navigate to wherever you saved your unit list document and select it, like you would navigate to a document to attach it to an email message. You will see the file name next to the "Choose File" button once you've found and selected your document.

### List of Units (REQUIRED)

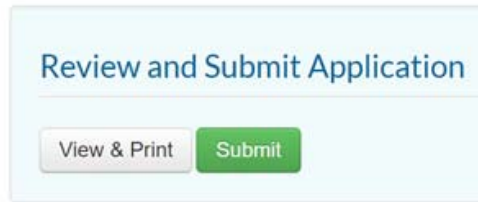
Choose File STR units - example.docx

- You can also use the "Submit a General Document" option beneath the "List of Units (REQUIRED)" section to add another document - for instance, if you have your nuisance plan and complaint response plan written up in a document on your computer, you could attach that here (although a separate document for



these is not required if you typed your plans into the text boxes in this web application).

19. Once your application is complete, click the green "Submit" button at the bottom of the page, below the Document section.



20. If you are missing any of the requirements, you'll get a notification of what is missing. Please note that if you try to submit before all of the requirements are entered, you might need to re-upload the documents again.
21. If all the requirements have been entered, you'll see an "Information Verification" screen next. You must type your name in the "Print Name" text box (your email address, submission date and time, and your computer's IP address are all automatically filled for you). Your application is not complete and submitted until you click the green "Submit" button at the bottom of this Information Verification form.

22. You'll know you have successfully submitted your application when you see the "Congratulations" message. This message includes your application's unique reference code - you can use this reference code if you need to correspond with us about your application in order for us to locate your application right away.



23. Make sure to watch your email for messages from noreply@nola.gov – questions, comments, and determinations will come from this email address. Applications are reviewed in the order they are received - during periods of high volume, it may be several days before you receive questions or approval messages.
24. You'll be able to pay for your permit after it has been approved, and download it once the payment is complete.



## A-8: REQUIRED DOCUMENTS BY PERMIT TYPE

### RESIDENTIAL STR (RSTR) PERMIT

- Completed application form
- List of Platforms used with correlating print outs of listings or URL links
- An evacuation plan indicating:
  - Fire exits and escape routes
  - Location of all smoke detectors, fire extinguishers, and carbon monoxide detectors
- Site plan showing all required parking
- Floor plan depicting all
  - Entrance and exit doors
  - Windows
  - Guest Bedrooms and bathrooms
  - Owner-only bedrooms and bathrooms
  - Kitchens
  - Interior Doors

### COMMERCIAL STR (CSTR) PERMIT

- Completed application form
- List of Platforms used to solicit booking transactions with correlating print outs of listings or URL links
- An evacuation plan indicating:
  - Fire exits and escape routes
  - List of Platforms used with correlating print outs of listings or URL links
  - Site plan showing all required parking
  - Floor plan depicting all
    - Entrance and exit doors
    - Windows
    - Guest Bedrooms and bathrooms
    - Owner-only bedrooms and bathrooms
    - Kitchens
    - Interior Doors

### STR OPERATOR (OSTR) PERMIT

- Completed application Form
- List of the municipal addresses of all dwelling units for which the Operator is responsible
- For each such unit:
  - Name and contact information for Owner
  - Nuisance Prevention Plan
  - Neighborhood Response Plan
  - Valid driver's license or other official government identification

### STR PLATFORM (PSTR) PERMIT:

- Application Form
- Current City of New Orleans Occupational License
- Certificate of Good Standing with the Louisiana Secretary of State
- Listing of the names and web addresses of any portal, listing service, or website under the applicant's ownership or control that facilitates booking transactions in Orleans Parish





## A-9: THE PERMIT APPLICATION REVIEW PROCESS

### STEP 1: FILING AN APPLICATION

Applications can be filed online at [onestopapp.nola.gov](http://onestopapp.nola.gov) or in person at the OneStop Shop on the 7th floor of City Hall, 1300 Perdido St. If you file online, you will receive a confirmation email when your application is successfully filed. *If you do not receive a confirmation email, it means that your application has not been filed.*

The date that the application is registered in our system as successfully filed is the filing date of that application. In the interest of ensuring that all applications are received with an accurate filing date, we will not be able to accept applications that are dropped off, emailed, faxed, or sent by mail.

### STEP 2: APPLICATION REVIEW

When filed, each application is assigned to a permit analyst who will review the application for eligibility and completeness. When the analyst completes their review, the application is assigned to a member of the STR Office, who will confirm the analyst's review before approving a final determination. We ask for two weeks to complete this review process. To check the progress of an application review, visit [onestopapp.nola.gov](http://onestopapp.nola.gov) and use the search bar at the top of the page to search by reference code, permit number, applicant name, or property address.

During this process we will communicate with applicants from a “do not reply” email address. Applicants whose applications require additional documentation or action will be given detailed instructions. To ensure you receive these important emails, please whitelist or regularly check your spam/junk folders for emails from [NOREPLY@nola.gov](mailto:NOREPLY@nola.gov). **Every email will include the direct email address of the reviewer who sent it so be sure to direct replies to that reviewer's email and not to the “do not reply” address.**

### STEP 3: DETERMINATION

All determinations on STR applications will be emailed from [NOREPLY@nola.gov](mailto:NOREPLY@nola.gov). Application approvals will contain instructions on payment and downloading the permit placard. Application denials will provide reasons for the denial and instructions on how to appeal the denial and/or re-apply. Determinations may be appealed through the Board of Zoning Adjustments within 45 days. More information about this process can be found at [nola.gov/city-planning/applications](http://nola.gov/city-planning/applications) or by visiting the CPC at the OneStop.





## APPENDIX B – FORM EXAMPLES

[B-1: Sample Residential STR Owner Permit \(RSTR\) Application Form](#)

[B-2: Sample Commercial STR Owner Permit \(CSTR\) Application Form](#)

[B-3: Sample STR Operator Permit \(OSTR\) Application Form](#)

[B-4: Sample Platform Permit \(PSTR\) Application Form](#)

[B-5: Sample Commercial STR Permit \(CSTR\) Required Plans \(CCNO 26-617\(C\)\(5\)\)](#)

[B-6: Sample Floor Plan](#)

[B-7: Sample Evacuation Plan](#)

[B-8: Sample Guest Records Form](#)



# B-1: SAMPLE RESIDENTIAL STR OWNER PERMIT (RSTR) APPLICATION FORM

This form cannot be submitted. Access a fill-in, printable form online at [nola.gov/str](http://nola.gov/str).



Date	_____
Tracking Number	_____

## RESIDENTIAL SHORT TERM RENTAL OWNER'S PERMIT (RSTR)

### INSTRUCTIONS

For detailed information, required reading, sample documents, and fillable forms relating to Short Term Rentals, please visit [nola.gov/str](http://nola.gov/str). This application and all required attachments may be handwritten and submitted in person at the OneStop Shop on the 7th floor of City Hall. Applications can also be filled out and filed electronically with all required attachments at [onestopapp.nola.gov](http://onestopapp.nola.gov). Instructions, FAQ, and troubleshooting tips for the [onestopapp.nola.gov](http://onestopapp.nola.gov) webpage are available at <https://nola.gov/onestop/help-with-the-one-stop-app/>. For technical issues with the [onestopapp.nola.gov](http://onestopapp.nola.gov) webpage, please contact [onestopapp@nola.gov](mailto:onestopapp@nola.gov). Contact the Short Term Rental Administration by email at [str@nola.gov](mailto:str@nola.gov) or by phone at 504-658-7144.

### OWNER-APPLICANT INFORMATION

Applicant Name: _____

Address: _____

Unit/Apt/Suite Number (if applicable): _____ Zip Code: _____

Telephone: _____ Email: _____

### OPERATOR INFORMATION

Do you have a licensed operator for this STR?

- Yes  In Process

License # _____ Reference # _____

- Self-Operated  No

(Permit will not be issued without Licensed Operator)

### LICENSE TYPE

- Partial (\$250.00)  Small (\$500.00)  Large (\$500.00)

### PROPERTY INFORMATION

- Single Family/Dwelling Unit  Two-Family/Dwelling Units  3-4 Family/Dwelling Units  5+ Family/Dwelling Units

Number of Principal Structures on the Property: _____

Number of Total Dwelling Units on the Property: _____

Unit Number of STR: _____

Number of Guest Bedrooms in STR Unit: _____ Number of Guests: _____

### Required Attachments:

- A list of Platforms that will be used to solicit booking transactions for the STR, and correlating print-outs or URL links
- An evacuation plan indicating:
  - Fire exits and escape routes
  - Location of all smoke detectors, fire extinguishers, and carbon monoxide detectors
- A site plan showing all required parking
- A floor plan depicting all:
  - Entrance and exit doors
  - Windows
  - Guest bedrooms and bathrooms
  - Owner-only bedrooms and bathrooms
  - Kitchens
  - Interior Doors



This form cannot be submitted. Access a fill-in, printable form online at [nola.gov/str](http://nola.gov/str).



Date	_____
Tracking Number	_____

## RESIDENTIAL SHORT TERM RENTAL OWNER'S PERMIT (RSTR)

### ATTESTATIONS:

I, _____, hereby certify that:

Initial Below:

_____ The Dwelling Unit has no outstanding property taxes or City liens associated with the lot-of-record, nor does the owner owe any other outstanding taxes to the City, including taxes and fees owed in connection with Short-Term Rentals;

_____ 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;

_____ 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;

_____ 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;

_____ 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;

_____ The Owner possesses insurance that meets the requirements of City Code Sec. 26-618(A)(1);

_____ The Dwelling Unit used as a Short-Term Rental is located on the same lot of record as the Owner's primary residence, and the Owner possesses a valid Homestead Exemption at this property;

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

Applicant Signature: _____

Date: _____

### ACKNOWLEDGEMENTS:

I certify that all information contained in this application, 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 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. I understand that any change in the scope or cost of the work or use must be reported to the Department of Safety and Permits and additional permits and/or licenses may be required.

Applicant Signature: _____

Date: _____



## B-2: SAMPLE COMMERCIAL STR OWNER PERMIT (CSTR) APPLICATION

This form cannot be submitted. Access a fill-in, printable form online at [nola.gov/str](http://nola.gov/str).



Date	_____
Tracking Number	_____

### COMMERCIAL SHORT TERM RENTAL OWNER'S PERMIT (CSTR)

#### INSTRUCTIONS

For detailed information, required reading, sample documents, and fillable forms relating to Short Term Rentals, please visit [nola.gov/str](http://nola.gov/str). This application and all required attachments may be handwritten and submitted in person at the OneStop Shop on the 7th floor of City Hall. Applications can also be filled out and filed electronically with all required attachments at [onestopapp.nola.gov](http://onestopapp.nola.gov). Instructions, FAQ, and troubleshooting tips for the [onestopapp.nola.gov](http://onestopapp.nola.gov) webpage are available at <https://nola.gov/onestop/help-with-the-one-stop-app/>. For technical issues with the [onestopapp.nola.gov](http://onestopapp.nola.gov) webpage, please contact [onestopapp@nola.gov](mailto:onestopapp@nola.gov). Contact the Short Term Rental Administration by email at [str@nola.gov](mailto:str@nola.gov) or by phone at **504-658-7144**.

#### OWNER INFORMATION

Owner Name: _____

Mailing Address: _____

Unit/Apt/Suite Number (if applicable): _____ Zip Code: _____

Telephone: _____ Email: _____

#### STR UNIT INFORMATION

Mailing Address: _____

Unit/Apt/Suite Number (if applicable): _____ Zip Code: _____

Number of Guest Bedrooms in STR Unit: _____ Number of Guests: _____

#### OPERATOR INFORMATION

Do you have a licensed operator for this STR?

- Yes  In Process

License # _____ Reference # _____

- No  
(Permit will not be issued without Licensed Operator)

#### Required Attachments:

- A list of Platforms that will be used to solicit booking transactions for the STR, and correlating print-outs or URL links
- An evacuation plan indicating:
  - Fire exits and escape routes
  - Location of all smoke detectors, fire extinguishers, and carbon monoxide detectors
- A site plan showing all required parking
- A Noise Abatement Plan
- A Security and Operations Plan
- A Sanitation Plan
- A floor plan depicting all:
  - Entrance and exit doors
  - Windows
  - Guest bedrooms and bathrooms
  - Owner-only bedrooms and bathrooms
  - Kitchens
  - Interior Doors



This form cannot be submitted. Access a fill-in, printable form online at [nola.gov/str](http://nola.gov/str).



Date	_____
Tracking Number	_____

## COMMERCIAL SHORT TERM RENTAL OWNER'S PERMIT (CSTR)

### ATTESTATIONS:

I, _____, hereby certify that:

Initial Below:

_____ The Dwelling Unit has no outstanding property taxes or City liens associated with the lot-of-record, nor does the owner owe any other outstanding taxes to the City, including taxes and fees owed in connection with Short-Term Rentals;

_____ 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;

_____ 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;

_____ 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;

_____ 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;

_____ The Owner possesses insurance that meets the requirements of City Code Sec. 26-618(A)(1);

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

Applicant Signature: _____ Date: _____

### ACKNOWLEDGEMENTS:

I certify that all information contained in this application, 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 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. I understand that any change in the scope or cost of the work or use must be reported to the Department of Safety and Permits and additional permits and/or licenses may be required.

Applicant Signature: _____ Date: _____



### B-3: SAMPLE STR OPERATOR PERMIT (OSTR) APPLICATION

This form cannot be submitted. Access a fill-in, printable form online at [nola.gov/str](http://nola.gov/str).



Date _____
Tracking Number _____

## SHORT TERM RENTAL OPERATOR'S PERMIT (OSTR)

### INSTRUCTIONS

For detailed information, required reading, sample documents, and fillable forms relating to Short Term Rentals, please visit [nola.gov/str](http://nola.gov/str). This application and all required attachments may be handwritten and submitted in person at the OneStop Shop on the 7th floor of City Hall. Applications can also be filled out and filed electronically with all required attachments at [onestopapp.nola.gov](http://onestopapp.nola.gov). Instructions, FAQ, and troubleshooting tips for the [onestopapp.nola.gov](http://onestopapp.nola.gov) webpage are available at <https://nola.gov/onestop/help-with-the-one-stop-app/>. For technical issues with the [onestopapp.nola.gov](http://onestopapp.nola.gov) webpage, please contact [onestopapp@nola.gov](mailto:onestopapp@nola.gov). Contact the Short Term Rental Administration by email at [str@nola.gov](mailto:str@nola.gov) or by phone at 504-658-7144.

### OPERATOR INFORMATION

Operator Name: _____

Mailing Address: _____

Unit/Apt/Suite Number (if applicable): _____ Zip Code: _____

Telephone: _____ Email: _____

### Required Attachments:

- A list of the municipal addresses of all dwelling units for which the Operator is responsible, specifically including for EACH:
  - Name and Contact Information of the STR Unit Owner
  - Nuisance Prevention Plan
  - Neighborhood Response Plan
- A valid Driver's License or other official government identification

### ATTESTATIONS:

I, _____, hereby certify that I have read, understand, and agree to comply with all legal duties imposed by New Orleans City Code Chapter 26 and the Comprehensive Zoning Ordinance.

Applicant Signature: _____ Date: _____

### ACKNOWLEDGEMENTS:

I certify that all information contained in this application, 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 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. I understand that any change in the scope or cost of the work or use must be reported to the Department of Safety and Permits and additional permits and/or licenses may be required.

Applicant Signature: _____ Date: _____





## B-4: SAMPLE STR PLATFORM PERMIT (PSTR) APPLICATION

This form cannot be submitted. Access a fill-in, printable form online at [nola.gov/str](http://nola.gov/str).



Date	<input type="text"/>
Tracking Number	<input type="text"/>

### SHORT TERM RENTAL PLATFORM APPLICATION (PSTR)

**Required Attachments:**

- Current City of New Orleans Occupational License
- Certificate of Good Standing with Louisiana Secretary of State
- A listing of the names and web addresses of any portal, listing service, or website under the applicant's ownership or control that facilitates booking transactions in Orleans Parish

**Type of Application:**

Check one: Initial  Renewal

#### APPLICANT INFORMATION

Primary Contact Name  Primary Contact Phone

Business Name

Trade Name or DBA

Business Address

City  State  Zip

Business Phone  City of New Orleans Occupational License Number

EIN #  Email address

#### AGENT FOR SERVICE OF PROCESS

Name

Address

City  State  Zip

Phone  Email address

#### ACKNOWLEDGMENTS

I represent that the information contained in this application is true and correct. I understand that the City of New Orleans reserves the right to deny and/or revoke this application based upon the misrepresentation, alteration, omission, incompleteness of material fact, or for any reason set forth in New Orleans City Code Chapter 26. I agree to comply with all provisions and requirements of New Orleans City Code Chapter 26 and the Comprehensive Zoning Ordinance should this application be approved.

Applicant Signature _____ Date _____





## B-5: SAMPLE COMMERCIAL STR (CSTR) REQUIRED PLANS (CCNO 26-617(C)(5))

This form cannot be submitted. Access a fill-in, printable form online at [nola.gov/str](http://nola.gov/str).



Date	_____
Tracking Number	_____

### COMMERCIAL STR (CSTR) REQUIRED PLANS (CCNO 26-617(C)(5))

#### INSTRUCTIONS

For detailed information, required reading, sample documents, and fillable forms relating to Short Term Rentals, please visit [nola.gov/str](http://nola.gov/str). This application and all required attachments may be handwritten and submitted in person at the OneStop Shop on the 7th floor of City Hall. Applications can also be filled out and filed electronically with all required attachments at [onestopapp.nola.gov](http://onestopapp.nola.gov). Instructions, FAQ, and troubleshooting tips for the [onestopapp.nola.gov](http://onestopapp.nola.gov) webpage are available at <https://nola.gov/onestop/help-with-the-one-stop-app/>. For technical issues with the [onestopapp.nola.gov](http://onestopapp.nola.gov) webpage, please contact [onestopapp@nola.gov](mailto:onestopapp@nola.gov). Contact the Short Term Rental Administration by email at [str@nola.gov](mailto:str@nola.gov) or by phone at **504-658-7144**.

The plans listed below are required submittals for all Commercial Short Term Rental (CSTR) permits under CCNO 26-617(C)(5). Applicants may use their own forms in lieu of this document.

#### REQUIRED PLANS

##### NOISE ABATEMENT PLAN

Please describe in detail your plans to contain noise to the STR Unit and to prevent disturbances to neighbors.

##### SECURITY AND OPERATION PLAN

Please describe in detail your plans to ensure the security of STR guests, their invitees, and neighbors of the STR Unit.

##### SANITATION PLAN

Please 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 New Orleans City Code.

#### ACKNOWLEDGEMENTS:

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 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. 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.

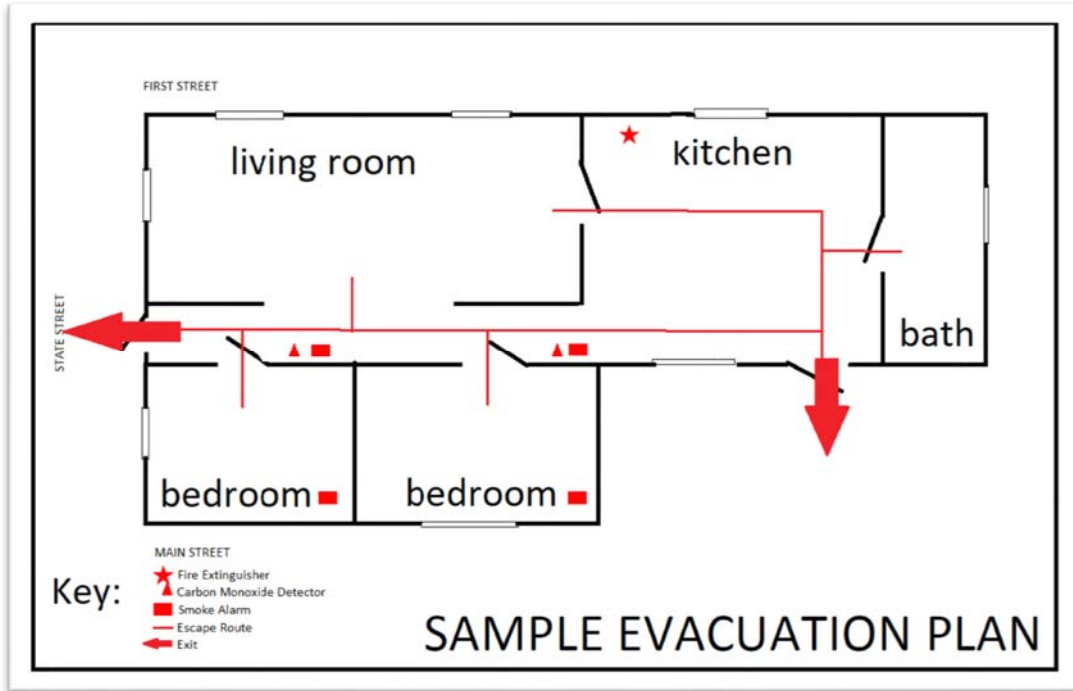
Applicant Signature: _____

Date: _____



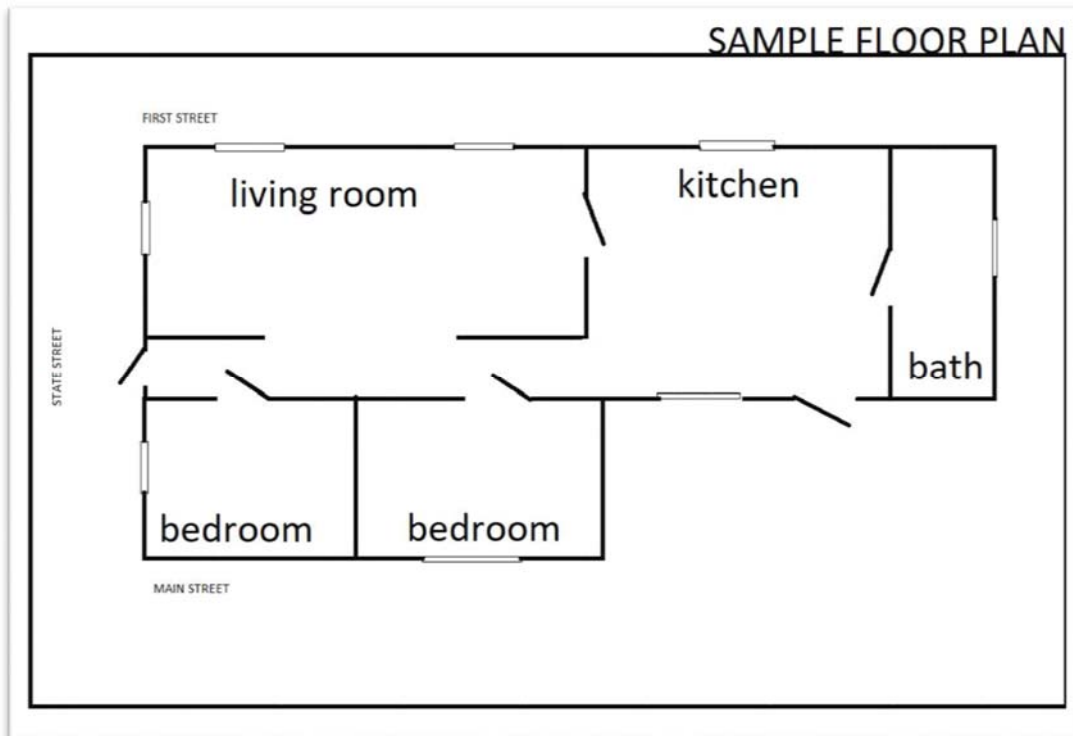
### B-6: SAMPLE FLOOR PLAN

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



### B-7: SAMPLE EVACUATION PLAN

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





### B-8: SAMPLE GUEST RECORDS FORM

This form cannot be submitted. Access a printable form online at [nola.gov/str](http://nola.gov/str).

<b>Property Address:</b> 123 Fake St., Apt. 76, New Orleans, LA 70122			
<b>Record Period:</b>	<b>Begin (mm/dd/yy)</b> 01 / 01 / 20	<b>Begin (mm/dd/yy)</b> 12 / 30 / 20	
<b>Owner Name:</b> Michael Mouse			
<b>Owner License Number:</b>	20-RSTR-54321		
<b>Operator Name:</b> Daisy Duck			
<b>Operator License Number:</b>	19-OSTR-12345		
<b>STR GUEST RECORDS</b>			
<b>Check In Date</b>	<b>Check Out Date</b>	<b>Number of Guests</b>	<b>Nightly Rate</b>
2/14/20	2/17/20	4	\$97
2/20/20	2/23/20	3	\$97
2/25/20	2/35/20	4	\$101