

Short Term Rental Licensing

City of New Orleans

June 1, 2017



BACKGROUND: Process Began with City Planning Commission Study

- **August 2015:** City Council adopted motion directing the City Planning Commission to study regulation of STRs
- **January 2016:** CPC study was completed and forwarded to the City Council
- **August 9, 2016:** City Council starts zoning text amendment process
- **October 20, 2016:** City Council adopted the zoning motion
- **December 7, 2016:** Companion legislation passed by City Council was signed into law.
- **March 13, 2017:** City began accepting applications.
- **April 1, 2017:** Ordinances become effective and City began issuing permits
- **May 1, 2017:** City began enforcement, starting in prohibited areas of the French Quarter.
- **June 1, 2017:** AirBnB delists ads without City Registration at COB.



OVERVIEW: Permitting, Licensing & Enforcement

- All short term rental operators need to apply for a permit with Safety and Permits to ensure that they meet zoning and building codes
 - Pass through registration with Airbnb
- Permits are **privileges not rights**
- Attestation that the operator maintaining a safe environment by complying with Building and Life Safety Codes, providing smoke detectors & fire extinguishers, valid liability insurance of \$500,000 or more and posting the location of fire exits and escape routes;
- The operator shall post their short term rental license on the façade of the property;
- Permits shall contain: address, type of permit holder license, license number, name and contact, occupancy limit
- Permits valid for one year and are not automatically renewed
- 3 types of STR license: Accessory, Temporary, Commercial



OVERVIEW: Penalties

- No Type A or Type T License Permit for Accessory or Temporary Short Term Rentals is valid or shall be issued in the Vieux Carre, the area bounded by: Iberville St., N. Rampart St., Esplanade Ave., and the Mississippi River.
- The following shall be advertising violations: to advertise without a license, to fail to post license number in the listing, and to advertise beyond the scope of the license.
- The Department of Safety and Permits is implementing an administrative adjudication mechanism for short term rental violations;
- Penalties include:
 - Daily fines
 - Property liens
 - Revocation of permit
 - Discontinuation of electric service



PROCESS: Issuance and Enforcement

2 Types of applications:

- “Pass Through Registration” (Initial information supplied by listing platform such as AirBnB)
- Individual Registration

4 Types of Enforcement

- Reporting-Based Enforcement
- Complaint-Based Enforcement
- Web-Based Enforcement
- Proactive Field Enforcement



Process for “Pass Through” Registration

Data Export Supplied by Platform:

- Full Name
- Listing Address
- Tax Address
- Phone Number
- Email Address
- Type
- Evidence of Attestation

Review & Verify

- The contact information for the owner and operator (available 24/7) of the short term rental unit, which includes the physical mailing address, cell phone number, and e-mail address.
- The property has no outstanding taxes or property liens.
- Validate fees.

If Applicable:

- Type A License, proof of ownership via a valid homestead exemption, as required by the Comprehensive Zoning Ordinance.
- Type C License, completed application for a Change of Use or Building Permit, as determined by the Department of Safety and Permits

Email applicant

Email Applicant to pay online and receive their certificate to post.

Any other required information could be uploaded via a link.

Pay & Print

Applicant Logs into Onestopapp.nola.gov or visits the One Stop to pay and receive placard.

Process for Individual Registration

Applicant Obtains Info Online for application requirements.

Applicant Supplies the following through onestopapp.nola.gov or in person at One Stop:

- Application (includes location, owner + operator contact information, rental platforms, and agent for service)
- Attestations per Ch 26-614

If Applicable:

- Type A License, proof of ownership via a valid homestead exemption, as required by the Comprehensive Zoning Ordinance.
- Type C License, completed application for a Change of Use or Building Permit, as determined by the Department of Safety and Permits
- A copy of the Conditional Use Ordinance, if required by the Comprehensive Zoning Ordinance.

Review & Verify

The property has no outstanding taxes or property liens. Completeness of materials in step 2. Validate fees.

If online applicant: Email Applicant to pay online and receive their certificate to post.

If in-person applicant: Reviewed in person and Type A & T can be approved over the counter

Pay & Print

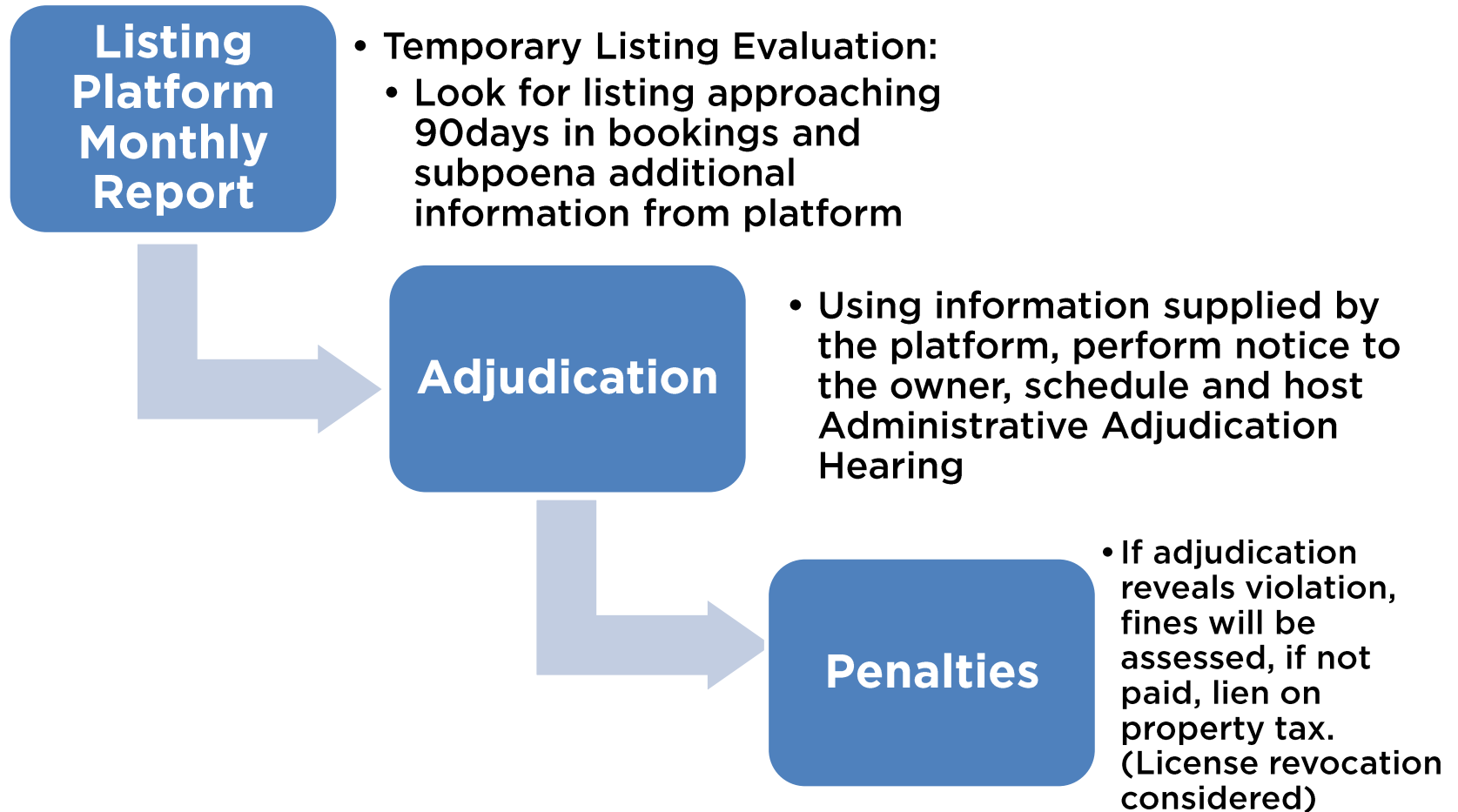
-Applicant Logs into Onestopapp.nola.gov or visits the One Stop to pay and receive placard.

PROCESS: Standards

- The permit holder must provide a valid permit number on any listing advertising the property.
- Only one party of guests is allowed per short term rental unit. A unit is a dwelling unit, not a bedroom.
- Use of the short term rentals for commercial or social events shall be prohibited.
- Short term rental of this property cannot adversely affect the residential character of the neighborhood.
- This short term rental may not generate noise, vibration, glare, odors, or other effects that unreasonably interfere with any person's enjoyment of his or her residence.
- There must be an in-town property manager if the owner or operator offsite during the time of the rental.
- It is unlawful to operate a short term rental outdoors, in an accessory structure (e.g. shed, garage), or in a recreational vehicle.
- This property must appear outwardly to be a residential dwelling.
- No signs (with the exception of required permit) are allowed to be posted on this property.



Reporting-Based Enforcement



Complaint-Based Enforcement

**Complaint
Submitted
to 311 or
online**

- Call-in service with extended hours and web-based form for reporting complaints
- Complaint entered into LAMA and assigned to an inspector
- Inspection performed
- Complaint classified as founded or unfounded

Adjudication

- Using information supplied by complainant and inspector, perform notice to the owner, schedule and host Administrative Adjudication Hearing

Penalties

- If adjudication reveals violation, fines will be assessed, if not paid, lien on property tax. (License revocation considered)

Web-Based Enforcement

Webscraping

- ITI Specialists retrieve and compare data to licensed locations and listing platform reports.
- Deduplication of addresses for potential excessive Type T permits

Investigation

- Inspectors and adjudication staff review information and investigate whether a violation has happened
- Subpoena issued if necessary

Adjudication

- Using information supplied by web team, platform, and inspector, perform notice to the owner, schedule and host Administrative Adjudication Hearing

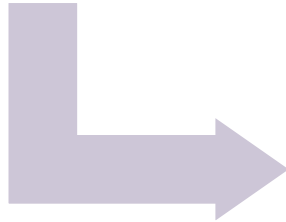
Penalties

- If adjudication reveals violation, fines will be assessed, if not paid, lien on property tax. (License revocation considered)

Proactive Field Enforcement

Field Inspection

- In the course of performing other related investigations, Inspectors will note any signage or locations appearing to operate as an illegal STR
- Upon returning to office enters into LAMA and assigned to adjudication if violation is substantiated



Adjudication

- Using information supplied by complainant and inspector, perform notice to the owner, schedule and host Administrative Adjudication Hearing



Penalties

- If adjudication reveals violation, fines will be assessed, if not paid, lien on property tax. (License revocation considered)

Staffing

- A proactive enforcement model contemplates not only intake, inspection, and adjudication staff, but a proactive, technology-driven research staff to collect data from the web and process that against the City's licensing database. The key to establishing an effective regulatory regime for STRs is to have an effective and robust enforcement mechanism.
- Includes
 - 1 Short Term Rental Administrator,
 - 4 Code Enforcement Inspectors,
 - 2 Management Development Analysts,
 - 2 Information Technology Specialists
 - 1 Office Assistant

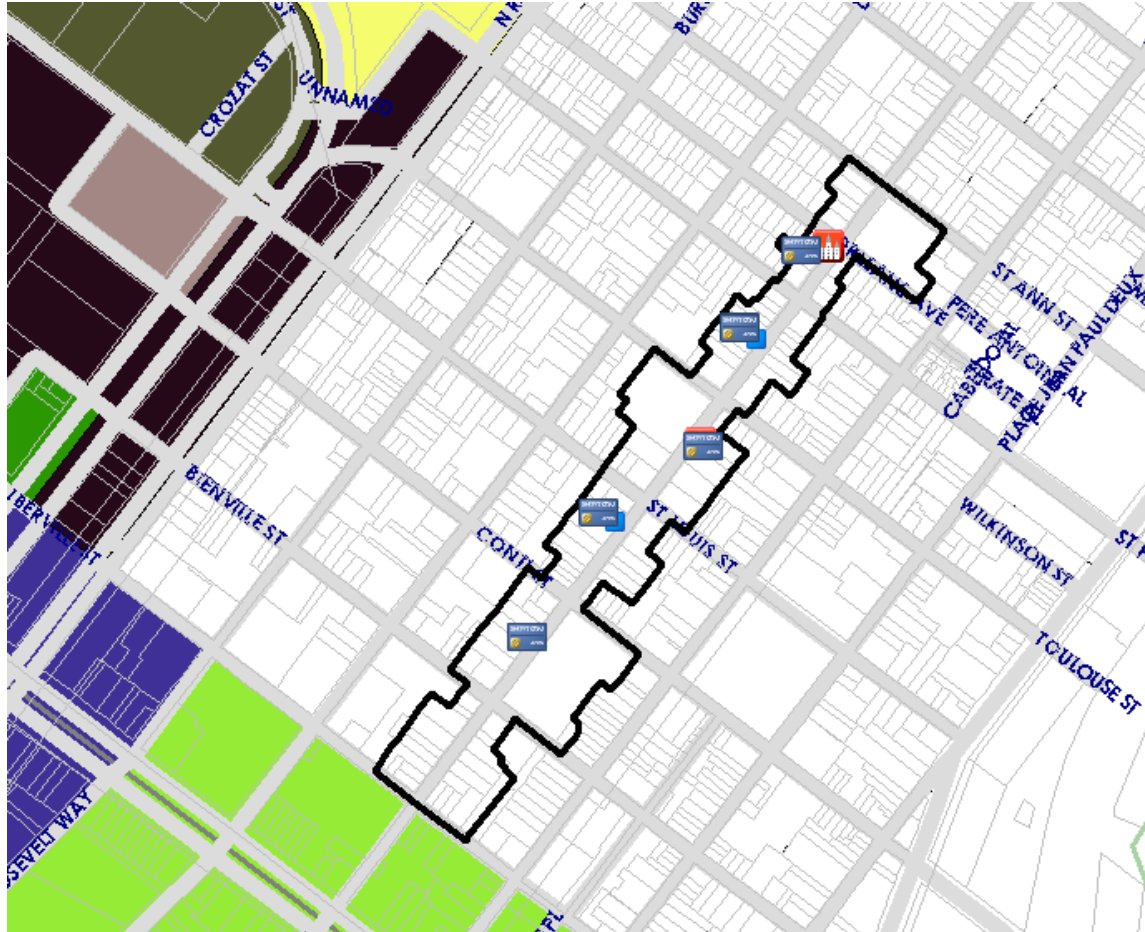


122 Citations Issued in the French Quarter

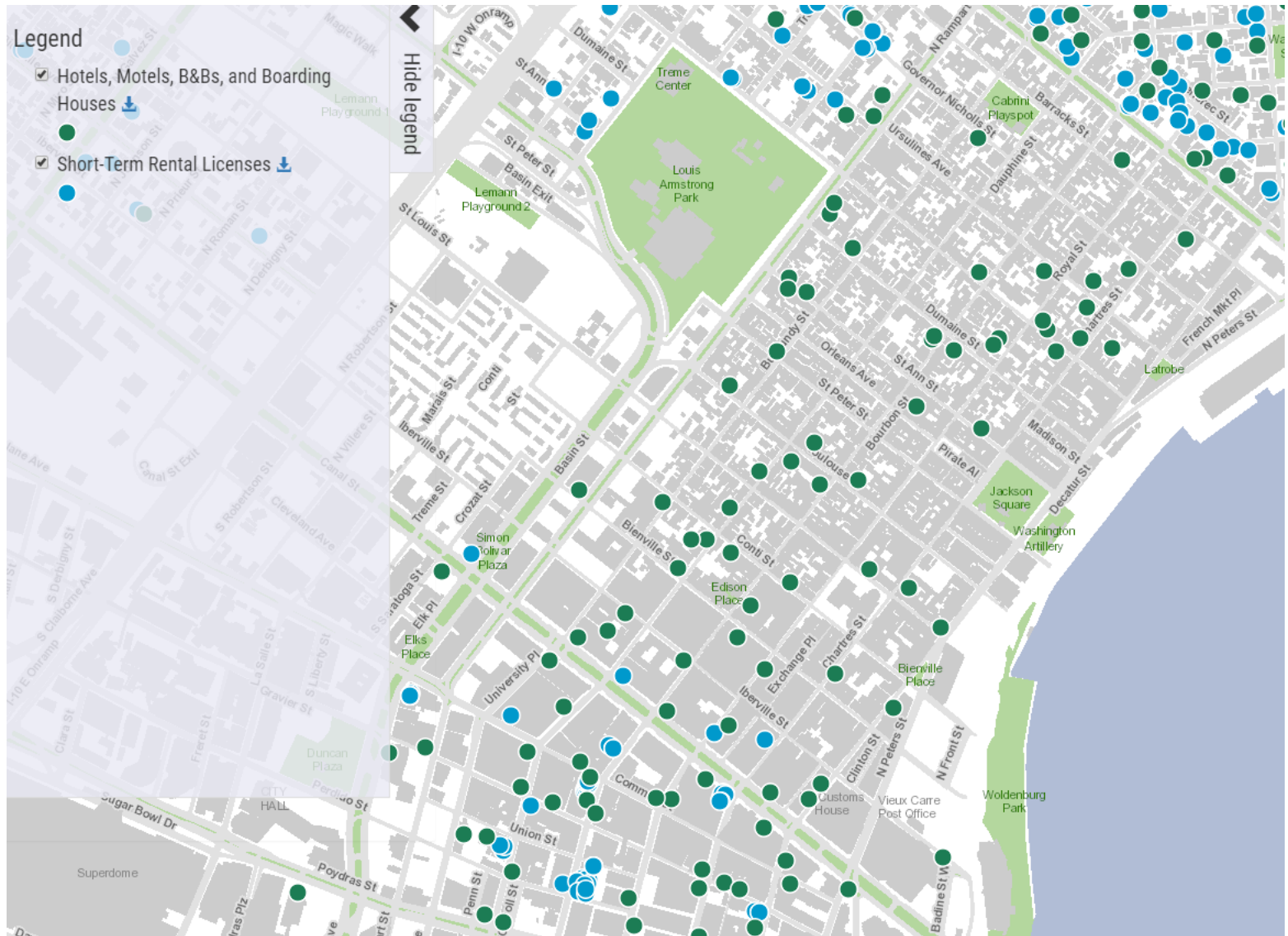


SHORT TERM RENTALS IN THE FRENCH QUARTER

9 Licenses in Vieux Carre Entertainment District



FRENCH QUARTER B&BS



CITIZEN REPORTING

Report Violations in the following ways

eGov Services • 1300 Perdido St, New Orleans, LA 70112 • (504) 658-4000

Home Residents Business Visitors Government NOLA 311 Departments Calendar News & Media Contact Us

Home » Short Term Rentals

Short Term Rentals

- STR Registry
- STR Zoning Restrictions
- STR Licensing Requirements
- STR Building Code Standards
- STR Taxation
- STR Enabling Legislation
- STR Enforcement
- Report a Violation**
- Safety and Permits

Short Term Rental Administration

The Short Term Rental Administration is a division of the Department of Safety and Permits responsible for licensing of short term rental facilities and enforcement of the standards regulating their operation. The STR Administration works cooperatively with the Zoning Administration Division and the Administrative Hearings Bureau of the Department to effectively administer short term rental regulations of the City's Comprehensive Zoning Ordinance and the City Code.

Application and Payment Information

Applications for Short Term Rental Licenses are being accepted both in person at the City's One Stop for Permits and Licenses on the 7th floor of City Hall and through the online permitting portal at onestopapp.nola.gov. If you're planning to apply in person, the application form is available at the bottom of this page.

For returning applicants who have received an approval notification and are ready to pay the license fee, please visit onestopapp.nola.gov and use the reference code to find your application.

STR Administration Contact Information

The STR Administration can be contacted via email using STR@nola.gov or by phone at (504) 658-7144.

Rules and Regulations

On December 1, 2016, the City Council adopted a series of ordinances which amended both the City's Comprehensive Zoning Ordinance and the City Code to define and permit "Short Term Rentals" in zoning districts throughout the city and to create a licensing process for these uses. These ordinances will take effect on April 1, 2017.

A complete summary of the regulations can be found [here](#), and a table of what types of rentals are allowed in which zoning districts can be found [here](#). To find out what your property is zoned, please use our lookup tool at property.nola.gov.

Registry of Approved Short-Term Rentals

Beginning on April 1, 2017, this site will be updated with the addresses and permit numbers of approved Short Term Rentals. This information can also be found at onestopapp.nola.gov by searching for the address of the property being researched.

Report a Violation

You can report a violation and upload documentation including photos at online using this link: <https://www.nola.gov/safety-and-permits/report-a-violation/>

Additionally, violations may be reported via email to STR@nola.gov or by phone at (504) 658-7144.

- Online at nola.gov/str
- Via email to STR@nola.gov
- By Phone at 658-7144

Pictures and videos are accepted.

