

New Orleans Code of Ordinances: Code Enforcement Department

I. Code Enforcement (CE) is a newly created department in the City of New Orleans. The mission is to protect the health, safety and welfare of the general public and the owners and occupants of dwellings and dwelling units used or intended to be used for the purposes of human habitation. It enforces two sections of the [New Orleans Code of Ordinances](#), Chapters 26 and 66.

II. What can be required of property owners?

1. Chapter 26, entitled [Buildings, Building Regulations, and Housing Standards](#), requires property owners to provide minimum property maintenance (structures and lots). It allows CE to enforce building codes against properties that are determined to be public nuisances. Some examples: roof damage, broken windows, missing siding, high grass or debris. See Chapter 26, Division IV for the entire [Minimum Property Maintenance Code](#) or [Fighting Blight: What is the Code?](#) on the Department of Code Enforcement website for an outline of violations.

2. Chapter 66, entitled [Environment](#), includes the Smoke Free Air Act, abandoned motor vehicles, excessive noise, litter and dumping, high grass and weeds, graffiti and Lot Abatement Program. Many of the issues listed in Chapter 66 can/should be handled by the NOPD Quality of Life officer.

II. Demolition of structures

1. Code Enforcement can initiate demolition of structures through either of the following processes:

a. Imminent Danger Condition (IDC) because of structural damage, or
b. Procedural demolition: a third party recommends a structure be demolished because of its extensively deteriorated condition.

2. Demolition orders on appropriate properties can be made despite the owner paying fines.

III. Healthy Homes

1. A city ordinance requires that rental units meet minimum requirements such as functioning air conditioners and heaters, no holes in the ceiling, walls, etc. Rental unit registration is through Safety and Permits, enforcement is through Code Enforcement

IV. To lodge a complaint:

1 Call 311 or go to the [311 website](#) to report properties or to get updates on the status of prior complaints. You can also visit <https://onestopapp.nola.gov> and search for existing violations by address, name or number.

2. Email CE directly: codeenforcement@nola.gov

3. Call directly (504) 658-5050

4. Contact your Councilmember's office or Mayor's Neighborhood Engagement office

V. Resolution process and penalties

1. Once a complaint is lodged, it is assigned to an inspector. If an active code violations case does not already exist for a reported property, Code Enforcement creates one.

2. According to CE: average time from a complaint and creation of a case to inspection of the property is 30 days.

3. After an inspection is completed and violations have been documented, the Hearings Bureau must perform title research to identify every person who is an owner. Property is searched for all owners which can cause (sometime long) delays in further action. This is a legal step and must be followed.

4. A hearing date and time is set 30 to 45 days from the completion of title research, and a Notice of Hearing is sent to all interested parties at every identified address, via regular and certified mail. Click for a [calendar of administrative hearings](#) or go to <https://nola.gov/next/code-enforcement/administrative-hearings/> or call (504) 658-5050.

5. Owners are commanded by law to appear at the Hearing and bring printed evidence of any work in progress or completed work to bring the property into compliance with the City code.

a. Concerned citizens may attend the hearings and may also bring recent photos and share testimony indicating continued conditions of public nuisance and blight.

b. Fines can be levied, and/or a plan to remediate the problem agreed to at this hearing.

View a calendar of upcoming hearings [here](#).

a. If fines are not paid promptly, they are attached (a lien) to the property tax bill and must be paid before the property tax can be paid.

b. If property taxes are not paid, after 1 year the Treasury Department may hold a tax sale. New owners would not be required to pay the CE lien. (a new complaint can then be made)

c. Owners can pay the fine and ignore making any improvements. Another complaint can then be made, and the process starts again. (Fines do not escalate)

d. CE can also initiate property foreclosure for lien payment.

6. If for whatever reason nothing is done after a complaint for which a fine has been issued, residents should file a new complaint because something else may have arisen after another inspection and another fine may be levied.

More information on Code Enforcement Department processes can be found on the City of New Orleans Website: <https://nola.gov/next/code-enforcement/home/>

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