

## **Department of Safety and Permits: Enforcement Division**

The City of New Orleans, [Department of Safety and Permits](#) is made up of nine divisions and bureaus, which collectively work to ensure that safety standards are met for all construction and use of buildings and properties in the city.

### **I. Zoning Administration Division (Enforcement Division)**

The [Zoning Administration Division](#) is responsible for enforcement of the regulations in the Comprehensive Zoning Ordinance (CZO) (For the complete text of the CZO, please visit [czo.nola.gov](#), maintained by the City Planning Commission). For more information on the enforcement process described below please visit the [Zoning Enforcement Page](#).

Zoning violations are grouped into three main categories:

1. Illegal use: any use of a property not allowed in its zoning district, like operating a commercial business in a residential district or adding dwelling units to structure beyond what is allowed.
2. Parking/paving: Excessive paving of a property or storage of vehicles in areas not zoned for parking
3. General zoning which includes everything else, like structures built too tall or too close to the property line

### **II. To file a complaint, use 1 or more of the following:**

1. Call 311 or use 311 online (recommended by CCA so we can keep track of existing complaints)
2. Go to "Report a Violation" on the S&P [Zoning Enforcement website](#)
3. email: [zoningviolations@nola.gov](mailto:zoningviolations@nola.gov) (recommended by S&P) In the email, ask for the assigned case # and to receive updates of the status of the case. This may require repeated email inquiries (recommended by S&P). This is a group email (Zoning Administration Division) monitored by the Director of S&P)
4. 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.

### **III. Enforcement process:**

1. After the complaint is filed, a case is created in the system and an inspector is sent to the site to determine if there is a violation. If the inspector does not find any violations, the case is closed as no violation.
2. If a violation was found during the initial inspection, the City sends a violation letter to the property owner(s) via regular mail, giving the property owner two to four weeks to abate the violation(s). (Identifying the property owner(s) may take some time but is required by law).
3. The property is then reinspected to determine if the violations were abated after the initial inspection. If the violations are corrected, the case is closed as violations abated. If they are not, the case then may be nominated, by zoning staff, for a hearing (adjudication) at the (new) CNO Central Adjudication Bureau'
4. If a hearing is scheduled, a notice of hearing is sent to the property owner(s) and also is posted on the property.
5. At the hearing, the City presents its case and a hearing officer determines whether the property owner is guilty. A fine may be levied at this hearing. S&P usually asks for the maximum amount: \$1,000. Zoning Enforcement also automatically asks for a daily fine hearing when a fine is levied.

This hearing takes place 21 days after the initial hearing. Daily fines are also attached to the owner's tax bill.

6. After a judgment is posted, the property owner(s) must both abate all violations and pay the judgment. If judgement isn't paid within 30 days, liens are recorded and are sent to Treasury and is attached to the owner's annual property tax bill and must be paid at the time the tax bill is due.

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