

Instructions for Submitting a Complaint in Citizenserve

The Citizenserve online portal address is <https://www.citizenserve.com/urbanaininois>.

- Please make sure you notify your landlord of the issue and allow them time to correct prior to submitting a complaint.
- Your name must be on the lease to submit a complaint

To submit a complaint and request an inspection, go to the Citizenserve portal and scroll to the bottom left of the page:

1. Click on Submit a Complaint
2. You will need to set up an account with a user ID and password. Click on Register Now under *New to our Portal?*
3. Fields with a red line next to the questions are required.
4. Describe your complaint.
5. Tenant Complaint is the default.
 - a. **If you are not the tenant, change the type to Non-tenant Complaint.**
 - b. **For weeds, overgrown property, trash, debris or loud noise, change the type to Nuisance Complaint.**
6. Type the number and street name of the address and click Find Address. The system will look up the address and fill in the fields.
7. If the address is not correct, click on Enter a Different Address to modify it.
8. For apartment buildings, please enter the Unit number and Building number.
9. If your mailing address is different from the property, enter your mailing address in the text box.
10. Answer all required questions in order to submit the complaint.
11. Click the Submit button at the bottom of the page.

A Housing Inspector will contact you at the phone number provided to arrange an inspection.