

CEDD – Construction & Development Services

Neighborhood Standards Service Request Submittals

- 1) Go to City Website at www.rockfordil.gov. Look for “Service Request” link under **Most Frequent Content** at lower left corner of home page.

THE CITY OF
ROCKFORD
ILLINOIS, USA

News Mayor's Office Explore Rockford City Departments City Council Contact Us How Do I...?

What are you looking for?

Most Frequent Content

- Mayor's Reading Challenge Log
- Youth Leadership Council Form
- New Car Crash Procedure
- Newsletter Sign-Up
- Garbage Pick Up
- Hydrant Flushing Schedule
- Pay My Bill
- Rockford Maps
- Employment
- Police Blotter
- Licenses and Fees
- **Permits**
- Service Requests
- Freedom of Information (FOIA)
- Contact Us
- Rental Registry
- 2018 Pre-Construction Meeting Presentation

Quick Hits

PRIVATE PROPERTY TREE REMOVAL LOAN PROGRAM

Private Property Tree Removal Loan Program

City Calendar

MON 30 Strategic Planning Session
July 30 @ 5:30 pm

AUG 06 City Council Meeting
August 6 @ 5:30 pm

Full Calendar

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- 2) Either create an account and log in where submitted Service Requests are tracked and periodic status updates provided or enter as a guest. No matter what option you select, the source of all requests are kept 100% anonymous.

Welcome to Dynamic Portal

Please log in to your account

USER NAME *
Enter your user name

PASSWORD *
Enter your password

Remember my username [Reset Password](#)

LOGIN

Not a user? [Register a new account](#)

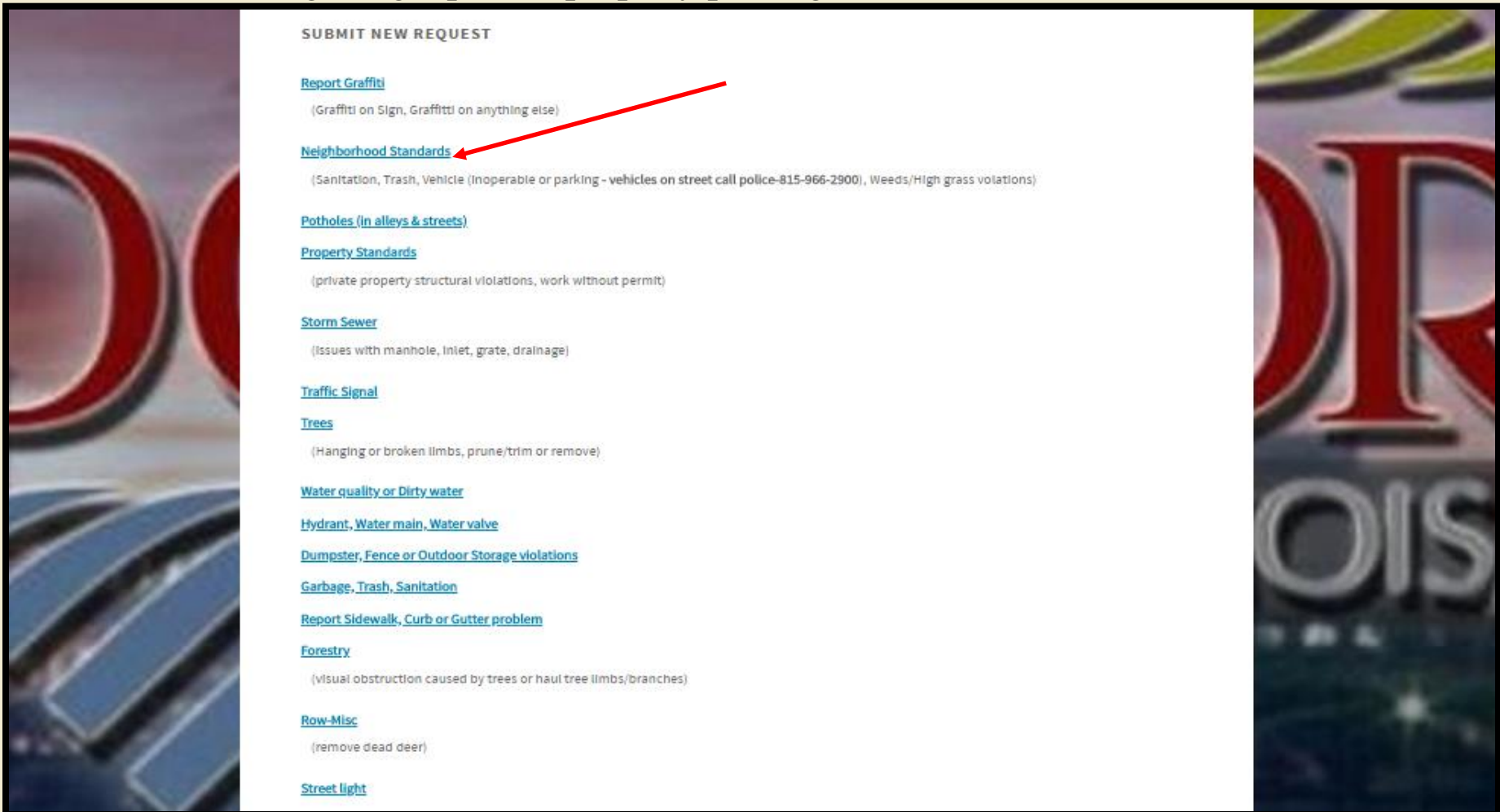
ENTER AS GUEST

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- 3) Please select “**Neighborhood Standards**” for a variety of exterior property maintenance issues (weeds, garbage, private property parking, etc.).



The image shows a screenshot of a web form titled "SUBMIT NEW REQUEST". The form lists various categories of service requests, each with a blue underlined link and a brief description in parentheses. A red arrow points to the "Neighborhood Standards" link. The categories listed are:

- [Report Graffiti](#)
(Graffiti on Sign, Graffiti on anything else)
- [Neighborhood Standards](#)
(Sanitation, Trash, Vehicle (Inoperable or parking - vehicles on street call police-815-966-2900), Weeds/High grass violations)
- [Potholes \(in alleys & streets\)](#)
- [Property Standards](#)
(private property structural violations, work without permit)
- [Storm Sewer](#)
(Issues with manhole, inlet, grate, drainage)
- [Traffic Signal](#)
- [Trees](#)
(Hanging or broken limbs, prune/trim or remove)
- [Water quality or Dirty water](#)
- [Hydrant, Water main, Water valve](#)
- [Dumpster, Fence or Outdoor Storage violations](#)
- [Garbage, Trash, Sanitation](#)
- [Report Sidewalk, Curb or Gutter problem](#)
- [Forestry](#)
(visual obstruction caused by trees or haul tree limbs/branches)
- [Row-Misc](#)
(remove dead deer)
- [Street light](#)

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- 4) Select the nature of your request. Please include a detailed “**Description**” of the issue and an accurate address for the “**Location**” section. If you are not sure of the exact address, please describe the location the best you can in the “**Location Description**” box.

The screenshot shows a web form for submitting a service request. The form is divided into several sections:

- REQUEST TYPE ***: A dropdown menu with "-- Select One --" and a search box.
- DESCRIPTION ***: A text area with a dropdown menu showing options: Dumpster, Fence, Neighborhood Standards Misc, Sanitation, Trash, Vehicle, and Tall grass or weeds.
- Email Confirmation
- LOCATION**: Radio buttons for "Address" (selected) and "Use Map".
- Street #**: Text input field.
- Direction**: Dropdown menu with "-- SELECT ONE --".
- Street Name ***: Text input field.
- Suffix**: Dropdown menu with "-- SELECT ONE --".
- Sub-Designation**: Text input field.
- City ***: Text input field with "Rockford" entered.
- State ***: Dropdown menu with "ILLINOIS" selected.
- ZIP Code**: Text input field.
- Location Description**: Text input field.

Red arrows point to the "REQUEST TYPE" dropdown, the "DESCRIPTION" dropdown, and the "Location Description" field.

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- 5) If you have photos, you may attach them at the bottom of the page prior to submitting. Please state in your description of the problem that you have included photos.

City * State *

ZIP Code

Location Description:

ATTACHMENTS:

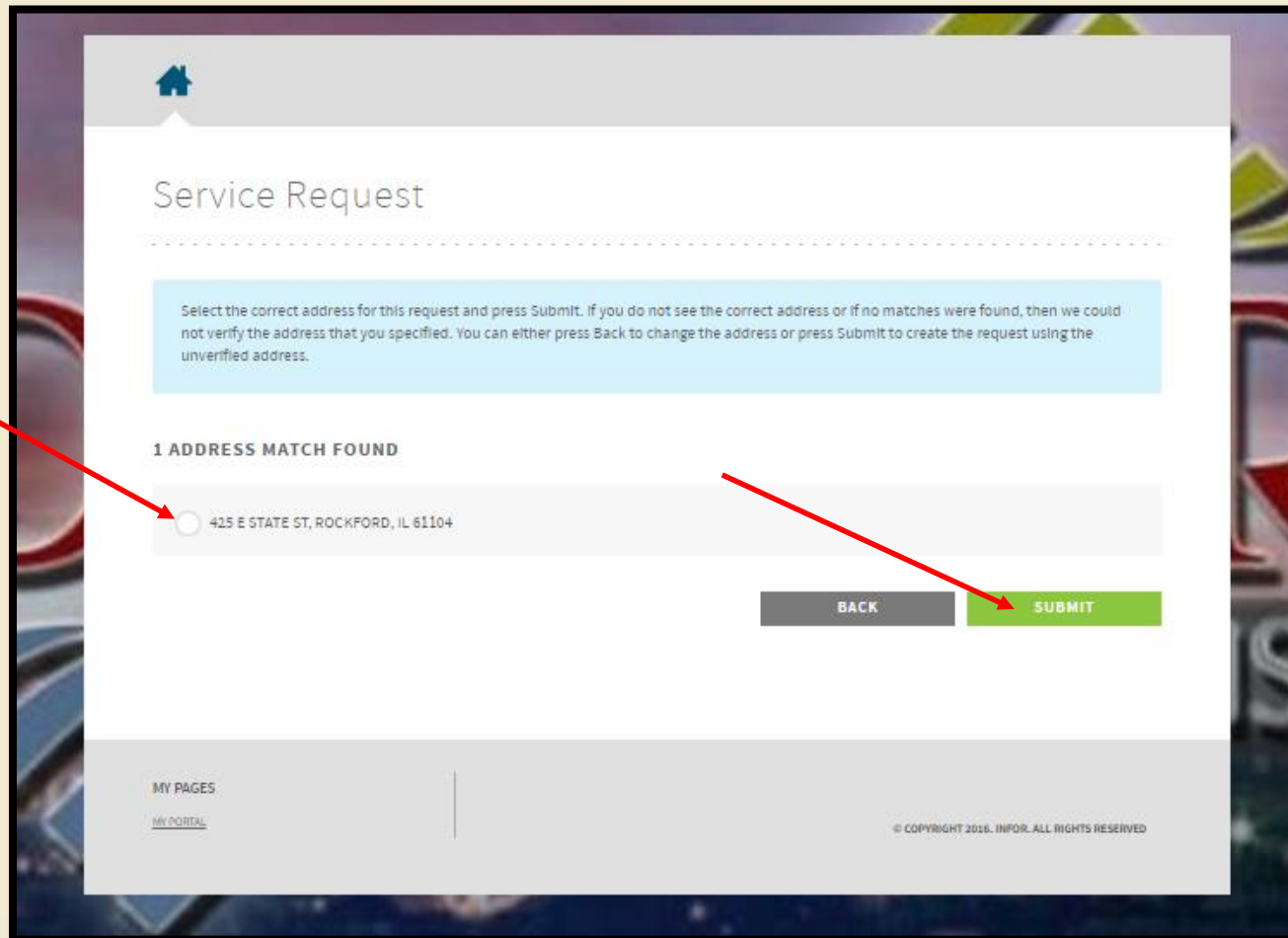
JPG, GIF or PNG only. Max of 4MB. If your image is bigger than the sizes above please resize and upload. For text only .doc and .pdf files accepted.

[Add Attachment](#)

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6) After submittal, please select a true address if an address match is found and re-click “**Submit.**”



The screenshot shows a web interface for a 'Service Request'. At the top left is a home icon. The title 'Service Request' is centered. Below it is a light blue box with instructions: 'Select the correct address for this request and press Submit. If you do not see the correct address or if no matches were found, then we could not verify the address that you specified. You can either press Back to change the address or press Submit to create the request using the unverified address.' Below this, it says '1 ADDRESS MATCH FOUND'. A single address is listed: '415 E STATE ST, ROCKFORD, IL 61104' with a radio button to its left. At the bottom right are two buttons: 'BACK' (grey) and 'SUBMIT' (green). Two red arrows point to the radio button and the 'SUBMIT' button. The footer contains 'MY PAGES' with a link to 'MY PORTAL' and a copyright notice: '© COPYRIGHT 2016. INFOR. ALL RIGHTS RESERVED'.

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- 7) If you have photos, you may attach them at the bottom of the page prior to submitting. Please state in your description of the problem that you have included photos.

City * State *

ZIP Code

Location Description:

ATTACHMENTS:

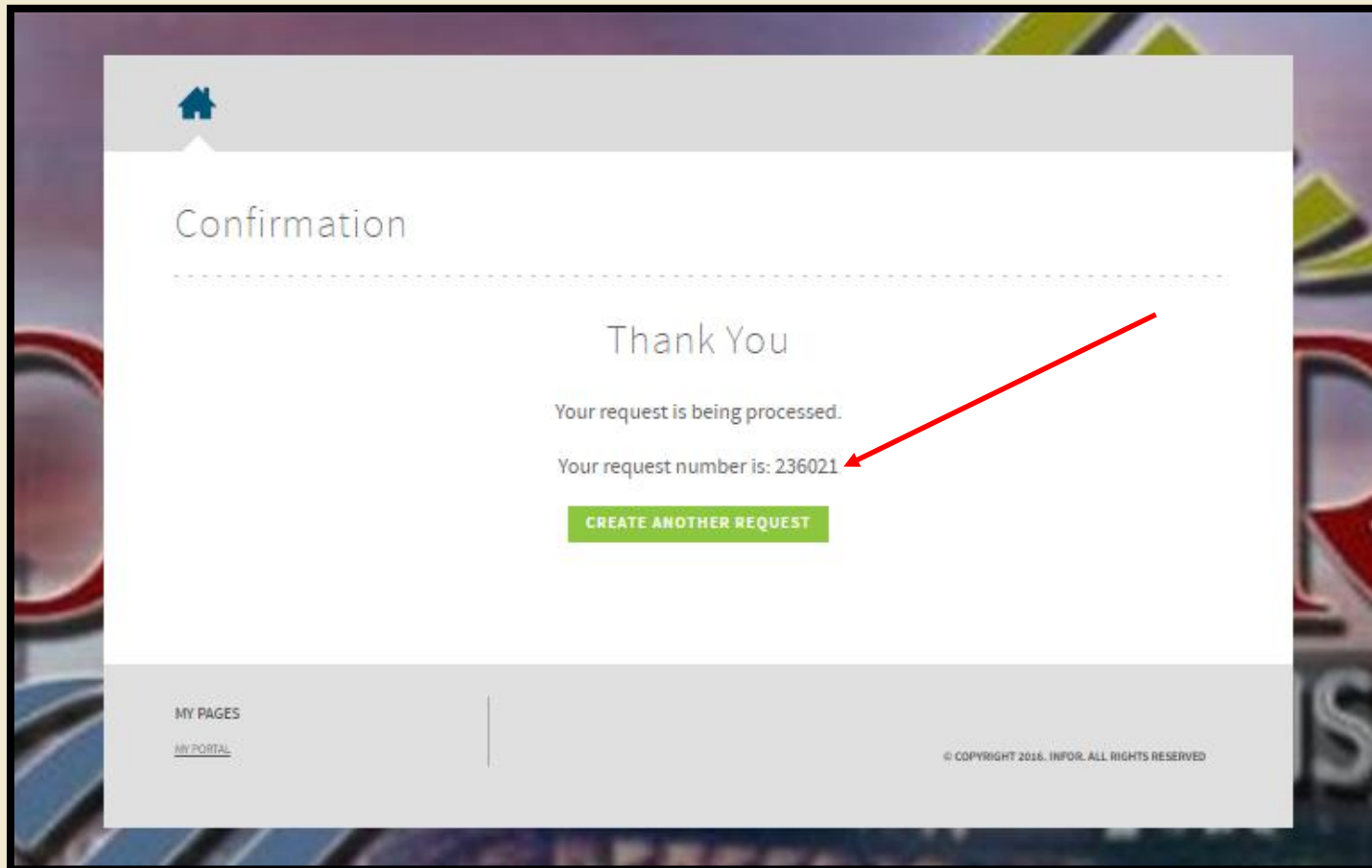
JPG, GIF or PNG only. Max of 4MB. If your image is bigger than the sizes above please resize and upload. For text only .doc and .pdf files accepted.

[Add Attachment](#)

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- 8) A six digit Service Request number will automatically be assigned upon completion. Service Requests will automatically be added and tracked under the accounts of users who create one.



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- To track user Service Requests that submitted as a guest, simply return to the opening Service Request page and submit the six digit Service Request number at the bottom.

[Water quality or Dirty water](#)

[Hydrant, Water main, Water valve](#)

[Dumpster, Fence or Outdoor Storage violations](#)

[Garbage, Trash, Sanitation](#)

[Report Sidewalk, Curb or Gutter problem](#)

[Forestry](#)
(visual obstruction caused by trees or haul tree limbs/branches)

[Row-Misc](#)
(remove dead deer)

[Street light](#)

SHOW ACTIVITY FOR:

Request Number

Address

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If you have problems submitting your request or would like additional details related to it, please do not hesitate to contact us by any of the following ways for assistance:

- Neighborhood Standards General Line 779-348-7160
- Neighborhood Standards Weeds Hotline 779-348-7161
- Email us direct at nscomplaints@rockfordil.gov
- City General Contact Form: <https://rockfordil.gov/contact-us/>