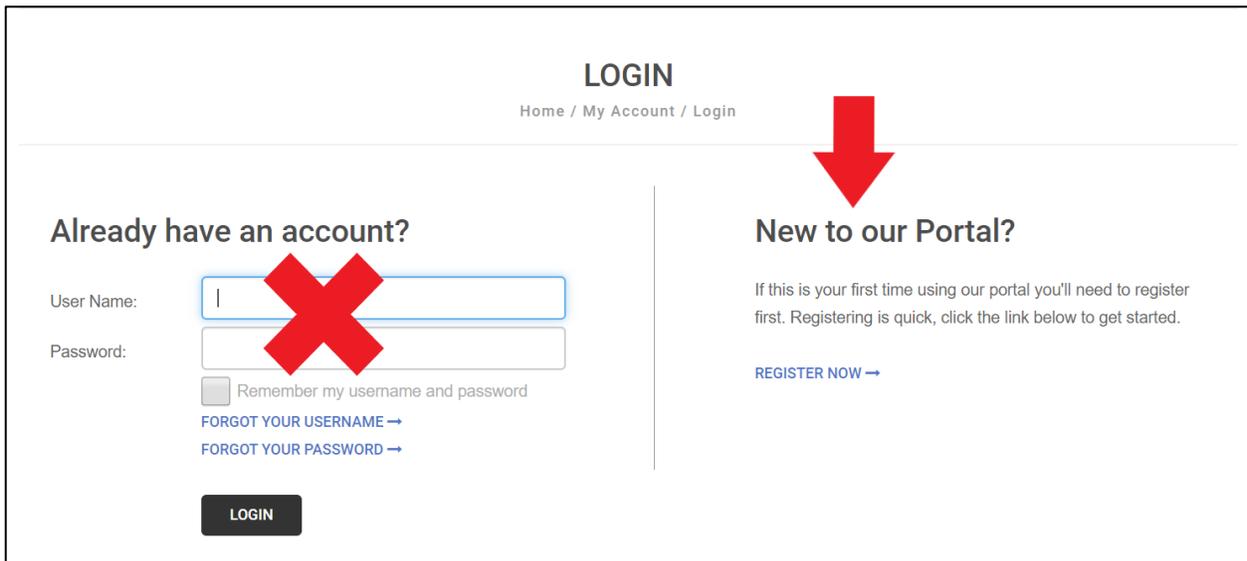


Create an Account & Apply for a Housing License on CitizenServe

1. Go to <https://www.citizenserve.com/shaker>
2. Click LOGIN in the top right corner of the screen.



3. Click REGISTER NOW



4. Select your Registration Type from the pull-down menu.

REGISTER
Home / My Account / Register

Registration Type: | indicates a required field

Business Owner
Citizen
Contractor
Property Manager/Agent in Charge
Property Owner
Realtor

5. Fill in the form, select a username and password, and click SUBMIT. Anything marked with a red line is required.

| Email:

| Confirm Email:

| First Name:

| Last Name:

Home Address:

City, State, Zip:

| Business Name:

| Mailing Address:

| City, State, Zip:

| at least one phone number is required

Home Phone:

Cell Phone:

Work Phone:

Fax:

| User Name:

| Password:

| Confirm Password:

- Under Housing Rental License on the My Account page, click **APPLY FOR A LICENSE**.

Current Online Services

<p>BUSINESS LICENSING</p> <p>A business license is required to occupy a commercial space in Shaker Heights. Apply online, pay license fees, and view the status of your application.</p> <p>APPLY FOR A LICENSE → LEARN MORE ABOUT THE BUSINESS LICENSE</p>	<p>HOUSING RENTAL LICENSING</p> <p>A housing rental license is required for all residential property in Shaker Heights, including one- and two- family dwellings, condos, and apartments. The property owner is responsible for obtaining this license annually. Apply online, pay license fees, and view the status of your application.</p> <p>APPLY FOR A LICENSE →</p> <p>RENEW YOUR EXISTING LICENSE → LEARN MORE ABOUT THE HOUSING RENTAL LICENSE</p>
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- Choose the appropriate Sub Type, Enter the Physical Address of the rental home. Click **FIND ADDRESS**

APPLY FOR A LICENSE

Home / Services / Business Licenses / Apply for a license

Please omit the suite or unit number when searching for an address.

↑ indicates a required field

Application Type:

Sub Type:

Address or Parcel #:

8. The system will find the address and launch the application. Fill in the form with the appropriate information. Complete all the fields. Required fields are indicated with a vertical red line.
9. Press SUBMIT at the end of the form to submit the application. You will receive an email confirmation that your application was received by the City of Shaker Heights.
10. If Paying by Check, skip to step 12. If paying by credit card, click "Make Payment".

 **PAYMENT**

[Home](#) / [My account](#) / [View license](#) / [Make a payment](#)

Your application has been submit to the City of Shaker Heights. Due to the impact of the COVID-19 crisis has had on many commercial businesses, the required \$100 biannual renewal fee will not be due until 12/31/2020. This is an attempt to offer some flexibility to allow businesses to adapt to the challenges associated with this pandemic. If you wish to defer payment until the end of the year, you can exit your browser. You can return to this business portal at any time before the end of the year to submit payment by credit card, or submit a check payable to **The City of Shaker** Heights in the amount of \$100, and mailed to City Hall, 3400 Lee Rd, Shaker Heights, OH 44120.

License #: BL 

Amount Due: **\$100.00**

| indicates a required field

| Payment Amount:

 **MAKE PAYMENT**

11. Enter credit card information and click "Pay with your Credit Card".

Pay With Your Credit Card

Cardholder Name

Credit Card Number

Expiry Date (MMYY)



Security Code

CVV2 is the Visa term for the 3-digit security code on the back of the credit card (Visa and MasterCard). For American Express, it is 4-digits and located on the front.



Verification

 I'm not a robot 
reCAPTCHA
Privacy - Terms

Pay With Your Credit Card

12. If opting to send a check , you can exit the application at this point. Please make your check out to: **City of Shaker Heights**. Be sure to include the property address(es) in the memo line. Please mail to Shaker Heights Building and Housing Department, 3450 Lee Rd., Shaker Heights, OH 44120
13. Your application is considered incomplete until payment is received and processed. Once your renewal/exemption application has been processed, you will receive an email confirmation within 15 business days.

Questions? Please call Joanne or Laura in the Building and Housing Department at 216-491-1471.