

HOW CAN I SUBMIT A SERVICE REQUEST FOR AN INFRASTRUCTURE ISSUE IN MY NEIGHBORHOOD?

STEP 1:

Download the 311 app to your phone, visit 311.Chicago.Gov, or call 3-1-1 directly.

STEP 2:

Select a category below



GARBAGE AND RECYCLING

(fly dumping, garbage and yard waste pick-up, etc.)



HOME AND BUILDINGS

(vacant/abandoned building, graffiti removal, nuisance animal, water lead test, lead paint inspection, etc.)



PARKS, TREE AND ENVIRONMENT

(clean and green, vacant lot cleaning, weed removal, air pollution, spills, tree debris clean-up, tree planting, etc)



TRANSPORTATION AND STREETS

(potholes, sewer cleaning, water on street, street cleaning, street light out, sign repair, abandoned vehicle, etc.)

STEP 3:

List the correct address or intersection where the request is located. If you are making a report online, make sure to upload pictures.

STEP 4:

Write down your service request number. This serves as a confirmation of your service request.

STEP 5:

Reach out to your alderperson to report the issue and let them know a request was submitted through 3-1-1.

STEP 6:

Call 3-1-1 or use the 311 app to check the status of your request, using the service request number.