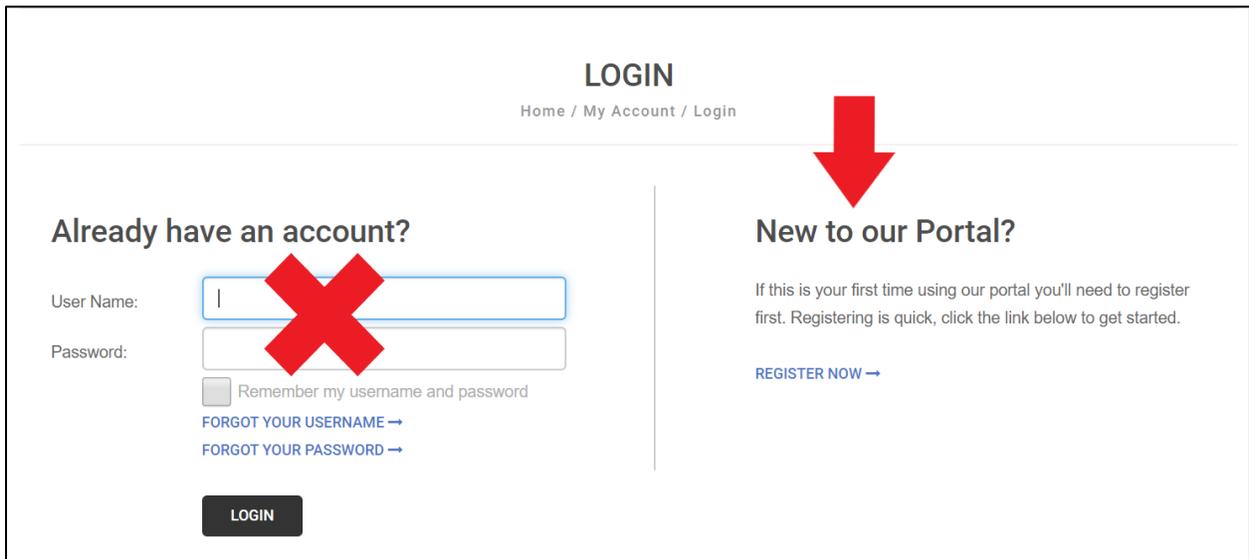


Create an Account & Apply for a Contractor License on CitizenServe

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



3. Click REGISTER NOW if you do not have an account for Shaker Heights. If you do already have an account, login using your username and password and skip to step 6.



4. Select "Contractor" for the Registration Type from the pull-down menu.

REGISTER

Home / My Account / Register

| indicates a required field

| Registration Type:

▼

- 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:	<input style="width: 100%;" type="text"/>
Confirm Email:	<input style="width: 100%;" type="text"/>
First Name:	<input style="width: 100%;" type="text"/>
Last Name:	<input style="width: 100%;" type="text"/>
Home Address:	<input style="width: 100%;" type="text"/>
City, State, Zip:	<input style="width: 33%; border: 1px solid #ccc;" type="text"/> <input style="width: 10%; border: 1px solid #ccc;" type="text"/> <input style="width: 57%; border: 1px solid #ccc;" type="text"/>
Business Name:	<input style="width: 100%;" type="text"/>
Mailing Address:	<input style="width: 100%;" type="text"/>
	<input style="width: 100%;" type="text"/>
City, State, Zip:	<input style="width: 33%; border: 1px solid #ccc;" type="text"/> <input style="width: 10%; border: 1px solid #ccc;" type="text"/> <input style="width: 57%; border: 1px solid #ccc;" type="text"/>
	at least one phone number is required
Home Phone:	<input style="width: 100%;" type="text"/>
Cell Phone:	<input style="width: 100%;" type="text"/>
Work Phone:	<input style="width: 100%;" type="text"/>
Fax:	<input style="width: 100%;" type="text"/>
User Name:	<input style="width: 100%;" type="text"/>
Password:	<input style="width: 100%;" type="text"/>
Confirm Password:	<input style="width: 100%;" type="text"/>

6. Under Contractor License on the My Account page, click **APPLY FOR A LICENSE**.

Current Online Services

BUSINESS LICENSING	HOUSING RENTAL LICENSING	CONTRACTOR LICENSING
<p>A business license is required to occupy a commercial office or retail space in Shaker Heights. Apply online, pay license fees, and view the status of your application. Do not use this form for Housing Rental Licenses.</p> <p>APPLY FOR A LICENSE → LEARN MORE ABOUT THE BUSINESS LICENSE →</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>*Rental License submission is closed for maintenance. We anticipate it opening by Mid-November for 2022 licenses.</p> <p>LEARN MORE ABOUT THE HOUSING RENTAL LICENSE →</p>	<p>All contractors performing work that requires a permit, as well as exterior painters and landscapers, must annually obtain a Contractor License prior to commencing work in the City</p> <p>APPLY FOR A LICENSE → LEARN MORE ABOUT THE HOUSING RENTAL LICENSE →</p>

7. Enter the Physical Address of your business. Click FIND ADDRESS.

APPLY FOR A LICENSE

Home / Services / Licensing / Apply for a license

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

If the application is for a duplex please use the lowest numbered address, if for a corner lot use whichever street comes first alphabetically.

| indicates a required field

| Application Type:

| Sub Type:

| Business Name:

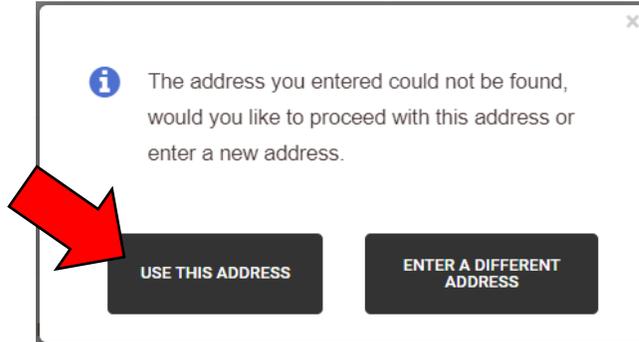
| Address or Parcel #:

Shaker Heights OH 44120

[?](#)

FIND ADDRESS

8. If you receive the popup below about not being able to find the address, click "Use this address"



9. Fill in the form with the appropriate information. Complete all the fields. Required fields are indicated with a vertical red line.

10. 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.

11. If Paying by Check or Cash, skip to step 13. 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**

12. 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

13. If opting to send a check or pay by cash, you can close the payment page at this point. Please make your check out to: **City of Shaker Heights**. Be sure to include “Contractor License” and your company name in the memo line. Please mail to Shaker Heights Building and Housing Department, 3400 Lee Rd., Shaker Heights, OH 44120. If paying by cash, please make payment at the above address. Refer to our website for our counter hours: www.shakeronline.com/162
14. Your application is considered incomplete until payment is received and processed. Applications are processed in the order they are received, typically within 2-3 weeks. However, priority is given to those that are additionally submitting permit applications. Once your application has been processed, you will receive an email confirmation and your business will be displayed on the list of licensed contractors on our website.

Questions?

Please speak with a Permit Specialist in the Building and Housing Department at 216-491-1461 or contact us by email at building@shakeronline.com

Revised: 12/10/2021