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DIVISION OF HOUSING AND BUILDING  
12650 DETROIT AVENUE • LAKEWOOD, OHIO 44107

## ATTENTION RENTAL PROPERTY OWNER

August 17, 2020

### Dear Rental Unit Owner:

All 2020 - 2021 Housing Licenses are due on November 1, 2020. Our records indicate that you are the property owner for one or more rental units. Current licenses are valid until November 1, 2020. If you haven't already secured your license for the upcoming 2020-2021 year, please take the opportunity to do so now by following the instructions below.

Rental owners not securing a housing license by November 1 will be assessed a late fee of \$25.00 per unit.

If you no longer own or do not currently rent the unit(s), please fill out the "Non-renewal of Housing License" form.

1. First, go to [www.onelakewood.com](http://www.onelakewood.com) and then go to "Apply/Register" and click on "Housing License".
2. To **BE REMOVED** from the Housing License list, please fill out the "Non-Renewal of Housing License" form at the bottom of the web page.

To **RE-NEW** your Housing License OR To **APPLY for a NEW** Housing License:

go to [www.onelakewood.com](http://www.onelakewood.com) and then go to "Apply/Register" and click on "Housing License". On this page you will find information concerning the Housing License and fees.

To **RE-NEW** your Housing License:

- Go to the line "Click [here](#) to go to our CitizenServe portal to apply for your housing license" and click on the word "[here](#)". This will redirect you to the CitizenServe portal.
- You will then need to click on the "LOGIN" icon in the upper right-hand corner and log in. If you do not remember your Username or Password, click on the appropriate link.
- Once you are logged in, Locate the Icon of a house with a "For Rent" sign and click on the blue link: "**RENEW A HOUSING LICENSE →**"
- Follow the directions by ensuring that all items that have a red vertical line | are filled in and click submit.
- Once the Housing License is paid for, you know the process will be complete.

To **APPLY for a NEW** Housing License:

- Go to the line "Click [here](#) to go to our CitizenServe portal to apply for your housing license" and click on the word "[here](#)". This will redirect you to the CitizenServe portal. You will then need to click on the "LOGIN" icon in the upper right-hand corner and log in. If you have not created a username and password, please do so by setting up a new user account. Under "New to our Portal?" click on "**REGISTER NOW →**" Once you have completed the required fields, click "submit". (Remember your login information - This is a one-time event and your user information will be used for all future transactions.)
- Once you are logged in, Locate the Icon of a house with a "For Rent" sign and click on the blue link: "**APPLY FOR A HOUSING LICENSE →**"
- Click on the box "Application Type" and select "Rental Housing/Vacant License" from the dropdown menu.
- Click on the box: "Sub Type" and select the type of housing License (1-2 family, 3 family, Multi-family, Condo, etc.)
- Enter the rental property address, this will open the application.

- Fill out the application in its entirety. All fields with a red vertical line | are required. Where “Select File” buttons are shown upload the requested documents. This is very similar to uploading an attachment to an email.
- If there is no red vertical line |, Please skip this field and continue to the next one.
- Once complete and signed electronically select “Submit” at the bottom left.
- After submitting you will be prompted to remit payment electronically (Note: checks, money order and cash transactions can be submitted in the Building Department following your completion of the online application. Ensure that your Housing License application number is written in the memo line of the check or money order.)

After payment is made, you will be able to print out a copy of the Housing License to post in the rental unit.

If you have any further questions, please reach out to us at (216-529-6270). Thank you for your continued commitment to and investment in the Lakewood community.

The Lakewood Housing & Building Department