



ONLINE RENTAL TRANSFER FORM

HOW TO APPLY ONLINE: Log in at CitizenServe.com/Fridley

- If you have used the CitizenServe portal in the past, please **do not** create a new account. The same account can be used to access multiple online city licenses, permits, and code complaints from your computer, tablet, or mobile device.
- Recommended browser: Google Chrome.
 - These browsers are **NOT** recommended: Internet Explorer, Microsoft Edge
- Do not use autofill or predictive text.

Welcome to our online application portal, provided by CitizenServe

If you do not already have an account, you will first need to register. Once registered, you can apply online, return in the future to modify your vending locations/routes, make payments, and review your license status.

Register a new account, if needed

- If you have used the CitizenServe portal in the past, please do not create a new account.
- Items marked by a **red vertical line** are **required**.
- Select a Registration Type. "Property Owner" is a good option.
- Provide your
 - Email
 - Name
 - Home **Physical** Address (No PO Boxes)
 - Home Address City, State, Zip
 - A primary phone number
 - User name
 - Password
 - *Items without a red vertical line are optional*

REGISTER

Home / My Account / Register

PASSWORDS MUST BE 30 CHARACTERS OR LESS

| indicates a required field

| Registration Type:

Property Owner

| Email:

| Confirm Email:

| First Name:

| Last Name:

Home Address:

**Rental Owner *MUST* Provide a Physical Address
No PO Boxes**

Questions about City of Fridley Rental Licensing and Inspection: 763-572-3616 or email rp@fridleymn.gov

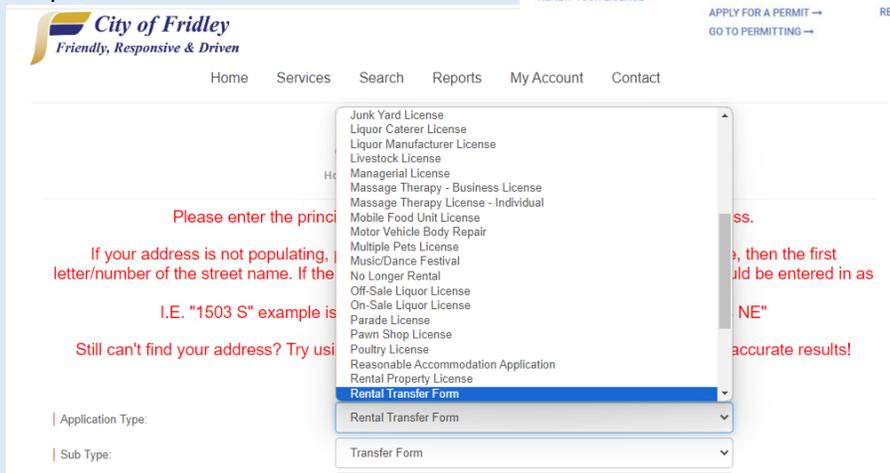
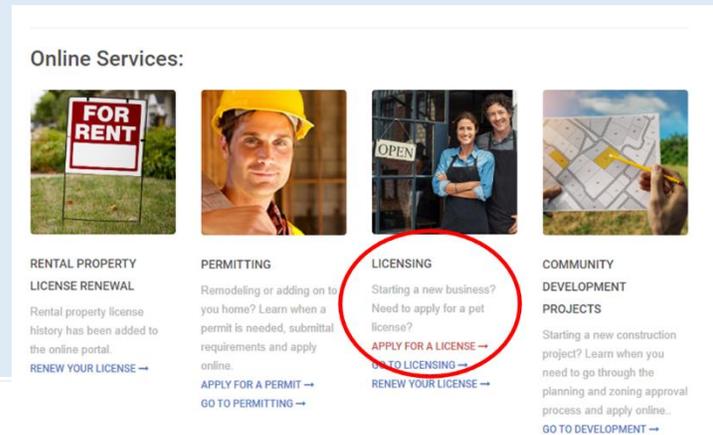
Last Updated: **November 2024**

Log in to your account.

- Once logged in, you can [follow this link to apply for a Rental Property Transfer license](#)
- Or, navigate to: Services→Licenses→Apply Now→[Project Type Drop-down:] **Rental Transfer Form**

Apply for a “Rental Transfer Form” License

- Select “**Apply for a License**” under the Licensing section. You can also access the application from the “Services” drop down → Licensing → Apply online
- Select **Rental Transfer Form** from the Application Type drop down. Application types are listed in alphabetical order.



Complete the Rental Transfer Form

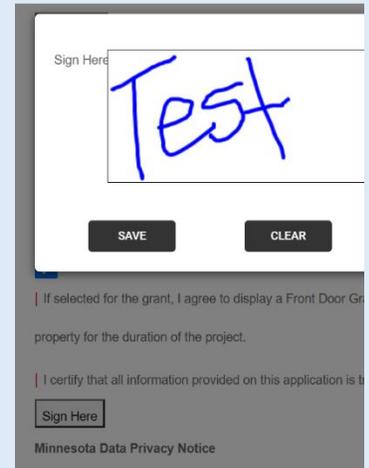
- Provide the property name in the text field
- Fridley Property Address
 - Please enter the principal address or Parcel ID Number (PIN), **not a unit address.**
 - If your address is not populating, **please enter the building number, followed by a space, then the first letter/number of the street name.** If the property address has North, West, or East, it should be entered in as the first letter of the street name.
 - EX: Search 1503 South Bavarian Pass NE" by entering “**1503 S**” in the search bar
 - Some condominium units may not show up in the address search. Use the Parcel Number Search or enter your property PIN for these applications.

Still can't find your address? Try using the [parcel number search](#) and entering it below for accurate results!

- Visit [FridleyMN.gov/PropertyInformation](https://www.fridleymn.gov/PropertyInformation) or [contact staff](#) if you have trouble entering your property address or PIN.
- **Note for new property owners:** The “Property Owner” field shows the information on file with Anoka County and is updated every one- to two months. If the previous owner’s name is displayed, please upload purchase documentation in the “Optional Submittal Documents” section. **You may still apply for a license, regardless of the owner name displayed.**

Last Updated: **November 2024**

- Property Owner Information
 - Provide the Name of the **Current** Licensee (Owner)—the person from whom you acquired the property
 - Select your name from the drop-down as the Proposed Licensee
 - Addresses are Public Information. Sole Proprietors may provide an alternate public address but must also provide their mailing address. Current Owner MUST Be Listed - MUST be a Physical Address - **No P.O. Boxes.** Minn. Stat. § 504B.181
 - If the licensee is a Partnership, Corporation, Management Company or LLC, all partners must be listed. Space is provided for a minimum of two partners. Use the drop-down option to add slots for up to 10 additional partners (12 total partners).
- Building Manager, Caretaker, or Designated Agent
 - If the owner does not live within 50 miles of the property, a local contact must be provided.
 - You will add the Manager by selecting the “Enter a New Contact” option on the drop-down. If an email address is provided, they can access the online license from their own account.
- The **“Sign Here”** box will open a pop up. Provide a signature confirming your application.
- Once all the information for your application has been provided, please select **“Submit”**. There is no way for staff to see applications you have “Save[d] for Later”.
- **A confirmation email should arrive within a few minutes of successfully submitting your application.** Please check your spam/other folders if you do not receive this email.
- Our staff will also be notified that you have submitted a Rental Transfer Form application.



Provide payment for your application.

After you submit your application, you will be redirected to the “Payment” window. Beginning 1/1/2024, the City will charge a 2.75% convenience fee for all Citizenserve transactions paid by credit card. **There will be no convenience fee if you pay by the ACH/electronic check payment method, cash, or check.** Cash payments can only be made in person at Fridley City Hall. Checks can be dropped off in person at Fridley City Hall or mailed to Fridley City Hall. Checks must include the rental license number or rental property address. Overpayments by check will not be returned but will be applied as credit on the Rental License account.

PAYMENT
Home / My account / View license / Make a payment

Beginning 1/1/2024, the City will charge a 2.75% convenience fee for all CitizenServe transactions paid by credit card.
There will be no fee if you pay by the ACH/electronic check payment method, or if you pay by cash or check at Citizenserve.

[View instructions for paying by checking account online.](#)

Hint: Do not use auto-fill when providing payment information.

Also beginning 1/1/2024, the limit to pay by credit card will be \$10,000 and \$20,000 for electronic check. Anything over these limits will need to be paid by check. Please call 765-4321 for more information. Fridley City Hall during regular business hours.

Please DO NOT include payment for the Convenience Fee amount if paying in person, only make checks for the "Amount Due".

Please also include the Permit/License number on the memo line of the check, and the Fridley property address to which the payment should be made.

Cities have authority to charge "convenience fees" or "service charges" under the Minnesota Statutes, section 471.381, subdivision 2. Further, Minnesota Statutes, section 471.381, subdivision 3, authorizes a surcharge to transactions when the customer elects to use a credit card in lieu of cash or check.

License #:	RTF24-000006
Amount Due:	\$23.00
Convenience Fee:	\$0.63
Total Due:	\$23.63

| indicates a required field

Payment Amount:

Payment Type:



UPDATING YOUR ONLINE APPLICATION

Log in to your account at <https://citizenserve.com/fridley>

- Please do not create multiple accounts, from a single user account, you can access all online city services from your home, office, or mobile device.
- Recommended browser: Google Chrome.
- These browsers are **NOT** recommended: Internet Explorer, Microsoft Edge
- Do not use autofill/predictive text

Once logged in, select the “Services” tab and “Licenses” Drop Down

- Follow the “View your licenses” option
- Click the blue hyperlink to the application you want to review.

The screenshot shows the City of Fridley website navigation. The 'Services' menu item is circled in red. Below it, the 'Licenses' section is visible, with the 'View your licenses' option also circled in red. Other options include 'Apply online', 'Renew your license', and 'More information'.

The screenshot shows the 'VIEW MY LICENSES' page with a table of licenses. The license number 'RPL23-000005' is circled in red.

License #	Name	License Type	Issue Date
RTF23-000002		Rental Transfer Form	
RPL23-000005	Rental Property	Rental Property License	06/22/2023
RA22-000003	Storing emotional support animals	Reasonable Accommodation Application	11/08/2022

- Use the tabs to check the **inspection** status for your projects or to review **documents**
- Use the options on the left to **upload documents** or make a payment.

- Update your contact information by first clicking the **My Account** tab, then **Update my information** on the sidebar

The screenshot shows the 'VIEW LICENSE' page for license MFU23-000001. The 'Make a payment' option is circled in red. The 'Documents' and 'Inspections' tabs are circled in blue and green respectively. A table shows the task history:

Task	Department	Start	Completion
Application Intake	Building Department	07/27/23	
Plan Review	Community Development		
Plan Review	Fire Department		

The screenshot shows the 'MY ACCOUNT' page. The 'My Account' tab in the navigation bar is circled in yellow. In the sidebar, the 'Update my information' option is circled in yellow.