



# RENEW YOUR FRIDLEY PROPERTY LICENSE

HOW TO APPLY ONLINE: Log in at [CitizenServe.com/Fridley](https://CitizenServe.com/Fridley)

- Please **do not** create a new account. From a single user account, you can access 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 licensing portal, provided by CitizenServe

An account has been created for you based on the email address on file. **Use the same account each year to renew your license.** (You can also use the same account for other City permits, licenses, and code complaints.) Click the links for **Renew your License** and **Forgot Your Password**. A renewal notice will be sent to the email address on file.

**1.**

City of Fridley  
Friendly, Responsive & Driven

Home Services Search Reports My Account Contact

WELCOME TO FRIDLEY, MINNESOTA'S ONLINE PORTAL

Thank you for visiting our online portal where you can access all online services from your home, office, or mobile device.

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, cash, or check.

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.

Cities have authority to charge "convenience fees" or "service charges" under the Minnesota Statutes, section 471.381, subdivision 2. Further, Minnesota Statutes, section 325G.051 allows cities to add a surcharge to transactions when the customer elects to use a credit card in lieu of cash or check.

Online Services You Need

**RENTAL PROPERTY LICENSE RENEWAL**  
Beginning in 2024, Rental Property Licenses will be renewed online. If your rental property was licensed prior to 2024, your license history has been added to the online portal. Renew your license online.  
**RENEW YOUR LICENSE →**

LICENSING

**2.**

City of Fridley  
Friendly, Responsive & Driven

Home Services Search Reports My Account Contact

LOGIN  
Home / My Account / Login

Already have an account?

User Name:

Password:

Remember my username and password

**FORGOT YOUR USERNAME →**

**FORGOT YOUR PASSWORD →**

LOGIN

New to our Portal?

If this is your first time using our portal you'll need to register first. Registering is quick, click the link below to get started.

~~REGISTER NOW →~~

**3.**

Enter your email address below to have your username sent to you.

Email:

SUBMIT

You will receive a temporary password via email. After logging in, you will be prompted to create a new password.



# 1. YOUR ACCOUNT INFORMATION

Your online portal password was recently reset. Your temporary password is below, please login to the portal with your username and temporary password, you will then be prompted to create a new password. Your temporary password will expire on 04/18/2024, if you login after this date you will need to request a new temporary password.

Your new password:



[GO TO THE FRIDLEY PORTAL >](#)

# 2.

Once logged in, follow the link to Renew Your License.

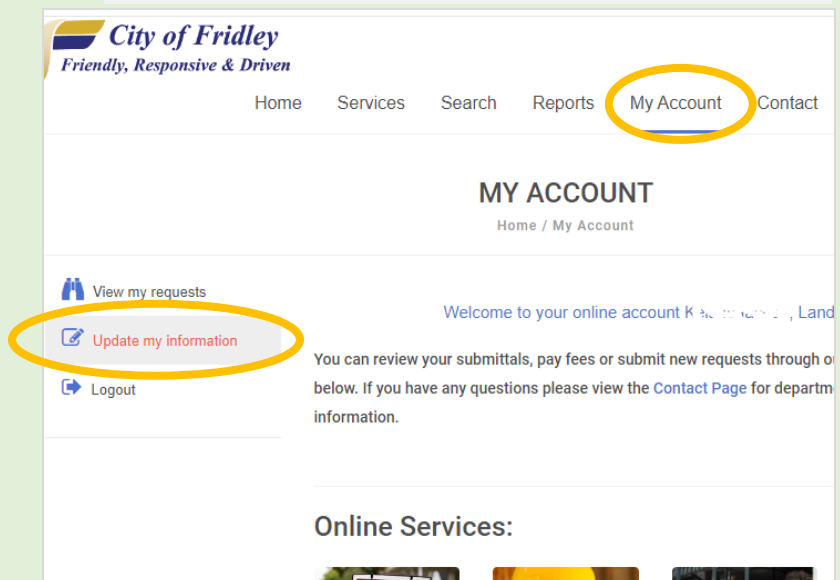


## RENTAL PROPERTY LICENSE RENEWAL

Rental property license history has been added to the online portal

[RENEW YOUR LICENSE →](#)


**Tip!** Update your contact information at any time by first clicking the **My Account** tab at the top, then **Update my information** on the sidebar



- Items marked by a **red vertical line** are **required**.
- Fields which are 'greyed out' cannot be edited. Other fields will populate with the information on file and can be updated if needed.

Sections to complete

- **Number of Rental Units**
  - 1-3 unit properties will be asked to specify the Unit numbers (e.g., Apt. 2, Unit B, or the house number)
  - You will be asked the total number of rental units you have
- **Property Owner Information**
  - 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 you are not the owner, you will add the Property Owner as a new "Contact" on the application. If the owner chooses to, they can access the online license from their own account.
  - 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).
- **Electronic Confirmation:** Acknowledge that all communication related to your rental property will be sent via email. You will not receive mailed notices.
- **Optional:** Building Manager, Caretaker, or Designated Agent
  - If the owner does not live within 50 miles of the property, a local contact must be provided.
- **Optional:** Submittal Documents
  - You can leave questions or comments for staff in the "Additional Comments" field.
- **Optional:** Recycling & Energy Efficiency
  - Applicants can opt-in to receive notice about recycling Drop Off Day events or energy efficiency programs.



Home / Services / Licenses / View License / Renew my license

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Cities have authority to charge "convenience fees" or "service charges" under the Minnesota Statutes, section 471. Minnesota Statutes, section 325G.051 allows cities to add a surcharge to transactions when the customer elects to use a credit card or electronic check.

<small>License #:</small>	RPL24-000030
<small>Name:</small>	Testy
<small>Address:</small>	6000 EAST RIVER RD NE
<small>License Type:</small>	Rental Property License
<small>Sub Type:</small>	Multi Family (Four + Units)

X

indicates a required field

**APPLICANT INFORMATION**

<small>Email:</small>	EmailOnFile@Website.com
<small>First Name:</small>	Property
<small>Last Name:</small>	Owner
<small>Home Address:</small>	
<small>City, State, Zip:</small>	
<small>Business Name:</small>	

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

- Properties with 13 or more units must provide information about their recycling services.
- Provide a signature confirming your application.
- Once all the information for your application has been provided, please select "**Submit**".

### Provide payment for your application.

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.

**Receive confirmation of your request. 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.

- If your property is due for an inspection, your inspector will contact via the email address you used during registration to inform you of scheduled inspections.

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



Questions about City of Fridley Rental Licensing and Inspection: 763-572-3616 or email [rpj@fridleymn.gov](mailto:rpj@fridleymn.gov)



# UPDATING YOUR ONLINE APPLICATION

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

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- Do not use autofill or 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.

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Home **Services** Search Reports My Account Contact

**LICENSES**  
Home / Services / Licenses

- Apply online
- View your licenses**
- Renew your license
- More information

**VIEW MY LICENSES**  
Home / Services / Licenses / View my licenses

License #	Name	License Type	Issue Date
RTF23-000002		Rental Transfer Form	
<b>RPL23-000005</b>	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 (if applicable) or to review **documents**
- Use the options on the left to **upload documents** or make a payment.

**Tip!** Update your contact information at any time by first clicking the **My Account** tab at the top, then **Update my information** on the sidebar

**VIEW LICENSE**  
Home / Services / Licenses / View License

License #: MFU23-000001  
Status: Online Application Received  
Issue Date:  
Expiration Date:  
Balance Due: \$50.00  
Name: [Test] Nancy's Nifty Noshes  
Address: [Redacted]

License | Reviews | **Documents** | **Inspections**

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

**MY ACCOUNT**  
Home / My Account

**Update my information**

View my requests

Logout

Welcome to your online account. You can review your submittals, pay fees or submit new requests through our system below. If you have any questions please view the [Contact Page](#) for department information.