

How to make a call to 311



1. Call 311. It will present many options, and you will need to stay on the line to speak with a 311 representative.
2. When you speak with someone, let them know your address. Tell them about the conditions issues and request an inspection from the city as soon as possible.
3. Give them your phone number. This is optional, but it will help if they need to get into your unit to see the issues because they will need someone to let them in.
4. Ask for the reference number and **write it down** on the line below:

5. Notify your alderperson and ask them to expedite the inspection. Give them the reference number so they can follow up.

33rd Ward Alderman Rossana Rodríguez: (773) 840-7880

35th Ward Alderman Carlos Ramirez-Rosa: (773) 887-3772