



**CITIZENS' SERVICE BUREAU**  
**622-4800**  
**STLOUIS.MISSOURI.ORG**



**By Phone – 622-4800**

- One phone number for all your city service needs
- Give us the address, tell us the problem.
- We will give you a service request number and estimated completion date.
- Call us back, we'll let you know the outcome.

**On the Internet – [stlouis.missouri.org](http://stlouis.missouri.org)**

- Look for the “Citizens’ Services” section on the City home page
- Select a complaint category
- Select a specific complaint type
- Enter the address and describe the problem
- Give us your e-mail address and the following business day we will reply with your work order number and estimated completion date.
- Call us back, we'll let you know the outcome.

**Other Tips –**

- Be specific and have the exact address ready. We will often need to know if the property is vacant or occupied.
- Although in most situations you may remain anonymous, it is sometimes helpful for city inspectors to have your name in case they need additional information. CSB files, including complaints received on-line, are considered public record and must be made available to any person upon request.
- If we can't answer your questions, we'll direct you to someone who can.
- **Call anytime you observe a problem or need assistance with City Services. We are here to help!**

**CITY OF ST. LOUIS**  
**FRANCIS G. SLAY**  
**MAYOR**