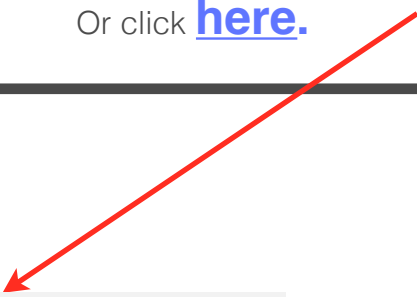
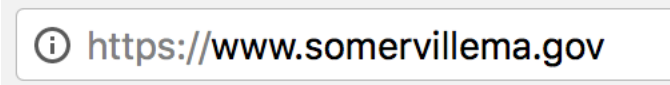




City of **Somerville**

To begin you will type the this address in your web browser.

Or click [here](https://www.somervillema.gov).

 Translate ▼

 A A A

     311

City of **Somerville**



For Residents ▼

For Businesses ▼

Services ▼

Your Government ▼

Pay Bills & More ▼

Calendar



Here is the City of Somerville's website.

City of **Somerville**

[For Residents ▾](#)[For Businesses ▾](#)[Services ▾](#)[Your Government ▾](#)[Pay Bills & More ▾](#)[Calendar](#)

Using the toolbar above, click on For Residents.

City of **Somerville**

[For Residents ^](#)[For Businesses](#)

Moving to Somerville: A New Resident's Guide

Traffic and Parking

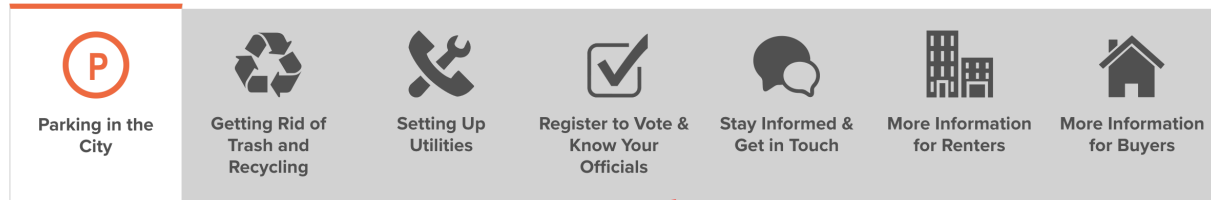
Trash, Recycling & Yard Waste

Get Involved: Be Somerville!

Schools

Voting Information

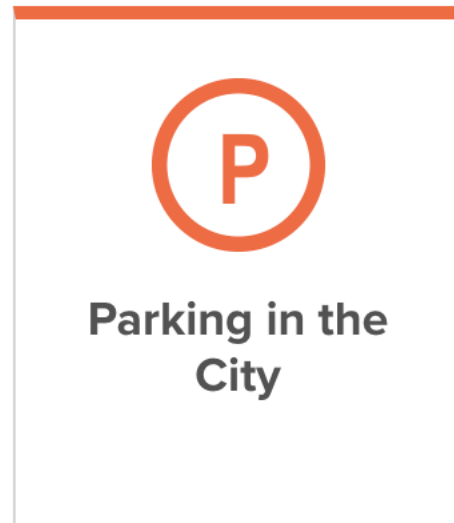
Here you can see all sorts of helpful information for residents in Somerville. If you are new to the area you can click on Moving to Somerville: A New Resident's Guide.



Here is your guide to being a New Resident! You'll use the above toolbar to help you getting your residency set up in Somerville. Let's begin with Parking in the City.

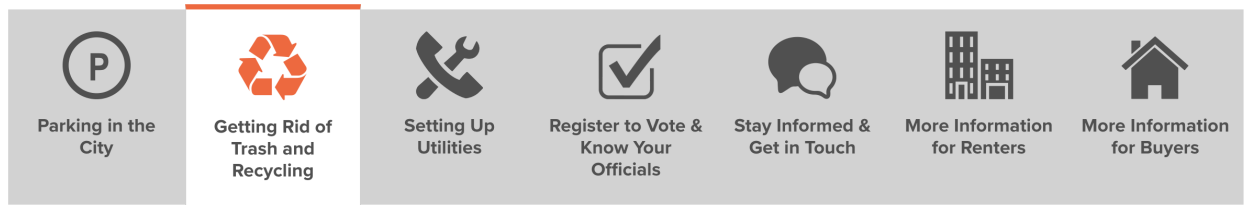
This page will explain in detail how to do the following with helpful links:

- Getting a Permit for Your Moving Van (**required**).
- Getting an Annual Resident Parking Permit (**required**).
- Getting an Temporary Parking Permit.
- How Parking in the City Works
 - Street Sweeping
 - Snow Emergencies
 - Parking Tickets
 - Visitor Parking



Be sure to mail all applications to:

Traffic and Parking
Department
133 Holland St.
Somerville, MA 02144

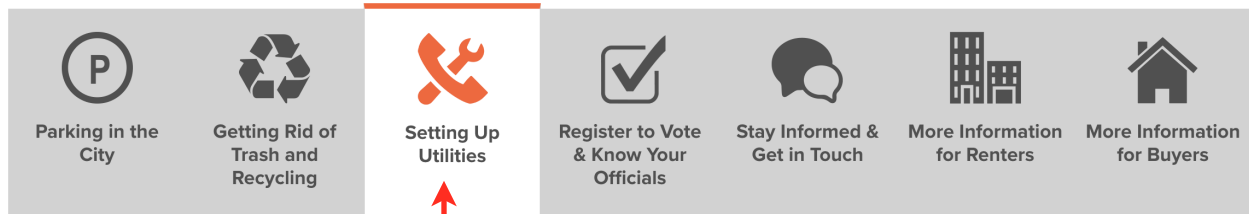


Next click on Getting Rid of Trash and Recycling.

This page will explain the ins and outs of your trash and recycling with helpful links: Some tips to remember are:

- Your trash must be kept in waterproof, covered barrels during the week. This helps with rodent control and keeps litter from blowing into the street.
- You can put your trash out as early as 4p.m the day before your pickup day, or no later than 7 a.m. the day of pickup. Make sure to bring your empty barrel back in by 7 p.m. on pickup day.
- Use the Waste Wizard to find out when trash collection day is for your neighborhood
- For more information, visit our [Trash & Recycling](#) page, **or call 311**

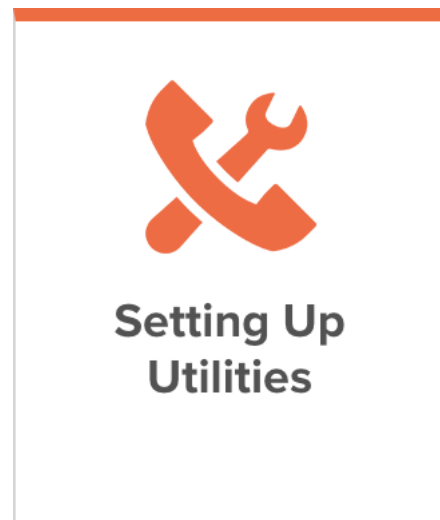




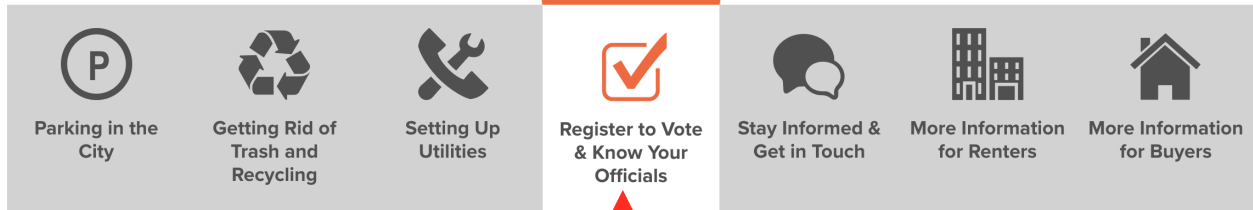
Next click on Setting Up Utilities.

This page will give you all the options you have for setting up your new home's utilities in Somerville like:

- Cable & Internet
- Electricity
- Gas
- Water & Sewer
- Trash & Recycling



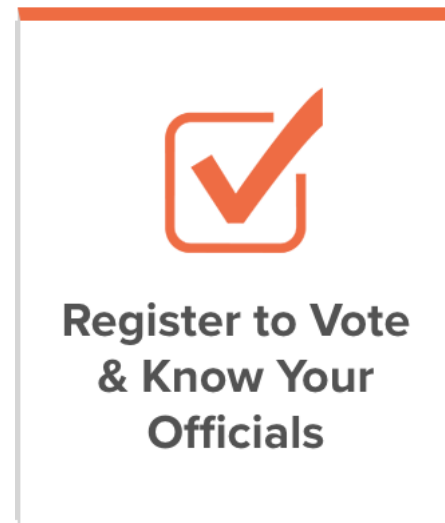
Don't forget: Hold on to your first few utility bills, as you'll need them to register for other City services (like parking permits).

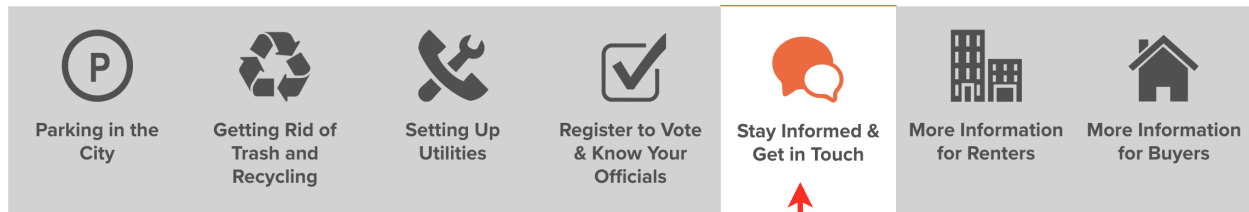


Next click on Register to Vote & Know Your Officials.

This page involves voting in Somerville and your options on how to register and helpful links to learn about the Government of Somerville.

- If you're over 18 and an eligible voter, you can register to vote in Somerville online, in person, or by mail. You'll need a **valid ID** and an **updated address and signature with the RMV**. Learn more about registering to vote [here](#).
- The City of Somerville is broken up into seven wards, and each ward is made up of three precincts. Your ward and precinct number determine where you vote and who represents you in [City government](#). Look up your ward, precinct, and elected officials with [MySomerville](#).



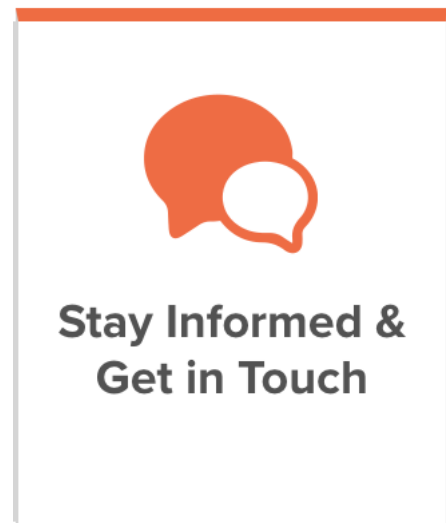


Next click on Register to Vote & Know Your Officials.

This page shows you all the ways you can stay involved with Somerville news, events, and updates!

They provide:

- Free City eNews
- Social Media Links
- Important Addresses to Visit City Offices
- And don't forget about **311** - Somerville's Customer Service Line!



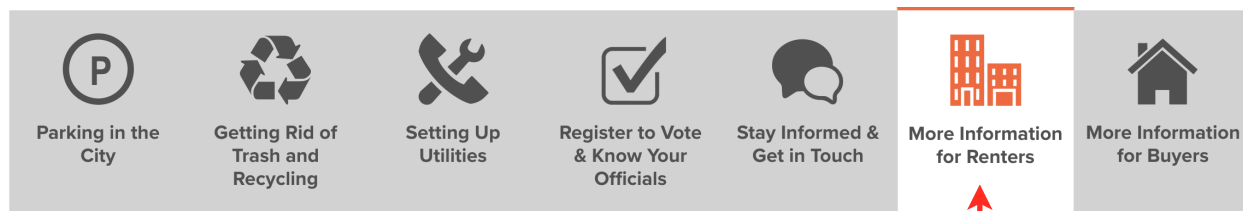
To sign up for Free City eNews you will see that at the bottom of each page a place for you to sign up! Type your email here and click Subscribe!!

Sign Up for Free City eNews!

Once a week, you'll receive the [ResiStat](#) newsletter, a brief update on City events, news, services, and opportunities to get involved - as well as invitations to community meetings with Mayor Curtatone and your aldermen.

Enter your email

Subscribe



Next click on More Information for Renters.

This page gives you additional information that will be helpful in regards to your rights as a renter so you're not taken advantage of by Landlords and Brokers.



Things to remember are:

Landlords can only ask for certain types of deposits and fees. By law, they **can** ask for:

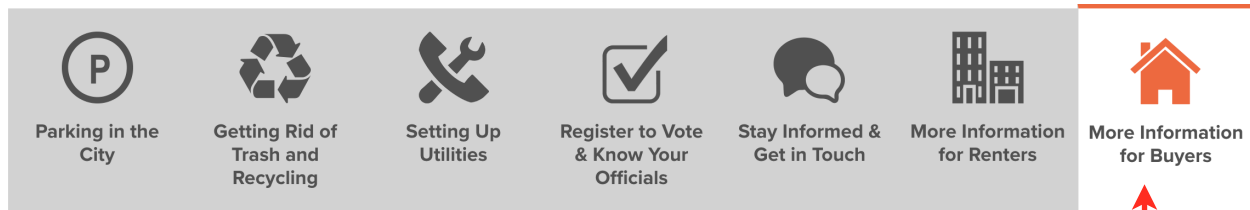
- First and last month's rent
- A security deposit equal to one month's rent, and
- A fee to buy new locks.

Landlords and brokers **cannot** ask for:

- A deposit to hold the apartment
- An application or credit check fee, or
- A finder's fee for their own apartment, unless they're the Realtor.

There are also resources for affordable housing including this [website](#) and this address:

Somerville Housing Authority
30 Memorial Rd.
Somerville, MA 02145
(617) 625-1152



Last, click on More Information for Buyers.



This page gives you information for residents that are buying property in Somerville.

They give you information on:

Homeowner Opportunities - like Affordable Homeownership Program that makes it easier to purchase your first home!

Clean Energy Initiatives - that allows residents to buy energy in bulk to cut costs!

Renovating Your Home - can be exhausting, but they make it easy by providing contact information and application online!
Contact - (617) 625-6600 x5600 for any renovation questions you may.

Making A Service Request

City of **Somerville**



For Residents ▼

For Businesses ▼

Services ▼

Your Government ▼

Pay Bills & More ▼

Calendar

Services ^

Your Government ▼

BROWSE SERVICES BY:

Topic

A-Z List

Departments & Boards

Your Address (My
Somerville)

HELP & INFORMATION

Make a Service Request (311)

Sign Up for Emergency

To begin making a Service Request you will click on Services.

And then click on Make a Service Request.



Make a Service
Request



Explore 311 Stats



Get the App

Knowledge Base

Request for Service

Create Account

Sign In

If you don't already have an account you will click on create an account here.

[Sign in](#), or [create an account](#) to receive updates on your request.

We will remember what you've entered here

Please enter your email address. We will send you instructions for setting up your account.

Email Address

cam@techgoeshome.org

You'll be asked to type your email address, and then click Sign Up.

Sign Up

Wait a few minutes and then check your email.

Somerville, MA

Please visit this page to confirm your email address.

Confirm your email address

If you did not request a new account, please disregard this email.

You'll see in your email inbox an email from City of Somerville.

You'll see this image and you'll click on Confirm your email address.

Contact Info

Notifications

Security

Create a password for your account

☒ Hide My Typing

New Password

.....|

Then you'll type your new password for the City of Somerville website, and click Set New Password.

Set New Password

My Requests

You'll then be prompted to make your service request.

Click on Create a Service Request.

+ Create a Service Request

Then you'll have to specify where you need your request.

You can type the address.

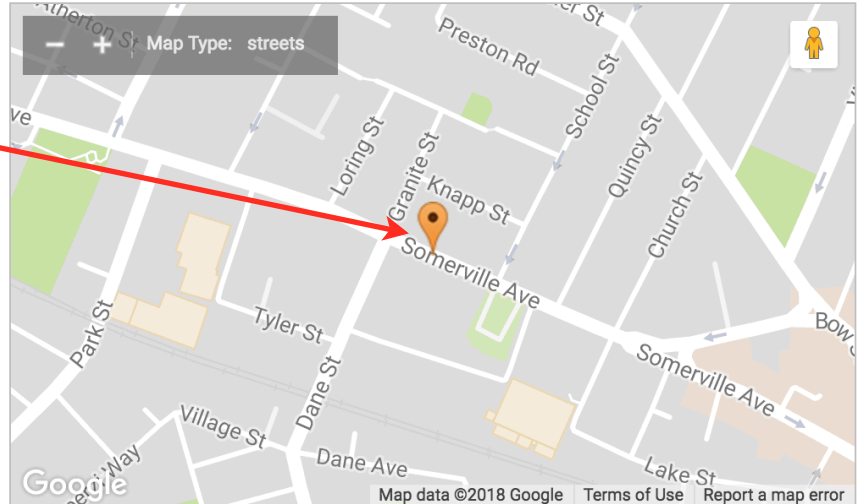
Click Use my Current Location.

or Drag and Drop this pin on the map.

Somerville Avenue, Somerville, MA, USA

Use My Current Location

Or drag and drop  on the map



Next

Location Details

Type of Issue *

Search or select a type

Comments *

Describe the issue

Add Photos or Files
Upload up to 5 photos/files

Back Create Request

You'll then have the opportunity to specify your specific request here by category.

And give additional comments here.

Then click Create Request.

Congratulations! You have successfully oriented yourself with the Resident's Guide of Somerville and Made a Service Request. We hope you have a safe and efficient move. Enjoy the great city of Somerville!