VILLAGE OF
Lake Villa

PRESS RELEASE

The Village of Lake Villa Launches Service Request System

FOR IMMEDIATE RELEASE
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CONTRACT:
 Stacy Michael
Administrative Services Director
847-356-6100

Lake Villa, Illinois – The Village of Lake Villa announces a new Request for Service System, powered by SeeClickFix, to provide residents the ability to submit a request for service to the Village at any time, from any location. The new request for service system will allow residents to report request services on the Village website, via a mobile app, on the Village's Facebook page, or by calling or visiting the Village Hall. Residents may submit a request for a street light outage, pot hole, damaged sidewalk or other Village related request.

Administrative Services Director, Stacy Michael stated that, "With the SeeClickFix mobile app and web tools, Lake Villa residents will now be able to provide pictures, videos, specific descriptions, and more valuable information needed to complete the request for service more efficiently."

Stacy Michael also stated that, "The SeeClickFix platform also provides the Village staff with a centralized issue management system to manage issues from creation to resolution, and allows staff to more easily engage with residents throughout the process. Automatic updates on your request will be email to you by registering in the SeeClickFix program".

The SeeClickFix Program also provides the Village the ability to provide residents emergency notifications in the event of a street closure, severe storm, or water main break. This is available to those who register and provide your email in the SeeClickFix program.

The SeeClickFix mobile app is available for download on Android and iPhone. Residents can send requests to the Village of Lake Villa's website at www.lake-villa.org and clicking the Request for Service tab. Residents can also use Village of Lake Villa's Facebook page to submit a Request for Service.

Residents are always welcome to call the Village Hall at 847-356-6100 or come to the Village Hall to submit a request for Service.

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