Service Requests

The City of Franklin has established a mechanism for the filing of requests and complaints. The Service Request form is available both online and in City buildings, including the offices of the City Manager and the Planning and Zoning department, the Fire Station and the Municipal Services Department, both on West Bow Street.

The form can be used to:

- ✓ Request that certain work be performed [filling a pothole, trimming a dead tree, fixing a street sign, etc.].
- ✓ File a complaint against a property for violation of City ordinances such as zoning or property maintenance [junk cars, trash, etc.].

Once complete, the form should be filed with the City Manager's office; it will then be distributed to appropriate department for follow-up.

As noted, the forms are intended to address violations of City ordinances. The City cannot get involved in disputes that fall outside of the framework of the ordinances.

Please note that it is the policy of the City to require written Service Request forms before any department investigates a violation complaint. We ask for your cooperation in helping us make this process work smoothly so that the interests and rights of all properties are preserved.

Please refer to the Land Use Compliance and Enforcement section in the Planning and Zoning office's portion of the website for more information on the process of enforcement of the City Zoning Ordinance.

See Service Request Form, below

REQUEST FOR SERVICE

Request # SR_____ - _____

CITY OF FRANKLIN, NEW HAMPSHIRE

Request / Complaint Information

Requestor's Information:

Name:				
Address:	Street Address		City	State Zip Code
Telephone:	(Home Phone)	(Work Phone)	(Cell Phone)	(email)

Location of Complaint:

Name:				
Address:	Street Address	Franklin City	NH State	03235 Zip Code

Brief Description of Problem: _____

_____ _____

Signature **Date**

For City Use Only - Department Service Summary

Received by:_____ Date:_____

Time:_____ ❑PM ❑AM

Department Responder:_____

Responded to Requestor? ❑ Yes ❑No

Date Completed:_____

Method: ❑ Telephone ❑ Written ❑ In Person

Department(s) Responsible for Service:

- ❑ Municipal Services
- ❑ Fire
- ❑ Finance
- ❑ Parks and Recreation
- ❑ Police
- ❑ Planning
- ❑ Code Enforcement
- ❑ Library

Copy to:

- ❑ Mayor & Council
- ❑ Municipal Services
- ❑ Fire
- ❑ Finance
- ❑ Parks and Recreation
- ❑ City Manager
- ❑ Police
- ❑ Planning
- ❑ Code Enforcement
- ❑ Library

Action Narrative:_____

(Please use reverse side for additional comments)