City of Crystal Lake

City Hall Lobby Open to Walk-In Traffic

The City Hall lobby is now open to the general public. The lobby was previously closed due to the recommendations of federal, state and county agencies that are taking the lead in the ongoing effort to mitigate the spread of COVID 19. In anticipation of the opening, modifications have been made to the lobby to help protect customers and employees.

Residents and businesses are still encouraged to use the City's website to conduct business with the City. The City's online services can be accessed through the City website at www.crystallake.org/how-do-i. Services such as vehicle sticker purchases, payment of water bills, license renewals, or payment of parking tickets can occur entirely online, or through the City's drop box located in the City Hall parking lot.

Also, residents and businesses can continue to receive assistance regarding building permits and other Community Development issues remotely by calling 815-356-3605 or via e-mail at building@crystallake.org. Moreover, all permit applications, inspection scheduling, property maintenance issues, and zoning applications can be submitted online, via ez APP at www.crystallake.org/your-government/ezapp. Ez APP is the City's 24/7 online portal for all Community Development services and can be used to pay fees and request inspections. If you need a permit inspection, please contact us to discuss inspection options for your project.

Continue to connect with us, and receive updates by visiting www.crystallake.org/our-community/covid-19-coronovirus-information.

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