Resource Guide to the Development and Permit Process

Prepared by the Village of Arlington Heights
Department of Planning & Community Development

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Introduction

The purpose of this booklet is to provide a guide to businesses which need to obtain licenses, permits or zoning approvals from the Village of Arlington Heights. This guide, published by the Arlington Heights Department of Planning and Community Development and the Arlington Economic Alliance, will help businesses through the development review and permit/license process. However, it is not a substitute for obtaining the required codes, regulations and application forms, many of which are available online at www.vah.com.

Arlington Heights is committed to attracting and retaining businesses. One way we show that commitment is to facilitate applications for permits, licenses and other Village approvals. For example, if you are considering an expansion or renovation of your facility which requires zoning review, you can submit preliminary plans for review by our Staff Development Committee. This committee, which represents each of the reviewing departments in the Village (Building, Engineering, Fire, Health, Planning, Police, Public Works, Zoning), meets weekly. This review should help you accurately budget time and resources with timely, thorough answers from the Village, before you commit resources to a project.

The Village codes, regulations, policies and requirements are designed to establish construction standards which provide for the general health, safety and welfare of the community. This booklet includes summaries of local requirements; however, this booklet should not be used in place of Village codes and ordinances. There are many highly trained professionals in the various departments at Village Hall who will be able to help you with questions, and ensure that your experience in Arlington Heights is a safe and productive one.

In Arlington Heights, answers to your questions are just a phone call away. The Planning and Community Development Department (847.368.5200) can help your business locate, relocate or expand in Arlington Heights. If you have specific, technical questions about local building codes, you can contact the Building & Life Safety Department at 847.368.5560.

Arlington Heights Government Information

Village Officials

Village President
Thomas W. Hayes

Trustees
Richard Baldino
Mary Beth Canty
Robin LaBedz
Greg Padovani
Bert Rosenberg
John Scaletta
Thomas Schwingbeck
Jim Tinaglia

Village Manager
Randall Recklaus

Department Contacts/Department Directors

Village Manager	Randall Recklaus
Assistant Village Manager	Diana Mikula
In-House Counsel	Robin Ward
Director of Building & Life Safety	
Director of Finance	Tom Kuehne
Director of Health Services	James McCalister
Fire Chief	Andrew Larson
Director of Human Resources	Mary Rath
Director of Planning & Community Development	Charles Witherington-Perkins
Police Chief	Nicholas Pecora
Director of Public Works	Scott Shirley

John G. Woods Municipal Campus

33 S. Arlington Heights Road
Arlington Heights, Illinois
Phone: 847.368.5000 ◦ Fax: 847.253.2524
www.vah.com

Adopted Village Codes

The Village adopts codes and ordinances to establish minimum standards to safeguard the general health, safety and welfare of all Village residents and businesses. There are also State mandated codes that apply to construction within the Village. The Village codes and ordinances relating to building projects are referenced in the Arlington Heights Municipal Code as follows:

Village Business Licenses (Chapter 14)

Village Building, Plumbing, and Electrical Regulations (Chapter 23)

Village Fire Regulations (Chapter 27)

Village Zoning Regulations (Chapter 28)

Village Subdivision Control Regulations (Chapter 29)

Village Sign Code (Chapter 30)

Village General Comprehensive Plan

(all are available for viewing online at www.vah.com)

These are the major development portions of the Arlington Heights Municipal Code. Many other sections of the Arlington Heights Municipal Code may apply to your specific project. Contact the Village for more information and guidance on your project. All of these codes and ordinances are available for review at the Village Hall. Specific model building codes from the International Code Council (ICC) can be purchased directly from the ICC (800.786.4452), or viewed for free from their website.

The State mandated codes are as follows:

Illinois State Plumbing Code

Illinois Energy Conservation Code for commercial buildings
(effective April 8, 2006)

Life Safety Code (NFPA 101)

If you have questions regarding these codes and ordinances, the Departments of Building (847.368.5560) or Planning and Community Development (847.368.5200) are happy to help.

Arlington Heights Boards & Commissions

The Village of Arlington Heights has numerous Boards and Commissions that deal with development and new businesses. The following is a brief explanation of the Boards and Commissions that deal with land use, and a brief synopsis of the Village Board's role in the development process.

Village Board

The Village Board reviews all recommendations from the Plan Commission and if applicable, the Design Commission and Building Code Review Board.

Meets the first and third Monday of every month at 8:00 PM in the Board Room, 3rd Floor, Village Hall.

Plan Commission

The Plan Commission is an advisory body that reviews requests for Special Use, Rezoning, Planned Unit Developments (PUD), and Land Use Variations, among others.

Meets the second and fourth Wednesday of the month at 7:30 PM in the Board Room, 3rd Floor, Village Hall.

Zoning Board of Appeals

The Zoning Board of Appeals reviews variation requests when not in conjunction with a Plan Commission review. Zoning Board of Appeals has final authority on all requests that come before them.

Meets the second Monday of every month at 7:00 PM in the Buechner Room, 1st Floor, Village Hall.

Design Commission

The Design Commission reviews proposed modifications for compliance with Design Guidelines and Chapter 28 of the Arlington Heights Municipal Code (Zoning Regulations), and variations from Chapter 30 of the Arlington Heights Municipal Code (Signs). If review is in conjunction with a Plan Commission review or involves a variation from Chapter 30, Design Commission makes a recommendation which is forwarded to Village Board for final approval. If review is not in conjunction with a Plan Commission review, Design Commission motion is the final step.

Meets the second and fourth Tuesday of every month at 6:30 PM in the Community Meeting Room, 3rd Floor, Village Hall.

Building Code Review Board

The Building Code Review Board is an advisory board that makes recommendations to the Board of Trustees on matters relating to waivers and amendments to the Building Code and administrative procedures relating to the enforcement of the Building Code.

Meetings are held on the call of the Chair.

Doing Business in Arlington Heights

When proposing to open a business in Arlington Heights, there are a number of items that should be explored before making a solid commitment to a site. The following steps are not all-inclusive, but are important in determining if your use is allowed and how long it will be before you can occupy the proposed space:

- ***Select a Site and Check the Zoning***

  Most businesses are only allowed to operate in certain parts of the Village. Prior to making a commitment or signing a lease, contact the Department of Planning and Community Development at 847.368.5200 to verify that your type of business is allowed within the location you are considering. If you are having trouble locating a site which is appropriate for your business, or are unsure where your business would be allowed, staff of the Planning and Community Development Department are happy to help.

  If you are going to enter into a lease agreement or a contract to purchase property for the purpose of operating a business, remember to include a contingency for all governmental approvals including Village of Arlington Heights zoning approvals and permits. Also, if it is determined that a Plan Commission review of your proposal is necessary, you should allow a minimum of three to six months from the time you submit your application for rezoning, special use permit and/or Planned Unit Developments (PUD's). However, most new businesses do not need to go through the Plan Commission review process.

  Contact: Department of Planning and Community Development, 847.368.5200

- ***Obtain Your Permits from the Village of Arlington Heights***

  Most projects in the Village involve building permits. Please refer to Page 10 of this booklet for general information on the permit review/inspection process.

  Contact: Department of Building & Life Safety, 847.368.5560

- ***Obtain Your Business License from the Village of Arlington Heights***

  You may need a license to operate a business in Arlington Heights. You can file for your license with the Village Clerk. (More than one license may be required.) The license application is available online at:

  www.vah.com/your_government/village_clerk

  Contact: Village Clerk, 847.368.5540

Other Helpful Resources

There are a number of local resources available to businesses interested in opening in Arlington Heights.

- ***Business Development Coordinator***
  The Business Development Coordinator of the Village of Arlington Heights acts as an ambassador to the business community. The Business Development Coordinator can be utilized as a resource for business retention, attraction and other business needs.

  Contact: Michael Mertes, 847.368.5220

- ***Small Business Development Center***
  Through an agreement with the Village, the Illinois SBDC of Harper College operates a satellite office out of the Arlington Heights Planning Department (at the Village Hall) by appointment. The SBDC provides local businesses with management, marketing and financial counseling in order to help them succeed. They also offer confidential counseling sessions for assistance on such topics as: business start-up, financial resources, marketing strategies, and workshops specific to small businesses.

  SBA
  U.S. Small Business Administration

  Harper College

  The SBDC program is funded in part through a cooperative agreement with the Illinois Department of Commerce and Economic Opportunity and the U.S. Small Business Administration.

  Contact: Thomas Cassell, 847.952.6520

- ***Business Services at the Arlington Heights Memorial Library***
  The Business Services division of the Arlington Heights Memorial Library is able to assist persons looking for guidance in researching numerous business topics. The Library's Business Center also provides numerous free services such as classes, reference materials, social media assistance, and marketing lists.

  Contact: Diane Malik, 847.870.2458

- ***Arlington Heights Chamber of Commerce***
  The Chamber of Commerce is a membership organization providing a host of networking, educational, and service-oriented opportunities for its members. The Chamber has also partnered with the Village to conduct retention visits to businesses with fewer than eight employees and less than 2,000 square feet of space, to better learn the needs of small businesses throughout the community.

  Contact: Arlington Heights Chamber of Commerce, 847.253.1703

Other Helpful Resources

When starting a business, there are numerous State and Federal agencies that may be necessary to contact. The State of Illinois operates a website - the "State of Illinois Business Portal" which offers guidance to the business community. The following page includes a small sampling of the agencies that should be contacted if you are interested in starting and/or operating a business in Arlington Heights. Also included is the website to the State of Illinois Business Portal.

- ***State of Illinois Business Portal***

  The State of Illinois has created a site that puts all business related information in one place. The Illinois Business Portal also has a search engine to help you find the forms you need.

  www.business.illinois.gov

- ***Illinois Department of Commerce and Economic Opportunity (DCEO)***

  DCEO is a state agency charged with improving Illinois' economy through commercial and industrial growth. They offer several grant and loan programs for large and/or growing businesses.

  www.illinois.gov/dceo

- ***U.S. Small Business Administration (SBA)***

  The SBA provides programs and services to help you plan your business, start your business, grow your business and succeed in business. The services provides by the SBA include grants, financial assistance, contracting opportunities, compliance assistance, counseling, disaster assistance, and on line training, among others.

  US Small Business Administration
  409 3rd Street, SW
  Washington, DC 20416
  SBA Answer Desk: 1-800-U-ASK-SBA (800.827.5722)
  Answer Desk TTY: 704.344.6640
  answerdesk@sba.gov
  www.sba.gov

- ***Choosing a Business Name***

  If you conduct business in Illinois under an assumed or corporate name, file for a certificate with the County. Lists of current business names are available at:

  Cook County Clerk's Office, County Building
  118 North Clark Street (Lower Level)
  Chicago, Illinois 60602
  312.603.5656
  www.cookctyclerk.com

Other Helpful Resources

- ***Incorporating Your Business***

  Decide (with the advice of an attorney) whether your business will be a Sole Proprietorship, Partnership, Limited Partnership or Corporation. If you incorporate or establish a limited partnership, you must register with the State of Illinois at:

  Secretary of State
  69 W. Washington Street (12th floor)
  Chicago, Illinois 60602
  312.793.3380
  www.cyberdriveillinois.com

- ***Obtaining Your Federal Identification Number***

  Corporations and Partnerships require Federal Employer Identification Numbers (FEIN). A Sole Proprietorship may be able to use its Social Security Number. You can obtain your FEIN at:

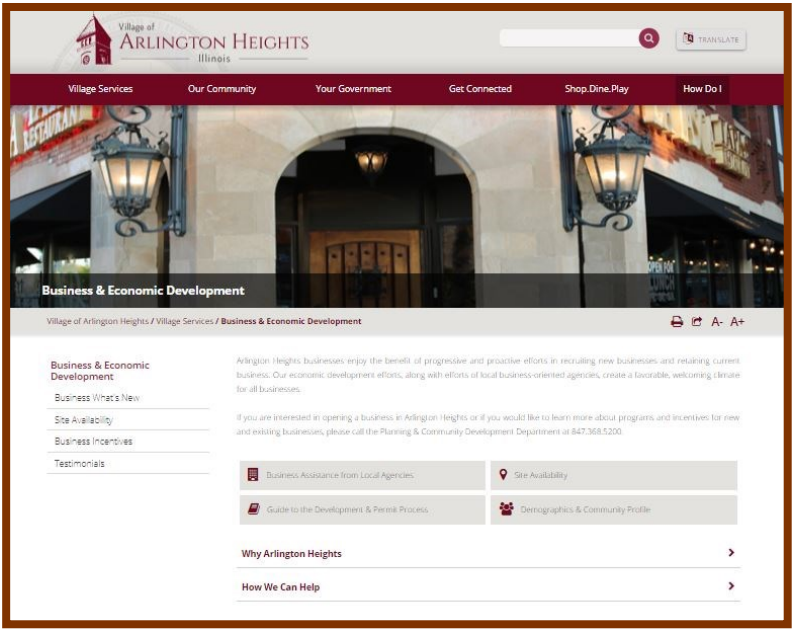
  Federal Taxpayer Service (IRS)
  Federal Building
  230 South Dearborn (17th Floor)
  Chicago, Illinois 60604
  800.829.4933
  www.irs.gov

- ***Obtaining Your State Sales Tax Number***

  If you will engage in a type of retail sales business, you must have a sales tax number (either an Illinois Business Tax number or a Retailer's Occupational Tax number). You can obtain your sales tax number at:

  Illinois Department of Revenue
  100 West Randolph Street, (Concourse Level)
  Chicago, Illinois 60601
  312.814.3190
  www.revenue.state.il.us

Online Services - www.vah.com



The Village's website has a wealth of information for applicants seeking assistance with the Development Review Process:

- Business and Economic Development page. Explains much of the information found in this booklet. Also provides site-specific information.
- Business Development Portal. Included in the Business and Economic Development page. Provides information about doing business in Arlington Heights.
- GIS Mapping System. Provides general information about properties in Arlington Heights through an address search, from Zoning to School District information, etc.
- Comprehensive Plan - Land Use Map
- Zoning Map
- Zoning Fact Sheets - General information about standard Zoning Requirements
- Zoning Work Sheets
- Board and Commission Applications (Design, Plan and Zoning Board of Appeals)
- Arlington Heights Municipal Code
- Inspection Checklists
- Permit Application Checklists
- License Process Guide
- Online Permit Tracking

All of this can be found at your fingertips - 24 hours a day - at **www.vah.com**!

Planning and Zoning Process

As mentioned on Page 5, it is important to discuss your plans with the Planning and Community Development Department to determine if a Plan Commission, Design Commission, or Zoning Board of Appeals review of your project is necessary. The following steps should be followed, once a site has been selected for your business:

Staff Review

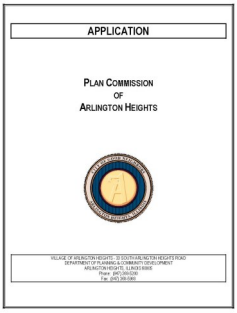
Meet with a representative of the Planning and Community Development Department to discuss the proposal and to determine the necessary process for approval. A concept plan consisting of scaled sketches, existing and proposed site data and preferably a site photo, should be available for review by a planner. After a preliminary review has been completed by Staff, you will be informed of the approvals your proposal requires. If it is determined that Plan Commission, Design Commission, or Zoning Board of Appeals review is not necessary, you may proceed to the Building Permit stage. If it is determined that Plan Commission, Design Commission, and/or Zoning Board of Appeals review is required, continue to the list below.

Plan Commission Review

1. Upon preliminary review of the proposed project, the Staff Development Committee (SDC) will review the proposal and inform you of any major issues that need to be addressed. The SDC, which consists of all Village Department Directors, meets weekly to discuss proposed development.

2. A Conceptual Plan Review Committee meeting will be scheduled soon after the SDC meeting. This meeting is an informal "round table" session with a subcommittee of the Plan Commission members, a staff representative, and you as the petitioner. The purpose of this meeting is to give you an indication of how the project might be viewed by the entire Plan Commission before you incur the expense of preparing detailed plans.

3. After resolving issues raised in the Conceptual Plan Review Committee Meeting, you can submit a complete set of application materials and plans to the Planning and Community Development Department. If it is determined that the application is complete, a "pencil date" is issued. This date is a tentative date that the project is scheduled to appear before the Plan Commission. This date is subject to change depending on the complexity of the project, your timely response to Departmental comments, and scheduling conflicts.


APPLICATION

PLAN COMMISSION
OF
ARLINGTON HEIGHTS

4. Representatives from all of the applicable Village Departments will review the plans for compliance with the Arlington Heights Municipal Code. Once it is determined that all department issues have been adequately addressed, the proposal will be forwarded to the Plan Commission for a public hearing.

Public Hearing Review

After completing the required public hearing notification, the Plan Commission will review the proposal at one of their regularly scheduled meetings. Unless there are significant outstanding issues or the public hearing cannot be completed for any reason, the Plan Commission will make a recommendation to the Village Board that same evening. The recommendations may include conditions of approval for the Village Board to consider.

Village Board Review

The Village Board receives a copy of the recommendation from the Plan Commission and if applicable, the Design Commission. The Village Board will then take action on the request (approve, deny). If the proposal is approved, an ordinance is prepared for adoption at the next regularly scheduled Village Board meeting. Only after the ordinance is approved can a building permit be issued.

Design Review

The Design Commission of the Village reviews projects to ensure consistency with the Village's Design Guidelines. After meeting with Staff to discuss the project, a complete Design Review application shall be submitted. If the project meets certain criteria, it can be reviewed administratively, without being reviewed by the Design Commission. If proposing a large, complex, mixed-use, or multi-family projects you may attend a Design Commission meeting to informally discuss the project design before fully preparing the drawings and materials required for a complete submittal and formal review.

If the Design Review is in conjunction with a project that is appearing before the Plan Commission, the Design Review must be complete prior to Village Board review of the proposal. In these instances, the Design Commission is an advisory body to the Village Board, who has the final authority. If the Design Review is not in conjunction with a project that is appearing before the Plan Commission, the Design Commission has the final authority on the request. Appeals on decisions from the Design Commission can be made to the Village Board.

Zoning Board of Appeals Review

Some non-residential projects do not require Plan Commission review; however they do involve variations from the Zoning Regulations. In these instances, the project is sent before the Zoning Board of Appeals for review and final action on the requested variation(s). Typically, applications must be submitted more than 30 days prior to the next available Zoning Board of Appeals hearing. The Zoning Board of Appeals reviews applications and typically takes action on those applications at a the same meeting. If the request is approved, you would proceed to the Building Permit stage. If the request is denied, the only means for relief is through the Circuit Court of Cook County.

For questions regarding the Plan Commission, Design Commission or Zoning Board of Appeals processes, contact the Planning and Community Development Department at 847.368.5200.

Building Permit Process

Building permits are generally required for projects, such as:

- Demolition of buildings and structures
- Driveway and parking lot resurfacing
- Electrical work
- Fences and/or grade changes
- Heating, Ventilation and Air Conditioning (HVAC)
- Interior/exterior alterations and repairs including sandblasting and paint removal
- Landscaping and tree removal (other than Single Family Homes)
- New garages and garage additions
- New construction and new additions
- Plumbing work
- Reroofing
- Sidewalk and driveway construction or modifications
- Signs
- Storage or tool sheds
- Underground lawn sprinkler systems
- Water heater replacements
- Patio
- Deck
- Shed
- Foundation repair
- Change of Use or Occupancy Classification

Permit fees, plan review fees and refundable bonds may be associated with your project. Building & Life Safety staff will inform you of any required fees. Plans, specifications, and a current plat of survey are required for most building projects. The plans must be reviewed for conformance to applicable Village codes before a permit can be issued.

There is a Plan Review Committee that meets bi-monthly to discuss projects, which can be used as a resource for obtaining information.

Building permits must be obtained before work begins.

Permit Review Process

- When submitting for permits, submit six sets of plans detailing the full scope of work covered under this submittal, as well as the required building permit application, electrical permit application, plumbing permit application, plat of survey, site plan, landscaping plan and all other supporting documents. The review time for commercial projects vary based on the complexity of a project.
- A written proposal is required for all projects. The proposal must be signed by the owner or agent and must list the cost of work to be performed.
- If your plan is not approved, a comprehensive correction report will be mailed to the permit applicant after all village departments have completed their reviews. Revised plans are then resubmitted by the applicant and the Village verifies all corrections have been made

Building Permit Process

Online Permit Tracking

The Village of Arlington Heights provides an interface to our permit software. This interface allows the building permit applicant to check the status of permits online. A PIN number to access individual permit information is given to the applicant at the time of permit submittal.

General information on the permit application is provided through the interface, such as plan review status, fees due/paid fees, and inspections

Questions about online permit tracking can be directed to Building & Life Safety at 847.368.5560.

J.U.L.I.E.

If digging or underground construction is a part of your plan, a J.U.L.I.E. dig number may be required. J.U.L.I.E. is the Joint Utility Locating Information for Excavators. J.U.L.I.E. will locate any utilities which may be underground on or near your project's site. You must call J.U.L.I.E. at 800.892.0123 or 811.

Inspections

All Village inspectors are trained in their specific field of expertise and hold the appropriate State of Illinois licenses.

Inspections are mandatory while work is in progress to ensure that construction complies with approved plans and code regulations. Required inspections for your project will be listed on your permit placard. Inspections must be scheduled through the Building & Life Safety Department, 847.368.5560.

Rules of thumb about inspections:

- Inspection requests are taken until 4:00 p.m. daily.
- Have your permit number and address of the project when calling for inspections.
- All inspections, except Finals, typically require 24 business hours advance notice.
- Final inspections typically require 48 hours advance notice. Also, you must submit a signed and sealed statement from the architect of record stating that the construction is in accordance with the approved plans, prior to scheduling a final inspection.
- It is a good practice to ensure that all inspections have passed, and where required, a certificate of occupancy obtained, prior to making final payment to your contractors.
- Refundable bonds are released after the approved final inspection and in accordance with the Arlington Heights Municipal Code.

Business License Process

Business Licenses are required by Code for most businesses. The application for a License is located on the Village Website at:

www.vah.com/your_government/village_clerk

After submitting a complete application and paying the fee, the Village will send out two inspectors typically within 10 business days: one for fire safety and one for health safety.

After approval of these inspections, the license is issued. Licenses are valid for one calendar year and are not transferrable to other owners or changes of location. If a business is sold or moves, a new license must be applied for.

It is recommended that businesses apply for their Business License the month prior to their planned opening.

Contact: Village Clerk, 847-368-5540.

Frequently Asked Questions

Q ***How can I find out what Village approvals are required for my proposal?***

A In order to find out if your use and/or development is allowed in the proposed location, you should contact the Planning and Community Development Department and ask to speak with a Development Planner.

Q ***I am modifying the outside of an existing structure. Do I have to appear before the Design Commission?***

A Appearance before the Design Commission depends upon a number of factors, such as scope of work and location of building. It is best to contact the Planning and Community Development Department to discuss the proposal at a conceptual level to understand the Design Review requirements and whether Design Commission review is necessary or if it meets the criteria for Administrative Review.

Q ***Can I submit applications to the Design Commission and Plan Commission simultaneously?***

A Yes. However, it is important to remember that projects requiring both Design Commission and Plan Commission review are forwarded to the Village Board for action simultaneously. Therefore, it is important to work with the staff liaisons to these Commissions to ensure that your application timing works.

Q ***What do I do if my project requires a variation from the Municipal Code?***

A There are four main avenues in place for relief from the Arlington Heights Municipal Code, if necessary:

1. If your project is already being reviewed by the Plan Commission, the Plan Commission has the authority to review variations from Chapter 28 of the Arlington Heights Municipal Code (Zoning Regulations). Plan Commission recommendations are forwarded to the Village Board for final action.
2. If your project does not require review by the Plan Commission, yet it requires a variation from the Zoning Regulations, the Zoning Board of Appeals will review a variation request.
3. If your project involves a variation from Chapter 23 of the Arlington Heights Municipal Code (Building Code), the Building Code Review Board will review a variation request.
4. If your project involves a variation from Chapter 30 of the Arlington Heights Municipal Code (Signs), the Design Commission will review a variation request. Their recommendation is forwarded to the Village Board for final action. See Page 4 of this booklet for more information.

Frequently Asked Questions

Q ***How can I make the process go faster?***

A To minimize the time it takes to go through both the development review and building permit process, be sure that the information submitted is complete. Often times projects are delayed due to insufficient information being submitted or untimely resubmittals.

Q ***Does my contractor have to be registered with the Village?***

A Yes. Anyone, other than the property owner, who is doing work on a project requiring a building permit, even without compensation, must be registered as a contractor. When applying for permits, please investigate whether you must be bonded as well. For example, wrecking contractors require $20,000 surety bonds in the Village of Arlington Heights and sewer contractors require a $10,000 surety bond naming the Village of Arlington Heights as additional insured. Contractor registration is handled by Building & Life Safety/

Q ***What is a "stop work" order?***

A A "stop work" order is issued for jobs that are not being completed in accordance with the approved plans or for jobs that were started without a permit. When a stop work order is issued, no work may take place on the job site until the stop work order has been lifted. While the urge to get a jump on things is human nature, waiting until permits are obtained avoids penalty fees and the cost of correcting mistakes.

Q ***What if I want to make changes to my plans as work progresses?***

A Be sure to obtain permission from Building & Life Safety prior to making any changes to the approved plans. For all changes, submit revised plans to Building & Life Safety to amend the permit. These plans will need to be reviewed by Building & Life Safety as well as any other applicable Village departments. If modifications are made after Design Commission approval, then the Planning and Community Development Department must review for substantial compliance. Submit clouded, revised elevations and plans along with a written statement regarding the changes on scope of the work.

Q ***What do I do with the permit placard I was given?***

A The permit placard must be displayed in a manner which is clearly visible to the public from the public right of way (usually a front window).

Frequently Asked Questions

Q ***What inspections are required?***

A Information concerning inspections are printed on the permit placard. If you are unsure, ask Building & Life Safety Staff.

Q ***What if I'm just thinking about renovating or expanding my business? Will the Village help me before I spend a lot of money on fees and drawings?***

A Yes. For large projects, the Staff Development Committee will be glad to review your preliminary plans before you make a formal application. The Committee, consisting of all the reviewing departments in the Village, will review your plans to help identify any major issues before proceeding. Call the Department of Planning and Community Development (847.368.5200) to discuss your plans and schedule a Staff Development Committee review.

Q ***What is the purpose of the refundable bond?***

A The refundable bond provides assurance that work will be completed in the manner for which it was approved and that all work is inspected as required. The bond is also a security for public property such as curbs, walks, parkway trees, etc. A fee will be deducted from the bond for each failed inspection.

Q ***When can I expect the bond to be refunded?***

A The refund will be processed as soon as the final inspection and a Certificate of Occupancy (If applicable) is approved. Generally, it takes three to five weeks for the refund to reach you.

Q ***What is J.U.L.I.E.?***

A J.U.L.I.E. stands for "Joint Utility Locating Information for Excavators." Upon receiving your permit call, contact J.U.L.I.E. at 800.892.0123 or call 811. J.U.L.I.E. will visit your property and mark the location of underground utilities.

Contacts for your Assistance

Village of Arlington Heights

Village Manager **(VM)**	847.368.5100
Building & Life Safety **(BD)**	847.368.5560
Engineering Division **(EN)**	847.368.5250
Finance Department **(FW)**	847.368.5500
Fire Administration **(FR)**	847.368.5450
Health Services, Building & Health Services Department **(HL)**	847.368.5760
Department of Human Resources **(HR)**	847.368.5150
Legal Department **(LG)**	847.368.5700
Department of Planning and Community Development **(PL)**	847.368.5200
Police Administration **(PO)**	847.368.5300
Department of Public Works **(PW)**	847.368.5800
Village Clerk **(VC)**	847.368.5540

Other Important Phone Numbers

Public Works After Hours	847.368.5300
Snow Hotline	847.368.5834
Village Hall (TTY)	847.978.9007
Arlington Heights Chamber of Commerce	847.253.1703
Comcast Cable	866.594.1234
Wide Open West Cable	866.496.9669
Commonwealth Edison Company	800.334.7661
Groot Recycling and Waste	800.244.1977
J.U.L.I.E. (Before You Dig!)	800.892.0123
Metropolitan Water Reclamation District	312.751.5600
Northern Illinois Gas (NICOR)	888.642.6748

The Village operates a broadcasting station on Channel 17 of Comcast Cable and Channel 6 of WOW (Wide Open West) cable.

The Village of Arlington Heights has an excellent team of professionals to provide you with expert assistance in all facets of Village services. Our experts include economic development, site selection, engineering, finance, statistics, law enforcement, fire prevention, building codes, health services, construction and marketing - just to name a few. The following page has been designed to make it easier for you to locate the right person and department to help you with your needs. This in turn allows us to respond to your questions in an efficient, helpful and friendly manner.

In most instances, assistance is available to you in each of these areas from 8:00 a.m. to 5:00 p.m., Monday through Friday. However, the Police Department is available 24 hours a day. For information only, call the Police Desk at 847.368.5300. Call 911 for all police and fire emergencies.

Contacts for your Assistance

Abandoned Business	BD
Administration	VM
Annexation	PL
Apartment Housing Code	BD
Arlington Economic Alliance	PL
Board of Health	HL
Board of Local Improvements	EN
Boards and Commissions	VM
Building Code Review Board	BD
Building Permits	BD
Bus/Transportation Questions	PL
Business Assistance	PL
Business Licenses	BD
Code Enforcement	BD
Comprehensive Plan	PL
Demographics/Census	PL
Design Commission	PL
Design Review	PL
Disability Issues	HL
Downtown Redevelopment	PL
Driveway Permits	BD
Economic Development Assistance	PL
Fence Permits	BD
Fire Inspections	BD
Flood Plain Maps	EN
Food Establishment Inspections	HL
Freedom of Information Requests	LG
Housing Commission	PL
Inspections of Buildings	BD
Landscape Planning	PL
Land Use Variations	PL
Legal Questions re Village Code	LG
Liquor Licenses	VM
Marketing and Development	PL
Occupancy Permit	BD
Ordinances	VC
Parking Lot Construction	EN
Parkway Signs	PW
Plan Commission	PL
Plan Review (Buildings)	BD
Plan Review (Site Work & Public Improvements	EN
Planned Unit Development (PUD)	PL
Plumbing Permits	BD
Property Upkeep Complaints	BD
Recycling Collections	HL
Rezoning	PL
Sales Tax Rates	FW
Sanitary Sewer Connections (New)	BD
Sidewalk Repair/Installation	EN
Sign Permits	BD
Sign Code	PL
Special Use	PL
Surveys (Land)	EN
Tax Increment Financing (TIF)	PL
Traffic Engineering	EN
Tree Preservation (Private)	PL
Vacant Building	BD
Village Board Meetings/Information	VM
Village Code	LG
Water Backflow and Metering	PW
Water Billing Questions	FW
Water Connection (New)	EN
Water Main Breaks	PW
Water/Sewer Rates	FW
Website Questions	VM
Yard Waste Collection	HL
Zoning Board of Appeals (ZBA)	PL
Zoning	PL

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